



June 2022

CODE OF CONDUCT

La Leche League Canada (LLLC) is a Direct Connect Entity (DCE) of La Leche League (LLL) a worldwide organization with local entities in many countries around the globe. La Leche League International (LLLI) is the U.S. based not-for-profit organization with the responsibility to protect the worldwide organization's brand, accredit Leaders, maintain cohesion and communication among the various Direct Connect Entities (DCEs) that comprise LLL, and maintain a visible global presence for LLL.

Purpose of the Code of Conduct

This Code of Conduct applies to all LLLC Leaders' activities, LLLC volunteers, the LLLC Board of Directors ("LLLC Directors"), LLLC Board committee members, and to all LLLC staff. It applies to all LLLC Leaders' activity and to the work of LLLC social media administrators or moderators, whether in-person, written, or electronic, including activity on both internal and external social media spaces whenever Leaders identify themselves as Leaders.

Upon accreditation, and when annually renewing their commitment to LLL, LLLC Leaders sign the *LLL Leader Statement of Commitment* agreeing to represent LLL in accordance with the most recently published version of the *LLL Policies and Standing Rules (PSR)* as posted on the LLLI website, which includes its *LLL Code of Conduct*. The commitment to ethical behavior is inherent in the *PSR* and fundamental to being part of La Leche League. Also upon accreditation and annually, LLLC Leaders sign the LLLC Leader Agreement, agreeing to represent LLLC in accordance with *LLLC By-laws* and *LLLC Policies*, which includes the *LLLC Code of Conduct*. LLLC Directors and members of LLLC Board committees and global forums who are not LLLC Leaders are expected to adhere to the sections of this *LLLC Code of Conduct* that pertain to their work with LLLC.

Allegations that an LLLC Leader, LLLC volunteer, LLLC Director, or LLLC staff has failed to uphold this *LLLC Code of Conduct* are addressed through the Area, or *LLLC Conflict Resolution Process*, or *LLLC By-law 2.6 Discipline of Members* process, as appropriate.

THE LA LECHE LEAGUE CANADA CODE OF CONDUCT

- 1. LLL Philosophy: LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff adhere to the Mission, Vision, and Purpose of LLLC, protect its brand, and, in their LLLC roles, act in ways that are consistent with LLL philosophy.**
 - 1.1. LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff exercise good judgment and recognize the limits of their qualifications.
 - 1.2. LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff understand and follow the LLLC Conflict of Interest policy as stated in the *LLLC By-laws* and *LLLC Policies*.
 - 1.3. LLLC Leaders who are engaged in paid professions and businesses which offer products or services of value to families make all efforts to separate their roles as LLLC Leaders from these paid professions. Leaders do not use their LLLC positions or LLL platforms to promote any non-LLL products or services. If Leaders are asked to recommend pertinent services, they offer a selection of services, preferably from an independent list, which need not be exhaustive and which may include their own product or service. Leaders must provide the credentials of those they are recommending and check with their local support to be sure they are adhering to Area practice and local laws.

- 2. Administration: LLLC Leaders comply with the administrative processes of LLLI, LLLC and their Areas.**
 - 2.1. LLLC Leaders fulfill their administrative responsibilities to the organization by keeping personal information current and communicating regularly with the organization and with any designated support persons.
 - 2.2. LLLC Leaders update their knowledge through regular participation in enrichment opportunities.
 - 2.3. LLLC Leaders actively help eligible individuals find out about LLL leadership and support their preparation to become LLL Leaders.
 - 2.4. LLLC Leaders maintain accurate and complete records of their Leader work, including all helping contacts, and administrative requirements and take all steps to ensure that LLL documents are maintained securely and retained in line with Canadian privacy legislation.
 - 2.5. LLLC Leaders and LLLC volunteers respond promptly to any investigations or complaints against Leaders and cooperate with conflict resolution processes and discipline processes as requested.
 - 2.6. LLLC Leaders follow *LLLC Fiscal Policies* and *LLLC Financial Code of Ethics*.

3. Cooperation: LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff work cooperatively with others throughout the organization regardless of differences and disagreement.

