



HONESTY

INTEGRITY

CONDUCT

GOOD FAITH

BUSINESS ETHICS

CODE OF CONDUCT

CORE VALUES

EXCELLENCE

FOSTER

RESPONSIBLY

The Model Aeronautics Association of Canada is dedicated to serving all aspects of modeling through National leadership by encouraging individual, family, and community participation, and promoting high standards of safety and personal fulfillment.

MAAC is the non-profit organization that brings together model aircraft enthusiasts of all kinds from across Canada. We provide a common theme of safety and general operations that is shared by the hundreds of member clubs across the country. As a corporation entrusted with ensuring aviation and public safety, our success depends upon the personal commitment that each of us makes to uphold our core values and practice ethical behaviours.

www.maac.ca

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Code of Conduct Foreword



A Code of Conduct creates a safe, inclusive and respectful environment for all members regardless of level of experience, duration of membership or category of interest. It defines the ethics, values and standards of conduct for all members of the association. The purpose of this code is to minimize legal risk and protect the well-being of the membership.

Introducing a code of conduct demonstrates that MAAC has a social conscience and concern for the welfare of all members. It is hoped the code will improve our brand and make the association more attractive to new members. In Canada, many organizations have seen the benefits of introducing a code of conduct.

Introducing a Code of Conduct will help improve MAAC's involvement with various levels of government, federal agencies and our interaction with National authorities. It aids in demonstrating the seriousness and dedication of our membership.

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President, Model Aeronautics Association of Canada
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MAAC Values

Respect

MAAC, as a mostly volunteer run corporation values respect as a key ingredient to our shared vision and ultimate success. As such a key part of any code of conduct, we attempt to describe what respect should look like to provide more clarity for our members.

The definition of respect: *An understanding that all people and things have value by showing high regard and consideration for self, others, community, and environment. Respect is an attitude of admiration or esteem.*

Respect at MAAC is:

- Listening without interrupting, but equally being concise and focused in all communications.
- Keeping an open mind to new ideas while accepting properly made decisions as group will.
- Trying to understand the other person's viewpoint, while not forcing your own.
- Trust, honesty and acting in good faith in all matters.
- Nonviolence (physical or verbal).
- Giving credit where credit is due and allowing our volunteers to contribute free of harsh criticism.
- Accepting differing communication styles or manners inside any given message.

Respect does not mean we cannot disagree, in good faith, or even have passionate and different viewpoints on matters of principle, interpretations, or on perception of factual situations, but where we disagree, we must do so in a tactful, diplomatic and respectful manner.

Lastly, respect to our core values, corporate structure and volunteer contributions means we do not seek to re-litigate, or relive decided matters. The will of the organization whether expressed via the AZM/AGM process or Advisory group work must be respected to move forward.

Excellence

Excellence applies first and foremost to our core mission of providing a safe and enjoyable recreational model operation environment. This focus is supported not just by emphasis on MAAC Safety Code and regulatory compliance, but by every member adopting common sense risk identification and reduction strategies, coupled with sound decision making in the safe enjoyable operation of their models, every day at every MAAC site.

Excellence at MAAC is:

- Ensuring you have read and comply with the latest Safety Code
- Ensuring you have read and comply with all Club/site/event rules
- Raising safety concerns through the proper MAAC communication tools
- Operating your models in a safe and competent manner
- Reducing or where possible eliminating unnecessary risks to aviation or public safety
- Putting the long-term goals of the members of this association, ahead of the immediate wants or desires of individuals.

What is the Purpose of this Code?

To fulfill our shared common goal of bringing together model aircraft enthusiasts from across Canada, the MAAC Board fully endorses the adoption of this Code of Conduct.

The purpose of a code of conduct is to create a safe, respectful, and professional environment for all members to enjoy our hobby, under the MAAC national structure. The code serves as a framework for ethical decision-making and helps ensure that all members understand the expectations and consequences of their actions.

This Code is not a substitute for our responsibility and accountability to exercise good judgement. It is recognized that all members bring a diverse background, and opinions will differ.

Who is subject to the Code?

All MAAC members are subject to the Code of Conduct, including all members, officers, employees and Directors. The code also applies to all interactions between MAAC members, our employees, or any other persons with whom MAAC conducts official business or have partnerships with, including their employees or volunteers.

