

Westend Seniors Activity Centre

Code of Conduct

The Westend Seniors Activity Centre (WSAC) strives to provide a supportive environment wherein staff, volunteers, and Members are treated with respect and dignity.

In accordance with WSAC's work site health and safety management system and current legislation, all reasonable efforts will be made to ensure that employees, contractors, volunteers, and Members are not subjected to discrimination, harassment, or bullying as they work or participate in WSAC activities, and that appropriate action is taken when such behaviour is reported.

CODE OF CONDUCT

The Code of Conduct for Westend Seniors Activity Center (WSAC) outlines the behavioral expectations for members. Members are expected to:

1. behave in a courteous and respectful manner toward others,
2. be tolerant and patient with the limitations and weaknesses of others,
3. be respectful of the individual and cultural differences of others,
4. be considerate of the feelings of others,
5. respect the personal belongings of others,
6. act honestly and ethically in relationships with others, and
7. promptly follow all safety instructions given by staff, instructors, or first responders.

I _____ agree to the Code of Conduct.
(Please print full name)

APPLICANT:

First Name: _____

Last Name: _____

Date: _____

WITNESS

First Name: _____

Last Name: _____

Date: _____

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Code of Conduct

DISCRIMINATION, HARASSMENT, BULLYING, AND CODE OF CONDUCT VIOLATIONS

1. The Executive Director will annually remind WSAC Members of the Code of Conduct.
2. WSAC Members will abide by the Code of Conduct.
3. When an instructor or a staff member believes it necessary to have a Member suspended for an incident related to discrimination, harassment, bullying, or a Code of Conduct violation, he or she will immediately refer the matter to the Executive Director.
4. A Member who believes he or she has been subjected to discrimination, harassment, bullying, or a Code of Conduct violation, will make his or her objection clearly known to the offender and to the Executive Director.
5. Complaints will be treated in confidence and the Executive Director will immediately conduct an investigation into the complaint. The involved Member or Members will be given an opportunity to explain.
6. The Executive Director will initiate immediate and appropriate action in substantiated cases. When the Executive Director suspends a Member the consequences for the misbehavior must be reasonable, appropriate, enforceable, timely and corrective. The Member will be informed in writing regarding the terms of the suspension, the reason or reasons for the suspension, and the steps that can be taken to appeal it (if this is a suspension which can be appealed).
7. In the event of discrimination, harassment, bullying, or a Code of Conduct violation involving the Executive Director, the President will be informed and will appoint an independent officer to investigate the matter.
8. In the event of discrimination, harassment, bullying, or a Code of Conduct violation complaint involving the Board of Directors, the Executive Director will immediately appoint an independent officer to investigate the matter and recommend action.

CEASING MEMBERSHIP/EXPULSION

If after investigating the matter the Executive Director deems a complaint about a Member's behaviour serious enough, the Board will schedule an expulsion hearing and invite the Member in question, the complainant or complainants, the Executive Director, and other parties that the Board considers advisable to attend. The Board will then conduct a hearing to determine whether or not expelling the Member is just and reasonable.

A Member who has received an invitation to an expulsion hearing from the Board may not give written notice of the intent to end his or her membership without also giving the Board his or her written consent not to reapply for membership.

A Member who has received an invitation to an expulsion hearing from the Board will not be deemed to have ended his or her membership through non-payment of membership fees, unless he or she gives the Board his or her written consent not to reapply for membership.

The refusal of a Member, being considered for expulsion, to attend or participate in one or both of the following:

- the Board expulsion hearing and/or
- the debate of the expulsion motion at a Special General Meeting or an Annual General Meeting

will not be sufficient reason not to proceed with the expulsion hearing or the vote for expulsion.

If a Member is expelled and the individual's membership fee for the year has already been paid in full, a full or partial refund may be paid to the former Member.

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Code of Conduct

APPEALS TO THE BOARD

The purpose of the appeal process is to ensure that WSAC decisions and actions are made in a fair and responsible manner and in the best interests of the membership. It is expected that significant efforts will be made to resolve disputes and conflicts through conversation, discussion and problem solving. In instances where this is unsuccessful, the following matters may be appealable:

1. decisions of the Executive Director regarding major suspension, or
2. decisions or actions of the Board contrary to Board Policies.

REQUIREMENTS FOR APPEALS TO THE BOARD

1. A request for an appeal to the Board will be made through the Executive Director.
2. A request for an appeal to the Board will be in writing, stating the basis for the appeal and will include a copy of the written decision(s) being appealed.
3. Directors of the Board who are in conflict of interest, or who believe that their judgment is unduly biased, will withdraw from the appeal process.
4. The Board will appoint an Appeal Committee made up of three Directors to hear the appeal.
5. A Board appeal hearing will be held and a written decision rendered, stating reasons for the decision, within 15 business days of receipt of the request for an appeal.
6. The appeal hearing will provide an opportunity for all parties to speak to the issues in dispute and to present pertinent documents. The appeal process is designed so that disputing parties will not require legal counsel. However, a person making an appeal may choose to be accompanied by a support person. If any party is to be represented by legal counsel, all parties must be notified in advance of the hearing.

HEARING PROCESS

Hearings will proceed in accordance with the following process:

1. All parties are asked if they are prepared to proceed. If a party is not prepared to proceed the Chair will ask the party for reasons. The Chair will reschedule the hearing if he or she considers the reasons offered for postponement are sufficient.
2. The Chair of the appeal hearing will introduce all parties and will state the purpose of the hearing, including a description of the decision under review.
3. The Chair of the appeal hearing will provide an opportunity for each party to make a representation in support of that party's position.
4. The Chair of the appeal hearing will provide an opportunity for each party to respond to the representation or representations made by the other party or parties.
5. The Chair of the appeal hearing will ask questions for clarification and will also invite the other hearing participants to ask questions.
6. The Chair of the appeal hearing will adjourn the proceedings with thanks and will explain that the forthcoming decision of the Board will be final.

In a closed session, the Appeal Committee will discuss the information provided and render a decision. The Chair of the hearing will inform all parties of their decision.

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