- 3.1. LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff communicate and coordinate with others directly impacted by their work regardless of the Group, Area, or DCE to which Leaders connect.
- 3.2. LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff respect the accreditation and/or skills, experience, knowledge, and contributions of their colleagues. They are mutually accountable to their Leader, volunteer, and staff peers.
- 3.3. LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff discuss differences of professional opinion, concerns and disagreements with respectful, open, civil communication and with fairness and honesty, in person, in writing, and in electronic spaces. See *LLLC Social Media*. They take reasonable steps to recognize, identify, work through, and resolve conflict in a proactive manner, using Area, and/or National LLLC supports as appropriate. When a conflict and/or breach of this *LLLC Code of Conduct* cannot be resolved by the parties themselves, or at the Area level, they may initiate the *LLLC Conflict Resolution Process* by completing the Conflict Resolution Request Form.
- 3.4. LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff freely and fully exchange breastfeeding, chestfeeding, human milk feeding, and other LLL related information with their LLL colleagues while complying with the LLLC's relevant policies: *Keeping Records, Child Protection, Confidentiality, Email Practices*, and *LLLC Code of Conduct 6.2*.
- 3.5. LLLC Leaders encourage an environment of continuous learning and mutual accountability at Group, Area, National and International levels.

4. International Code Compliance: LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff understand how the *World Health Organization International Code of Marketing of Breast-milk Substitutes* (“*International Code*”) and subsequent World Health Assembly resolutions impact their work. At minimum, this means that:

- 4.1. LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff recognize and accept that they are considered “Health workers” for the purposes of meeting obligations under the *International Code (Article 3)*.
- 4.2. LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff comply with Article Z (health care workers) and Article 4.2 (educational materials) of the *International Code*.
- 4.3. As representatives of La Leche League, LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff never accept donations or inducements (financial or material) from manufacturers or distributors of products who do not meet their obligations under the *International Code*.

- 4.4. LLLC Leaders direct families who ask about the use of breastmilk substitutes to their healthcare professionals or provide resources with pertinent information. See the *International Code 4.2.* and the Leader's Handbook section on the *International Code*.
- 4.5. LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff convey to mothers and parents who use breastmilk substitutes or feeding devices that they are always welcome to seek LLLC breastfeeding, chestfeeding, and parenting support. Support can be accessed at LLLC meetings, online, via telephone and in-person.
- 4.6. As representatives of LLL, LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff never give families donations or samples of breastmilk substitutes, or any other product covered by the *International Code*.
- 4.7. At LLL presentations and events, LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff do not allow advertisements or exhibits for any product that has been documented as being harmful to the breastfeeding dyad or the nursing relationship; any product that could undermine breastfeeding; any product covered by the *International Code*; any product incompatible with LLL purpose or *LLL Philosophy*; or any recalled product. See *LLLC Exhibits*.

5. Mixing Causes: In their LLL roles, LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff do not promote personal opinions or causes. Where other causes overlap with breastfeeding or the LLL Mission, Leaders may provide LLL information and speak to the relevance of breastfeeding to that cause.

- 5.1. LLLC Leaders do not receive payment or personal donations for their basic responsibilities as Leaders as defined by the *LLLC Definition of a Leader* and *LLLC Responsibilities of a Leader*. Leaders will direct potential donors to the LLLC website where they can make donations directly and receive a tax receipt.
- 5.2. LLLC Leaders may work cooperatively with others who support, promote, and protect lactation and the nursing relationship. See the *LLLC Collaborative Action*.
- 5.3. LLLC Leaders do not promote their own or anyone else's personal, volunteer, commercial, or professional activities from their Leader platform. LLLC Leaders may disclose their LLL qualifications or experience as credentials within their personal, volunteer, commercial, or professional activities. Leaders are encouraged to examine each situation for themselves and are asked to not disclose their LLL credentials in any situation where doing so may cause confusion about the LLL mission. The LLLC Board of Directors reserves the right to request that Leaders remove their credentials if it feels that confusion about the LLL mission may result by including them.
- 5.4. LLLC Leaders do not use their Leader role to set up any type of milk sharing network. See the *LLLC Milk Donation*.
- 5.5. In order to protect the reputation of LLLI and LLLC, LLLC Leaders do not act as representatives for any organization similar to LLL in providing volunteer, mother-to-mother/parent-to-parent breastfeeding or lactation support, nor do they provide volunteer administrative or Board member support for such organizations.