MAAC Code of Conduct

As a member in good standing, I will:

1. Respect the letter and spirit of all Canadian law as they pertain to our Association, our members and our activities.
2. Respect MAAC by-laws, policy, Safety code and other common member agreements in our conduct and activities.
3. Treat all members, officers, employees and directors with respect, fairness, courtesy and dignity to create a healthy environment where all members feel free to contribute to and benefit from the Association's successes.
4. Foster and maintain an environment that is free from abuse, discrimination or harassment.
5. Act as an ambassador for MAAC and our hobby in all communications, decisions and actions.
6. Take responsibility and where appropriate accountability for my communications, decisions and actions, while embracing a "Just Culture".
7. Protect MAAC's proprietary information from all improper sharing, copying or misuse outside legitimate MAAC business needs.
8. Support fundamental human rights or freedoms and avoid participating in activities that abuse human or freedoms.
9. Respect and protect the proprietary and confidential member information which may be entrusted to me, specifically ensuring that all member information is maintained confidential and in accordance with the Personal Information Protection of Electronic Data Act (PIPEDA).
10. Support others to adhere to this Code of Conduct, and report in good faith serious violations.

Member Rights

Membership

In accordance with the MAAC Policy & Procedures Manual Article 6, each member shall be entitled to the following:

1. Receive a unique registration number and membership card.
2. Be eligible to compete in any competitions sanctioned by the association or any competition sanctioned by any model organization which has a reciprocal agreement with MAAC, and which is affiliated either directly or indirectly with the Fédération Aéronautique Internationale (F.A.I.).
3. Be eligible to represent Canada in world competition (F.A.I.) providing the member qualifies according to the regulations as set down by the association and can obtain an international sporting license as issued by the Aero Club of Canada.
4. Be advised of the national organization zone in which he resides. A member may request that the board of directors approve the transfer of such member's zone representation to a zone adjacent to the one in which the member resides by delivering to the corporation such written request and lodging a copy of the same with the secretary of the corporation.
5. Be entitled to attend the annual or any other general meeting of the members of the corporation and the annual zone meeting or any other general meeting of the members of the national organization zone in which such member is represented and to be heard in respect of any matter at any such meeting.
6. Be entitled, at the annual meeting of members of the zone in which the member is represented, to propose resolutions and/or recommendations to be considered at the annual meeting of the members of the corporation, and if such resolutions and/or recommendations are approved by a majority vote of the members of the national organization zone, to have such resolutions and/or recommendations included on the agenda of the annual general meeting of the members of the corporation.
7. Be eligible to be elected to the board of directors, or to hold any office in the corporation or to be elected or appointed to the membership or chair of any standing committee.
8. Be eligible to transfer to another membership class upon the approval of the board of directors and upon payment of any required fees or dues for the applicable membership class.
9. All members of the organization are entitled to attend any members' meeting. All members are entitled to audit any meeting of the executive committee or the board of directors except closed meetings. Closed meetings can be held for corporate property security, sensitive financial information, disclosure of intimate, personal or financial details in respect to a person, acquisition or disposition of corporate property, decisions with respect to negotiations with employees, litigation affecting the organization and disciplinary action taken by the board against any director, officer or member. The public accountant of the corporation and such other persons who are entitled or required under any provision of the Act, articles or by-laws of the corporation to be present at the meeting. Any other person may be admitted only on the invitation of the chair of the meeting or by resolution of the members.
10. If the chair of the board and the vice-chair of the board are absent, the members who are present and entitled to vote at the meeting shall choose one of their members to chair the meeting.

THE MEMBERS OF A CORPORATION HAVE CERTAIN RIGHTS AND RESPONSIBILITIES UNDER THE NFP ACT.

11. At any meeting of members every question shall, unless otherwise provided by the articles or by-laws or by the Act, be determined by a majority of the votes cast on the questions. In case of an equality of votes either on a show of hands or on a ballot or on the results of electronic voting, the chair of the meeting will cast the deciding vote.

Privacy

In accordance with the MAAC Policy & Procedures Manual, member privacy is paramount, and all members, directors and officers will adhere to the following policy:

Except as set out in our Privacy Policy, MAAC will not disclose any personally identifiable information without permission unless legally entitled or required to do so or if it is believed that such action is necessary in relation to a claim made under MAAC's insurance policy that involves the individual.

Equally, there is an onus upon every member and volunteer to not share or distribute any information that could reasonably be considered a breach of other members right to privacy, based solely upon their membership or participation in MAAC.

Confidentiality

The MAAC Board of Directors maintains final say on what is or is not confidential MAAC material. Members, employees and officers who have not signed or are not bound by the MAAC Confidentiality policy should still be mindful that outside sharing of any official MAAC information obtained in the course of membership, may be harmful to the association and otherwise a breach of this Code of Conduct, or the terms and conditions of membership.

