

Lorne Mountain Community Association (LMCA)

POLICY TYPE: HUMAN RESOURCES

POLICY TITLE: CODE OF CONDUCT POLICY

EFFECTIVE: September 1, 2018

REVISED:

PREAMBLE

The goal of this policy is to promote a respectful, healthy and well-functioning community minded environment for board of directors, employees, volunteers, members, tenants and users of our facilities. Underlying this policy is the expectation that all board of directors, employees, volunteers, members and users, whatever their position or function, have a responsibility to make sure that everyone at our facility receives the respect they deserve and need.

This policy also affirms the responsibility of LMCA board of directors and employees with supervisory responsibilities to protect all users from disrespectful conduct in the community center.

Note: **Users** are anyone who uses our facilities (tenants, rental facility, shower users, rink, water, playground, skate park, etc...)

1 SCOPE

1.1 Authority

This policy was issued under the authority of the LMCA Board of Directors.

1.2 Application

1.2.1 The policy applies to all persons hired by or volunteering for LMCA, and those participating in or using LMCA facilities or LMCA sanctioned events.

1.3 Purpose

1.3.1 The purpose of this policy is to:

- (a) promote a respectful, healthy and well-functioning community center;
- (b) address disrespectful conduct at the community center;
- (c) affirm employee and director responsibility and accountability for community center conduct and relationships; and
- (d) build organizational capacity to manage conflict in a constructive and respectful way.

1.3.2 This policy and associated procedures outline the system LMCA uses to pursue these purposes, and set out the processes for managing conflict and addressing disrespectful conduct at the community center.

1.4 Principles

1.4.1 LMCA strives to create a respectful and inclusive space that values and appreciates the diversity and contributions of all its employees, volunteers and users.

1.4.2 A respectful community center environment enhances the well-being of all users, improves job performance and inspires collaboration, all of which result in better service to the members and users.

1.4.3 All employees and volunteers of LMCA share in the collective responsibility to promote a respectful community center, address incidents of disrespectful conduct when they occur, and participate in processes under this policy.

1.4.4 Everyone is responsible for modelling respectful conduct in the community center and are accountable for appropriate intervention when disrespectful conduct is occurring.

1.4.5 Early intervention and non-adversarial approaches to managing community center conflict and disrespectful conduct prevent escalation.

1.4.6 Disrespectful conduct may lead to discipline up to and including termination of employment, member, user or volunteer suspension or expulsion.

1.5 Definitions

Respectful Environment: A community center that is characterized by:

- Spirited and respectful dialogue about community center issues, which welcomes diverse perspectives;
- Inclusion of people with different ancestries, backgrounds, religions, cultures, sexual orientations, and abilities;
- Constructive resolution of differences where community center conflict is recognized as natural and is managed through collaborative processes;
- Polite behaviour where everyone is courteous and considerate toward others;
- Safety from disrespectful, discriminatory, and bullying behaviour, and from repercussions for taking action to deal with disrespectful conduct at the community center; and
- Support for individuals to learn and practice personal conflict resolution and respectful workplace skills.

Disrespectful conduct: Behaviour by an individual directed against another individual that a reasonable person would consider disrespectful. For the purposes of this policy, disrespectful conduct is understood to be on a continuum from mild to grievous to illegal.

Disrespectful conduct does not include the proper use of authority related to the

exercise of managerial responsibility: including, providing advice and assigning work, performance evaluation and appropriate discipline.

Any form of violence towards any other user will not be tolerated and will be dealt with accordingly.

Sexual Harassment: Conduct, comment, gesture, display or contact of a sexual nature that might reasonably be expected to cause offence or humiliation, or that might reasonably be perceived as placing a condition of a sexual nature on employment or on any opportunity for training or promotion.

Abuse of Authority: Improper use of power that flows from an employee or director's position of authority over an employee: in particular, intimidation, threats or coercion, which could reasonably be expected to endanger an employee's ability to perform his or her job, threaten the employee's economic livelihood, or significantly affect his or her physical or emotional well-being. It is not abuse of authority to exercise managerial responsibility legitimately.

Bullying: Repeated or systematic assertion of power through aggressive behaviour – physical, verbal or psychological – including shunning, which would be seen by a reasonable person as intending to belittle, intimidate, coerce or isolate another person or group of people. Key elements of bullying include: repetition, duration, escalation and power disparity.

2 EXECUTIVE DIRECTOR AND THE BOARD OF DIRECTORS

2.1 The Executive Director ("ED") and the Board of Directors ("BD") of LMCA are responsible to promote, administer and implement this policy.

2.2 In this context the role of the ED and BD are to:

- (a) be a resource for employees, volunteers, users or members experiencing conflict or disrespectful conduct in the community center;
- (b) be a resource for those with the responsibility to manage conflict and disrespectful conduct in the community center;
- (c) assess concerns about conflict and disrespectful conduct in the community center, and determine and manage the appropriate process to address those concerns;
- (d) ensure that employees, volunteers, members and users are provided information regarding conflict resolution/management processes and outcomes (as appropriate);
- (e) collaborate together, as applicable, in addressing disrespectful conduct and promoting respectful community centers;
- (f) advise on actions required in individual cases as required; and
- (g) recommend systemic changes to promote a respectful environment at LMCA.

2.3 The following principles will apply to the ED, BD and to the participants in the processes under this policy:

- (a) The process used to address concerns raised about conflict or disrespectful conduct in the community center will be proportional to the seriousness of the concerns;
- (b) Concerns about community center conflict and disrespectful conduct will be addressed with timeliness, tact, confidentiality and discretion, taking into account the safety of those affected;
- (c) Persons about whom a concern is raised will be notified of the concern in a timely fashion, and provided an opportunity to be heard;
- (d) The interests of all affected parties will be taken into account in the process, and affected parties will be included in the process as appropriate;
- (e) Everyone will be expected to adhere to any timelines set in a process;
- (f) The outcome of the process will be as transparent as possible, taking into account legitimate confidentiality interests; and
- (g) Follow-up by the ED/BD, to check whether the anticipated outcomes of the process have been achieved and maintained, will be an integral part of every process and will be conducted as soon as practical and reasonable in the circumstances.

2.5 The ED will manage this policy and report to the LMCA Board any time the policy is invoked and the rights of a member, employee, volunteer or user are affected.

3 PROCESS

3.1 To the extent that it is reasonable and safe to do so, individuals will attempt to manage conflict and disrespectful conduct in the community center setting by:

- (a) raising their concern directly with the other individual(s) involved; and
- (b) seeking assistance from the ED or BD.

3.2 On receiving a request for assistance, the ED or delegate will assess the presenting problem and the community center context, consult with other staff and or members of the Board, where applicable, and determine the appropriate response to the request.

3.3 The ED will develop a customized follow-up plan for each intervention, will implement its part in the plan and may recommend follow up action by others.

4 CONFIDENTIALITY

4.1 Unless otherwise agreed by the individual bringing forward a request for assistance, or as required by law, a request for assistance under this policy will be treated confidentially which means only shared with the parties involved or with the Board. If

outside help is needed then a request to disclose information will be made to the affected parties.

5 APPEALS

5.1 Except as provided in this policy, the decisions of the ED (or delegate), ratified by the Board are not reviewable.

5.2 Any discipline rendered as a result of a finding of disrespectful conduct under this policy will be subject to a one-time appeal to an ad-hoc Appeal Committee appointed by the Board, upon written request to the President of the Board.

5.3 Any findings or decision by the Appeal Committee regarding disrespectful conduct will be treated as final and binding.