



The CPCA Code of Conduct

Approved by the CPCA Board of Directors July 13, 2026

CPCA Code of Conduct for All Members

As members of the Canadian Professional Counsellors Association (CPCA), we commit to upholding the highest standards of ethical and professional conduct to ensure the well-being of those we serve, our professional relationships with colleagues, the integrity of the profession, and the trust of the public.

1. Respect for Clients, Colleagues and Members of the Public

- Treat all clients, colleagues, and members of the public with dignity, fairness, and respect without discrimination based on age, gender, ethnicity, sexual orientation, religion, disability, or any other personal characteristic.
- Foster respectful, supportive, and collaborative relationships with peers, supervisors, and other professionals in the interest of client well-being, the integrity of the profession, and the trust of the public.
- Respect diverse perspectives and engage in constructive feedback and conflict resolution.

2. Conduct in any CPCA Meeting

- This Code of Conduct establishes the standards of behavior expected from all members participating in association events, whether online or in person. It aims to foster a respectful, professional, and inclusive environment where all participants feel safe, valued, and able to contribute.
- CPCA Members shall treat all participants in any meeting or event with respect, kindness, and courtesy regardless of differences in background, identity, or perspective.
- Everyone is entitled to a harassment-free experience. Harassment, discrimination, or bullying of any form will not be tolerated.
- Members shall act with integrity, honesty, and professionalism at all times.

3. Conduct in any CPCA Online Meeting

- All attendees will ensure a professional and distraction-free setting, using appropriate backgrounds and attire.
- All attendees will respect privacy by not recording or disseminating meeting content without explicit permission from all involved.
- All attendees will use respectful language in “chat” and spoken communication; avoid offensive or insensitive remarks.

4. Conduct at In-Person Events and Meetings

- Respect personal space and boundaries; obtain consent before physical contact.
- Here is a concise and clear rule for a Code of Conduct regarding the use of alcohol at association events:
- If a CPCA event includes the consumption of alcohol, Members must always drink responsibly and respectfully, ensuring their behaviour does not negatively impact others or the event atmosphere. Intoxication, disruptive behavior, or any conduct that compromises safety, respect, or professionalism will not be tolerated.
- Maintain confidentiality of discussions as appropriate.
- Address conflicts or concerns constructively and seek assistance from event organizers as needed.

5. Conduct in Email Communications

- Clearly identify oneself with full name, credentials, and professional title in email signatures to uphold transparency and trust.
- Use professional language, tone, and grammar in all email communications to reflect respect, clarity, and professionalism.
- Ensure that all written communication is respectful without personal attack, swearing, sexualized comments, or demeaning content.
- Do not send unsolicited emails (spam) or use email to solicit clients inappropriately, respecting boundaries and ethical marketing practices.

Consequences of Violating the Code of Conduct

Violations of this Code of Conduct could result in disciplinary consequences. When a violation of this Code of Conduct takes place, the member may receive any of the following:

- **Verbal Warning:** A formal or informal clear statement that the behaviour is not appropriate and needs to stop immediately. Discussion about unacceptable behavior may take place with guidance on expectations for improvement.
- **Written Warning:** A formal, documented notice outlining the misconduct and consequences if further violations were to happen. A verbal or written apology (or both) may be required for the breach of the Code of Conduct and may be disclosed to all witnesses of the code violation.
- **Additional Training or Supervision:** Requiring further education or oversight to correct behavior or improve competence.
- **Referral to the Discipline Committee:** The CPCA Board of Directors may refer a Code of Conduct matter to the Discipline Committee. The Discipline Committee will review the behaviour, complete a discipline hearing and determine appropriate outcomes. The CPCA Discipline Committee may enact any of the following: membership suspension, mandatory remediation, issue a fine, impose temporary or permanent suspension of the member's CPCA membership and designation or any other discipline outcome available to them via the CPCA Bylaws.

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