A current or past Director shall not disclose MAAC confidential, proprietary, or privileged information to third parties, including members of MAAC. What constitutes MAAC confidential, proprietary, or privileged information for this purpose is a question of fact to be determined in each case, on the basis of the nature of the information and whether it is already known by the membership.

Members should exercise extreme caution before outside sharing of any information or documents that are written by or otherwise belong to MAAC.

Social Media

As members of an organization with whom the public, and certain government agencies have placed great trust for maintaining aviation and public safety, it is critical that all members act in a manner that does not betray that trust, or otherwise give the Canadian public a reason to doubt the organization or its members ability to assure their safety. That is not to say members cannot engage in frank, honest and even spirited public social media discourse, but that all members should be mindful that all communications can have consequences for MAAC the organization and for them individually.

MAAC accepts Canadian rights to protected speech under the Canadian Charter of Rights and freedoms but will not tolerate abusive or objectionable comments on social media directed towards any identifiable member, officer, contractor, volunteer or other identifiable persons associated with MAAC or its activities. MAAC reserves the right to refer highly objectionable communications by our members to the appropriate law enforcement agencies or engage in other legal avenues as it deems fit.

Violence & Harassment Responsibilities - MAAC Employees, including Contractors

Model Aeronautics Association of Canada (MAAC) is committed to the prevention of workplace violence and harassment and is ultimately responsible for workplace health and safety in accordance with the Occupational Health and Safety Act and Ontario Human Rights Code.



Harassment

Harassment is any behavior that demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions, comments, or displays. It may be a single incident or continue over time. Harassment will not be tolerated from any member of the organization. In this section of the code, “employee” includes contractors such as the employees of MAAC’s association management company.

It is not the intention that matters, it’s the effect or impact that it has on the individual. The following behaviours will not be tolerated, in person, in virtual meetings or online:

1. **Bullying:** Any attempt to influence an employee, member or other person to follow a specific course of action or behave in a specific manner, or otherwise act in a way different from that which the employee or other person would normally do, where the attempt is made by way of express or implied threats of any reprisal of any kind, browbeating, intimidation, ridicule or the like, and where the attempt is made directly towards the employee or member, is threatened, or is made toward a third party (such as unsuitable comments about the employee to his/her colleague, whether written or verbal). In addition, bullying both within the context of the workplace, association operation and in a personal context is expressly prohibited, regardless of intent.
2. **Demeaning Behaviour:** Any attempt to belittle or demean another individual for whatever purpose, and whether direct or indirect.
3. **Discrimination:** The law in Canada bars discrimination against individuals on specific grounds, except where bona-fide legal requirements mandate otherwise. Any discriminatory behavior based on prohibited grounds will not be tolerated. Grounds include, but are not limited to race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, genetic characteristics, disability and conviction for which a pardon has been granted. Such discrimination may include but is not limited to comments, actions, words, jokes, social media, cartoon or other images.
4. **Physical Assault:** Is any physical force or threat of physical force to create fear and control another person. Some examples include but are not limited to, hitting, blocking, shoving, choking, slapping, or biting, or pulling hair, threats of violence, and using a weapon or other objects to threaten, hurt or kill.

5. **Sexual Assault/Harassment:** Includes offensive, degrading or humiliating behavior that is related to a person's sex or sexual orientation, as well as behavior of a sexual nature that creates an intimidating, hostile, or poisoned work environment, or that could reasonably be thought to put sexual conditions on a person's job or employment opportunities. Examples include, but are not limited to, jokes, comments, insults, touching, pinching, leering, posters, cartoons, e-mail, social media and telephone calls.
6. **Threats (verbal or written):** Is a communicated intent, in a direct, conditional or veil manner, to inflict physical or other harm on any person or to personal property, including documentation by some unlawful act.
7. **Verbal/Emotional/Psychological Abuse:** Is a pattern of behavior that makes someone feel worthless, flawed, unloved, or endangered. Examples include swearing, put-downs, name calling, speaking tone, not listening over a period of time or acts of humiliation.
8. **Defamation** – both verbal (slander) and written (libel) will not be tolerated. A defamatory libel is matter published, without lawful justification or excuse, that is likely to injure the reputation of any person by exposing him to hatred, contempt or ridicule, or that is designed to insult the person of or concerning whom it is published.

Any of the behavior mentioned above may be aggravated by shouting, yelling or screaming; any behavior that undermines the integrity of the employment relationship with MAAC employees is strictly prohibited.

