



Missione Maria Ausiliatrice  
8550, av. Joliot Curie  
Montréal, QC H1E 4C3

## CODE OF CONDUCT

### 1. OBJECTIVE

The Code of Conduct (CoC) governs the actions and relations of the pastoral leadership, staff, ministry leaders, volunteers, and all members of Missione Maria Ausiliatrice's (MMA) community. The CoC establishes ethical standards to promote acceptable behavior among members of the parish inspired by Gospel values: the teachings of the Catholic Church, the culture of the MMA community and the parish pastoral Vision, emphasizing Faith, Family and Community.

"Therefore, my beloved brothers and sisters, be steadfast, immovable, always excelling in the work of the Lord because you know that in the Lord your labor is not in vain." *Corinthians 15:58*

### 2. DEFINITIONS

This Code applies to pastoral leadership, staff, ministry leaders and volunteers with regard to all of their activities at, or in the name of, MMA, and by extension, to all members of the MMA community.

- **Pastoral leadership** refers to clerics officially mandated to serve at MMA.
- **Leadership team** refers to members of the Divine Renovation Leadership team.
- **Wardens** refers to members formally elected to such office.
- **Staff** refers to salaried persons hired to fulfill specific tasks by MMA.
- **Ministry leaders** refers broadly to persons exercising a leadership role in one of the various ministries within the parish. These roles include, but are not limited to, members of the parish pastoral committee, members of the Liturgy team, Choir leaders, Catechism coordinators, etc.
- **Volunteers** refers to all persons engaged in a parish activity on a volunteer basis.
- **Members of the MMA community** refers to all Catholic faithful who participate in the life of the parish.



### 3. CONDUCT

All persons to which this Code applies must respect and foster:

- i. **Community** by collaborating with others and acting in a manner that promotes a healthy social and working environment.
  - One must avoid a proprietary attitude towards assigned tasks by recognizing that parish work is a shared enterprise.
  - As such, leaders and volunteers should welcome assistance in their work and must take care to ensure that someone is properly trained to substitute for them if and when the need arises.
  - One must be willing to engage in exercises of reconciliation and conflict resolution with other members of the community.
  - One must balance commitments and responsibilities, avoiding overextension by involving themselves in too many roles in the parish.
  - Ministry leaders must actively recognize talents and charisms and recruit members for their group and encourage new members to join.
- ii. **Mutual respect** by treating everyone with dignity, kindness and compassion, while acknowledging and valuing the diverse gifts and contributions of each member.
  - This attitude must be expressed in personal interactions, conversation, as well as written and online communications.
  - Special care must be exercised so as not to harm the reputations of other members of the community, through unfounded recriminations or gossip.
- iii. **Christian virtue** by doing their utmost to live a life which witnesses to and affirms the teachings of Christ and of the Catholic Church, as well as respecting the common cultural norms of the parish community.
  - In cases where a person's behaviour violates important principles of Christian virtue and Church teachings, they will not be suitable to assume ministerial leadership roles within the parish.
  - All members of the community are expected to adhere to the following:
    - Respecting a prayerful environment during Mass;
    - Dressing in a manner appropriate for the House of God.



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- iv. **Humility** by recognizing that true leadership and service require a spirit of trust, collaboration, and a willingness to learn from others through healthy dialogue and correction.
  - The virtue of humility also includes respecting the authority and decisions of designated leaders and leadership bodies within the parish.
  - By being open to feedback, continuous learning, improvement, and constructive criticism to develop their effectiveness.
  - Demonstrate contrition and make amends when required.
- v. **Confidentiality** with regard to the information remitted to volunteers in the exercise of their functions, which allows them to perform their duties in an informed manner and with full knowledge of the facts.
  - Confidential information cannot be distributed or made public or used for personal purposes. The obligations of all persons in matters of confidentiality remain indefinitely.

Confidential information refers to information which is explicitly designated as such when shared, or which can be reasonably and ordinarily assumed to be confidential in nature.

