

Document ID <b>PL-02</b>	Title <b>Code of Conduct</b>	Effective Date <b>5 Jan 2015</b>
Revision <b>0</b>	Prepared By <b>Policy Committee</b>	Date Prepared <b>28 Dec 2014</b>
	Approved By <b>Board of Directors</b>	Date Approved <b>5 Jan 2015</b>

**Policy Statement:** Trust and mutual respect are the cornerstones of any relationship. Club Members and Representatives are therefore expected to demonstrate a high standard of behaviour among themselves and when with Others. Club Members and Representatives are expected to govern their conduct and behaviour in a manner consistent with this Code.

**Purpose:** This Code provides clear guidelines as to expected behaviour of individuals in their activities with the Club, in their employment with the Club or as a representative of the Club. This Code has been developed to assist individuals in becoming and remaining aware of expected conduct in relation to their roles with the Club, whether it is a place of recreation, or a place or work. The Board also realizes that our parent sports bodies have expectations regarding our conduct.

**Scope:** Who must follow this Code? Everyone involved with Club activities must comply with sections of the Code, which seeks to ensure that the aspirations embodied in our Values are reflected in our daily actions and decisions. This Code applies to Club Members, Day-Fee Users and Representatives of the Club.

**Definitions:**

**Club:** Walden Cross Country Fitness Club

**Code:** Code of Conduct

**Others:** Any member of the general public

**CCC:** Cross Country Canada

**CCO:** Cross Country Ontario

**Club Members:** Include people who are:

- Recreational Skiers
- Competitive Athletes: Those enrolled in Club racing programs
- Parents of children who are Club Members

**Day-Fee Users:** Those paying a fee to use the Club facilities for a day

**Representatives:** Includes people who are:

- Employees: Those hired by the Club
- Supervisors: Those responsible to oversee and direct Club employees
- Volunteers: Those giving their time to the Club to complete tasks
- Board Members: Those elected to a board position of the Club
- Committee Members: Those serving on committees of the Club
- Coaches: Those providing instruction in programs offered by the Club
- Officials: Those officiating in events held by the Club

**Objectionable Conduct:**

This is conduct that is directed towards a person that serves no legitimate purpose and creates an intimidating, humiliating or offensive working environment that is known or ought to be known to be unwelcome. It also includes comments or criticism of others made in an open or public manner.

Objectionable Conduct does not include:

- The proper exercise of responsibility or authority related to the provision of advice, assignment of work, counselling, performance appraisal, discipline and/or other management or supervisory functions;
- Verbal disagreements or personality differences that are addressed in a respectful and private manner.

**Focus Areas:**

The Code is organized to focus on the following areas:

- Interpersonal Interaction
- Working Environment
- Service Provision
- Personal Accountability
- Confidentiality
- Conflict of Interest

### **Interpersonal Interaction – How to Treat Others**

Everyone will:

- Treat all others with dignity and respect no matter their personal characteristics, background or values.
- Refrain from engaging in any behaviour that could be considered discrimination or harassment under the Club's Harassment Policy.
- Refrain from behaviour that could be considered demeaning, bullying, threatening, intimidating or violent.

### **Working Environment – How to Work with Others**

Representatives will:

- While working and providing programs, maintain an environment in which everyone treats each other with respect and dignity free from objectionable conduct or harassment.
- Refer to the Club's Harassment Policy if an incident of harassment is experienced.

### **Providing Services – How to Act when serving Others**

Representatives will:

- Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with dignity and respect.
- Promote the Vision, Mission and Core Values of Club in all dealings with Others on behalf of the Club and within the Club.
- Provide a positive and valued experience for those receiving service within and outside the Club.

### **Personal Accountability**

Representatives will:

- Act with honesty and integrity and in accordance with any professional standards and / or governing laws and legislation that apply to the responsibilities you perform for or on behalf of the Club.
- Comply with both the letter and the spirit of any training or orientation provided to you by the Club in connection with those responsibilities.
- Adhere to the policies and procedures of the Club and support the decisions and directions of the Board and its delegated authority.

- Take responsibility for your actions and decisions. Disclose any perceived or actual conflict to your supervisor or a Board Member. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.

### **Confidentiality**

Representatives will:

- Respect and maintain the confidentiality of information gained as an employee or volunteer, including, but not limited to, all computer software and files, Club business documents & printouts, and all membership, volunteer, employee and sponsor records.
- Respect and maintain the confidentiality of an individual's personal information gained through your role in the Club.

### **Conflict of Interest**

All Representatives:

- Owe a duty of good faith and loyalty to the Club. Accordingly, they should not engage in any outside activities that places, could place or could perceive to place them in a conflict of interest.
- Will refrain from engaging in any outside work or business undertaking that would interfere with or compromise their responsibilities with the Club.
- Will refer to the Club's Conflict of Interest Policy for more information.

### **Procedures** – What am I responsible to do?

When in doubt about how to act in a given situation, individuals should consult this policy and if necessary, contact a member of the Board or your supervisor for further guidance.

Everyone involved with Club activities will:

- Act in a way that complies with this Code.
- Report any potential, perceived or actual violations of the Code of Conduct to a Board Member or Supervisor, as appropriate.
- Participate in any subsequent investigations.

Board Members and Supervisors will:

- Be responsible to address any potential, perceived or actual violations of the Code of Conduct according to the policies that apply to the situation.
- Refer to the Club's Complaint and Discipline Policies for direction on dealing with possible infractions of the Code of Conduct.
- Review compliance to this policy when conducting performance appraisals.
- Review this Code every four years and revise it as necessary.

#### **Other Codes of Conduct that Apply:**

Some groups are also governed by the Policies of our parent sports bodies. They complement this policy. The Club expects compliance to these Codes.

- Club Members
  - [Section 8 of CCC Code of Conduct and Ethics](#)
- Competitive Athletes
  - [Section 10 of CCC Code of Conduct and Ethics](#)
  - [CCO Athlete Code of Conduct](#) as signed by the Athlete
- Coaches
  - [Section 9 of CCC Code of Conduct and Ethics](#)
  - [CCO Coaches Code of Ethics](#) as signed by the Coach
- Officials
  - [Section 11 in CCC Code of Conduct and Ethics](#)

#### **Other Club Policies that relate to this Policy:**

PL-01	Mission, Vision and Values Statements
PL-03	Conflict of Interest
PL-04	Harassment
PL-05	Complaint
PL-06	Discipline

**Revision History:**

<b>Revision</b>	<b>Date</b>	<b>Description of Changes</b>	<b>Requested By</b>
0	5 Jan 2015	Approved by Board	Policy Committee