Violence

Workplace violence includes sexual harassment, acts of verbal or physical violence, attempted acts of physical violence, and threats of physical violence, and is not tolerated.

In addition to actual physical-contact violence (which may include sexual harassment – e.g. repeated inappropriate touching after a request to stop), violent situations may be recognized by raised voices accompanied by threatening gestures, an individual waving, or attempting to use, an item as a weapon, throwing an item and/or making verbal threats of attack.

No member shall manipulate, intimidate, humiliate, or ridicule any MAAC employee, board member or fellow member.

It is our policy to prohibit any form of retaliation against individuals who, in *good faith*, report harassment or participate in an investigation.

Good Faith - Good faith refers to honesty, sincerity, and fairness in one's intentions and dealings with others. Acting in good faith means that a person believes they are doing the right thing without deceit or intention to defraud.

IT'S NEVER WRONG TO RAISE A CONCERN,
IN GOOD FAITH, ABOUT A POTENTIAL
VIOLATION OF THE CODE OF CONDUCT.

Investigating & Reporting

Reporting

If you see an act of violence, it is your duty to report it. MAAC will endeavour to protect the identity of any persons reporting acts of violence to the best of our ability and in accordance with the law.

MAAC takes any violation of our Code of Conduct seriously and members should report in good faith any such instances of contravention.

Good Faith - Good faith refers to honesty, sincerity, and fairness in one's intentions and dealings with others. Acting in good faith means that a person believes they are doing the right thing without deceit or intention to defraud.

MAAC will ensure that all reported instances of contravention are taken seriously, recorded, and reported on properly. Conversely, MAAC will not tolerate frivolous, vexatious actions or willful abuses of the code of conduct reporting system as a weapon or for retaliatory purposes. Complaints of those infractions will be dealt with in an equally serious manner.

Frivolous – a complaint that cannot be successfully argued because the policy, laws—or the facts—don't support it. A case, which on the face, lacks merit. Acting in bad faith – a complaint for complaints sake as opposed to a genuine concern.

Vexatious - having little chance of succeeding in law but intended to annoy someone or cause problems for the defendant. Weaponizing the complain process for revenge or merely to “drag someone through the mud”.

Bad Faith - intentional dishonest act by not fulfilling legal or contractual obligations, misleading another, entering into an agreement without the intention or means to fulfill it, or violating basic standards of honesty in dealing with others.

If you have any questions, or have a concern that our policy on Violence & Harassment has been breached, please contact the MAAC office to obtain a Violence and Harassment Reporting Form:

By Mail: Unit 9, 5100 South Service Road, Burlington, ON L7L 6A5

By Phone: 905-632-9808 / 1-855-359-6222

By Email: opsmanager@maac.ca

Investigation

When you have reported the incident, an investigation will be undertaken. This process may include, but is not limited to:

- Meeting with you and the parties involved individually to determine what happened.
- Identifying, and meeting with, anyone else who may have witnessed the incident.
- Preparing a draft incident report.
- Meeting individually with the event participants and witnesses to discuss the report.
- Finalizing the report.
- Placing a copy of the report in a central Incident Report folder and notifying the instigator's/participants.

Any individuals found to have violated the code of conduct provisions are subject to having their membership revoked as stipulated in Article 11 & 12 of the MAAC By-Laws.

All members MUST sign and adhere to the MAAC Code of Conduct as a condition of membership annually. You will be prompted to agree to the Code of Conduct before your membership dues can be processed.

Consequences of not signing or adhering to the MAAC Code of Conduct can range from non- admittance of membership, verbal or written warnings to suspension, termination, and even legal ramifications, depending on the severity of the violation.

Good Faith - Good faith refers to honesty, sincerity, and fairness in one's intentions and dealings with others. Acting in good faith means that a person believes they are doing the right thing without deceit or intention to defraud.

Mental Health – Let’s Talk About It!

Mental health refers to a person's emotional, psychological, and social well-being. It affects how individuals think, feel, and act.



Mental health also determines how people handle stress, relate to others, and make choices. It is important at every stage of life, from childhood and adolescence through adulthood.

Factors such as genetics, life experiences, and family history of mental health problems can influence mental health, and it can encompass a range of conditions such as depression, anxiety, and bipolar disorder. Proper care and support are essential for maintaining good mental health.