LLLC Leaders may be donors, members, or paid staff of similar organizations. See the *LLLC Collaborative Action*.

6. Values: LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff demonstrate high standards of respect, honesty, and trust.

- 6.1. LLL Leaders, LLLC volunteers, LLLC Directors and LLLC staff uphold the standards and values set out in this *LLLC Code of Conduct*, in the *LLL Policies and Standing Rules (PSR)* and the *LLLC By-laws* and *LLLC Policies*.
- 6.2. LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff keep medical or other sensitive personal information confidential unless permission has been granted. This includes but is not limited to in-person interactions, electronic communications, and written documentation. See the *LLLC Confidentiality*. Information relevant to a complaint may be shared as part of confidential conflict resolution and discipline procedures.
- 6.3. LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff behave in a manner that will not discredit the organization, cause unnecessary and continual conflict within the organization, or interfere with their effectiveness as Leaders or representatives of LLL, nor with the effectiveness of any other Leader or representative of LLL.
- 6.4. LLLC Leaders follow the laws of Canada and the province in which a Leader is volunteering as a Leader. If the laws of the country conflict with La Leche League policies and procedures, the laws of the country take priority.
- 6.5. LLLC Leaders are sensitive to the history, cultures, and customs of any country and community in which they are volunteering as Leaders.
- 6.6. LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff do not use their LLL role to engage in personal relationships or sexual activities that exploit others, or use their LLLC position to elicit favors, sexual or otherwise, from others.
- 6.7. LLLC Leaders and LLLC volunteers, promptly disclose to their ACL, the LLLC Board of Directors and National Office any criminal charges or convictions against them related to offenses of harm to either children or adults. LLLC Leaders who have any financial responsibility to LLLC also disclose criminal charges or convictions against them related to financial misconduct.
- 6.8. Anyone with a role within LLLI must also make these disclosures promptly to the LLLI Executive Director.

7. Respect: While carrying out their roles in LLLC, LLLC Leaders, LLLC Directors, and LLLC staff treat all persons fairly and without discrimination, intimidation, bullying, or any form of harassment, regardless of the Leaders' opinions and life choices.

- 7.1. LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff respect the right of Leaders, mothers, and parents to follow their own judgment and instincts in raising and feeding their children. LLLC Leaders offer information and support that is adaptable to a variety of family situations. LLLC Leaders do not give specific advice.
- 7.2. LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff treat all mothers, parents, Leaders, administrators, and staff in LLLC with acceptance and dignity; they respect each person's right to determine their own identity and needs. See *LLLC Equity, Diversity and Inclusion*.
- 7.3. LLLC Leaders, LLLC volunteers, LLLC Directors, and LLLC staff create open, trustworthy, and safe spaces. These spaces may be electronic, in-person, written, or social media spaces. Whether the space is open to the public or not, LLLC Leaders, LLLC Directors and LLLC staff maintain the degree of confidentiality required by each situation. See *LLLC Confidentiality*.
- 7.4. LLLC Leaders are aware that there will be differences among Leaders, Leader Applicants, and families supported by LLLC and remain aware of the potential for bias. Leaders maintain a high level of considerate and thoughtful attention in their interactions with those whom they support and with their LLL colleagues.
- 7.5. LLLC Leaders, LLLC volunteers, LLLC Directors and LLLC staff avoid making assumptions about others and recognize diversity and individual choice.
- 7.6. LLL Leaders, LLLC volunteers, LLLC Directors and LLLC staff are sensitive to individual needs and cultural customs.

Breach of this Code of Conduct

Anyone who, in good faith, believes that an LLLC Leader, LLLC volunteer, LLLC Directors, LLLC staff member, or unit of the organization has breached this code is invited to file a complaint by filling out the Conflict Resolution Request Form.

(June 2022)