



Code of Ethics and Code of Conduct for members

Every member organization (“member”) of the Association des camps du Québec (“the Association”) undertakes to comply with this code and to bring it to the attention of its management and, where applicable, to its board of directors.

Any breach of this code may lead to a reminder, a request for corrective action, an investigation or a sanction that may extend to expulsion from the Association, in accordance with the procedure set out in article 2.7.1 of the Association’s bylaws.

Preamble

Members of the Association share a common conviction: that camps are a unique environment for personal development, bringing discoveries and creating lasting memories. This Code of Ethics and the following Code of Conduct set out the principles and values to which members of the Association must adhere and the conduct that is expected of them. The Association deems that the management of each member is responsible for ensuring that this code governs practices in their camps.

The undertakings set out herein embody the Association’s own values: representing its members, supervising with expertise, prioritizing individual development, bringing the magic of camps to life, listening and acting proactively, and inclusivity.

Code of Ethics

Safety and wellbeing first

Members must place the safety and wellbeing of the children, teenagers and adults that they receive above all other considerations. They must protect the physical and psychological safety of every person involved in the camp industry: families; counselling, coordination and support staff; managers; and Association personnel.

Integrity

Members must act honestly and transparently towards families, their own staff, and other members of the Association. They must faithfully present their programs, the type of supervision proposed, and their facilities.

Respect for all

Members must treat everyone with dignity and kindness, without discrimination, and must foster genuine inclusivity for those who have a disability or special needs.

Competency

Members undertake to offer high-quality programs and services, to train their staff, to comply with commitments made in the membership and certification process, and to develop their practices.

Responsibility

Members must comply with applicable laws and regulations, with particular regard to legislation concerning youth protection, health and safety, labour standards, and the protection of personal information. They must provide their programs and services in accordance with the Association's bylaws and membership policy.

Solidarity

Members acknowledge that they are part of the community of members of the Association, and undertake to conduct themselves in such a way as to retain the respect and trust of other members, the public and industry partners.

Code of Conduct

In addition to complying with the Code of Ethics, members undertake to conduct themselves as follows.

Safeguarding

- Adopt the Association's [Safeguarding Policy](#).
- Create and maintain a healthy environment, free from harassment, discrimination and violence; manage conflicts equitably; intervene rapidly in the event of any distressing situation; and call on qualified external resources whenever a situation exceeds a camp's capabilities or when the involvement of an impartial party is necessary.
- Provide families, staff and other clienteles with the means to file a complaint by placing the "Je dénonce la situation" button of the *Protecteur de l'intégrité en loisir et en sport* on the website of the camp concerned or by referring to the Association's website, and ensuring that the matter is followed up within a reasonable time.

Wellbeing and respect: participants, staff, families and other clienteles

- Treat everyone with respect, dignity and kindness, irrespective of their race, origin, language, identity or gender expression, sexual orientation, age, physical or mental condition, physical appearance, marital status, family or socioeconomic situation, social condition, political convictions or personal beliefs.
- Foster genuine inclusivity for those with a disability or special needs by adapting activities, services and the tools made available to them.
- Show cultural humility by ensuring that programs offered contain no discourse, activity or symbol reproducing a colonialist, stereotyped or disparaging view of Indigenous peoples and cultures or any other cultural community.
- Provide supervision and constructive feedback to support the personal or professional development of every individual.
- Actively listen to concerns expressed by participants, staff, families and other clienteles.

Confidentiality and personal information

- Treat any information, observation or evaluation a camp may possess regarding its clients or employees in compliance with the [Act respecting the protection of personal information in the private sector](#) (Bill 25) and the [Act respecting Access to documents held by public bodies and the Protection of personal information](#).
- Ensure that published content (photos, videos, testimonials) respects the image rights of children, families and staff, and obtain the necessary authorizations prior to dissemination.

Communication and industry representation

- Restrict the use of the terms “certified camp,” “compliant municipal day camp” and “compliant community day camp”, as well as the use the certification and compliance logos, to members in good standing recognized by the Association.
- Express themselves publicly, both in traditional media and on social media, in a way that reflects positively and respectfully on the entire camp industry in Québec and the Association’s mission. Refrain from encouraging or supporting discriminatory remarks.
- Foster healthy competition based on emphasizing the value of their own camps rather than making unfavourable comparisons with other organizations.
- It would be judicious to consult the Association before commenting publicly, on behalf of a camp or the industry, on any sensitive issue affecting the entire sector (safety, regulations, an incident occurring in another camp, negative media coverage, etc.).