Without limiting the generality of the above, the following shall be considered as confidential information:

- a. Any personal information collected by the MMA regarding its volunteers, including contact information, administrative and disciplinary files;
- b. Information regarding the treatment of a complaint under this CoC;
- c. Information discussed during all meetings which has not been officially communicated to the community at large;
- d. Information disclosed purposefully, or by neglect (leaked), will still be considered confidential to the community.

"Whatever task you must do, work as if your soul depends on it, as for the Lord and not for humans, since you know that from the Lord you will receive the inheritance as your reward; you serve the Lord Christ." *Colossians 3:23-24*



## 4. EXPECTATIONS

### Leadership

- a. Attend all meetings and fulfill obligations in an orderly and responsible manner.
- b. Treat all volunteers with the highest level of professionalism and respect.
- c. Act as mediators when a conflict arises within the team they lead in order to maintain cohesion and unity among members.
- d. Provide a budget to the wardens regarding expenditures for their activities/events.
- e. Provide a list of group members, including the names of 1 or 2 potential successors.

### Volunteers

- a. Collaborate with other members of the group according to the CoC.
- b. Fulfill the tasks assigned to them in a competent and timely manner.

## 5. CONFLICT RESOLUTION

<sup>15</sup>"If your brother or sister sins against you, go and point out their fault, just between the two of you. If they listen to you, you have won them over. <sup>16</sup>But if they will not listen, take one or two others along, so that 'every matter may be established by the testimony of two or three witnesses.' <sup>17</sup>If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan. <sup>18</sup>Truly, I say to you, whatever you bind on earth shall be bound in heaven, and whatever you loose on earth shall be loosed in heaven."  
*Matthew 18:15-18*

Inspired by the Gospel, the following steps are recommended for conflict resolution.

### a. Recognize and Understand the Conflict

- i. Recognize: Acknowledge the conflict and address it in timely manner.
- ii. Listen Actively: Communicate with each other in order to understand each other's perspectives and clear up any harmful misunderstandings.

### b. Identify Solutions and Negotiate

- i. Discuss possible solutions with humility, patience and mercy, and evaluate the feasibility of each option to reach an agreement on the best solution that satisfies all parties.

### c. Implement and Follow Up

- i. Agree on and outline clear steps to implement the solution.
- ii. The situation should be monitored to ensure that the solution is effective and make adjustments if necessary.



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### General procedure:

- i. Anyone who experiences dissatisfaction within his team, or with another volunteer, must attempt to resolve the conflict among themselves.
- ii. If unable to resolve the issue, one or both implicated volunteers must address their issues with the ministry leader who should actively encourage the parties to arrive at a solution.
- iii. If the issue remains unresolved, or directly involves a ministry leader, it will be treated as a complaint and will be addressed by the Leadership Team, who will make a decision as to how to resolve the matter. If the matter regards a staff member, it must be brought to the attention of the wardens.
- iv. Persons are expected to abide by the Leadership team's final decision with no option for an appeal. All parties involved must keep all information shared confidential. Refer to section 3, point v.
- v. Conflict including clerics must be brought to the attention of the episcopal vicar.
- vi. If the complaint qualifies as abusive behaviour, please refer to MMA's abuse protocol.

## **6. ENFORCEMENT**

A person shall be considered to be in breach of the CoC if they refuse and/or neglect to abide by any aspects of the Code.

As a consequence, appropriate actions by the parish authorities or ministry leaders will be imposed. This can include removal from the group or ministry.

A ministry leader should be proactive in enforcing the CoC should they recognize a violation. The offending party shall be called to order.

Should a member of the Leadership Team be involved in the same group or ministry as one of the parties in the complaint, his insight remains valuable, but he must recuse himself from the decision making process.

Clause: Ultimate responsibility rests with the Leadership Team.

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This Code of Conduct has been ratified by the Wardens and the Leadership Team on September 1 2024:

Fr. Francesco Giordano  
Pastor