How to Bring Awareness

- Education and Training - Organize workshops and seminars on mental health.
- Public Campaigns - Launch awareness campaigns through social media, TV, and radio. Use posters, pamphlets, and brochures to disseminate information.
- Community Involvement - Invite mental health professionals to speak at local events.
- Encourage Open Conversations - Promote an environment where people feel comfortable discussing mental health. Share personal stories and testimonials to destigmatize mental health issues.
- Corporate Initiatives - Implement mental health programs and resources in workplaces. Provide training for managers to recognize and support employees with mental health issues.
- Utilize Technology - Develop and promote apps and online platforms for mental health resources and support. Host webinars and virtual events on mental health topics.

How to Talk about Mental Health

- Be Open and Honest- Share your experiences and feelings transparently. Use clear and direct language to express your thoughts.
- Choose the Right Setting - Find a quiet, private place where you can talk without interruptions. Ensure both parties are comfortable and have enough time to engage in the conversation.
- Show Empathy and Support - Listen actively and without judgment. Offer reassurance and show understanding and compassion.
- Use “I” Statements - Frame your thoughts and feelings using “I” statements to avoid sounding accusatory. For example, "I feel anxious when..."
- Educate Yourself - Understand the basics of mental health to speak knowledgeably about it. Be prepared to share helpful resources if needed.
- Encourage Professional Help - Gently suggest seeking help from a therapist or counselor if necessary. Offer to assist in finding resources or making appointments.

- **Normalize the Conversation** - Treat mental health discussions as a regular part of overall health. Avoid making it seem like a taboo topic.
- **Respect Boundaries** - Respect the other person's feelings and privacy. Don't press for details if they're not ready to share.
- **Follow Up** - Check in with the person periodically to see how they're doing. Show ongoing support and willingness to listen.
- **Be Patient** - Understand that talking about mental health can be difficult and may take time. Allow the conversation to flow naturally without rushing it.

Where to go for Mental Health Support

- **Primary Care Physician** - Consult your primary care doctor for initial assessment and referral to a specialist.
- **Mental Health Professionals** - Psychologists, psychiatrists, counselors, and therapists for individual, group, or family therapy.
- **Community Health Centers** - Local clinics and community health centers often provide mental health services.
- **Hospitals and Clinics** - Many hospitals have departments or clinics specializing in mental health.
- **Online Therapy Services** - Online platforms such as BetterHelp, Talkspace, and others offer remote therapy sessions.
- **Crisis Hotlines** - National Suicide Prevention Lifeline, Crisis Text Line, and other hotlines offer immediate support.
- **Support Groups** - In-person or online support groups for specific mental health conditions or general mental wellness.
- **Employee Assistance Programs (EAPs)** - Many workplaces offer EAPs that provide confidential counseling and support.
- **School and University Counseling Services** - Counseling centers in schools, colleges, and universities for student mental health services.
- **Faith-Based Counseling** - Counseling and support services from religious or spiritual communities.
- **Government Resources** - Local government health departments may provide mental health services and referrals.
- **Apps and Online Resources** - Mental health apps such as Headspace, Calm, and others for self-directed support and resources.

Nonprofit Organizations

- **Canadian Mental Health Association (CMHA)** - Nation-wide organization providing resources, advocacy, and support for mental health.
- **Kids Help Phone** - Provides confidential and anonymous phone and online counseling for youth.
- **Centre for Addiction and Mental Health (CAMH)** - Leading mental health research and teaching hospital in Toronto.
- **Mood Disorders Society of Canada** - Focuses on mood disorders and provides resources, support, and advocacy.
- **Anxiety Canada** - Offers resources and support specifically for anxiety disorders.
- **Mental Health Commission of Canada (MHCC)** - Works to improve mental health systems and services across Canada.
- **Beacon** - Provides digital mental health therapy guided by professionals.

- Canada Suicide Prevention Service (CSPS) - Offers confidential support by phone and text for those in crisis.
- Jack.org - Youth-led organization focusing on mental health awareness and leadership.
- MindYourMind - Engages youth and emerging adults to effectively manage mental health.
- Strongest Families Institute - Provides evidence-based programs to help children, youth, adults, and families.
- Hope for Wellness Help Line - Provides culturally competent counseling and crisis intervention to Indigenous people across Canada.
- The Centre for Mindfulness Studies - Offers mindfulness-based therapeutic programs to address mental health and wellbeing.
- BC Partners for Mental Health and Substance Use Information - Collaboration of mental health and substance use non-profits in British Columbia.
- CAMIMH (Canadian Alliance on Mental Illness and Mental Health) - A coalition of national organizations that promotes mental health and mental illness awareness across Canada.