



LIFESAVING SOCIETY®
SOCIÉTÉ DE SAUVETAGE

The Lifeguarding Experts
Les experts en surveillance aquatique

June 8 2016

CODE OF CONDUCT FOR THE LIFESAVING SOCIETY OF CANADA (the “Society”)

The Lifesaving Society’s reputation in aquatic safety and its status as a charitable organization impose high expectations of professional and ethical behaviour. The Society’s reputation depends on the integrity of its volunteers and staff.

Members of the Society carry a high burden of trust. The way in which that trust is discharged determines to a great extent the Society’s success and the place of pride it enjoys in the aquatic community and in society at large. Individuals and organizations that interact with the Society can expect a high level of integrity and respect from the Society.

This code of conduct outlines the ethical standards of conduct expected of individuals, employees, volunteers interacting with the Society, and also details the Society’s policy with respect to workplace discrimination, bullying and harassment and workplace violence.

GUIDELINES FOR ETHICAL STANDARDS OF CONDUCT

This code is to be a guide for staff, volunteers, and all others who work, volunteer or represent the Society nationally. As such, this code is a general statement of the rules and regulations to be followed and referred to as needed. By conforming to these rules and regulations the members of the Society will maintain and promote the excellent reputation of the Lifesaving Society and be able to best fulfill their roles within the organization and support it in the various work that it does.

All staff, volunteers, and members of the Society are expected to:

- Uphold the Mission, Vision Statements and Values of the Lifesaving Society;
- Protect the interests of the Society and to avoid allowing themselves or the Society to be placed in a conflict of interest;
- Adhere to policy and procedural standards as outlined in the award guides, standard updates and policy and procedures manuals; and
- Maintain a professional attitude towards the Society’s programs, volunteers, staff, affiliates and general public.

This is generally defined as:

- All persons acting for the Society should be supportive of the Society and all other organizations and persons working for or with the organization;
- Use appropriate and respectful language;
- Focusing comments or criticism appropriately and avoiding public criticism of volunteers and staff;

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- Demonstrating safe and acceptable behaviour for the environment they are in;
- Take reasonable steps to manage the responsible consumption of alcoholic beverages in social situations associated with events of the Society;
- Maintain a current level of awareness about the Society and its various programs and activities; and
- Treat all persons with respect.

WORKPLACE DISCRIMINATION, BULLYING AND HARRASSMENT AND WORKPLACE VIOLENCE POLICY

The Society is committed to providing an environment free from discrimination, bullying and harassment and workplace violence for all of its employees and volunteers including, without limitation, all Members or representatives thereof, and employees of the Lifesaving Society when ostensibly acting in that capacity.

Discrimination: Discrimination includes any (negative) differential treatment, whether in recruiting, hiring, training, promotion, discipline, benefits and compensation, based on an individual's actual or perceived race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, family status, source of income or sexual orientation and any other ground protected by the applicable human rights legislation.

Examples of discrimination include insults, ethnic jokes, derogatory comments directed to disabled persons or preferential shift assignments based on race. Discrimination does not include reasonable or appropriate social interaction.

Bullying and Harassment: Harassment is any behavior that creates an intimidating, demeaning, humiliating, and threatening or hostile work environment. Bullying and harassment includes any inappropriate conduct or comment by a person towards another that the person knew or reasonably ought to have known would cause the other person to be humiliated or intimidated.

This includes any conduct, comment, gesture or contact of a sexual nature or unwelcome verbal or physical conduct because of race, religious beliefs, colour, place of origin, gender, physical or mental ability, age, ancestry, marital status, source of income, family status or sexual orientation, such that an individual's performance is impaired or they feel they are not being treated with dignity and respect.

Harassment that will not be tolerated by the Society includes but is not limited to: physical, psychological, written or verbal abuse; threats, bullying, intimidation, derogatory remarks, jokes, innuendo or taunts; unwelcome invitations, requests or demands with sexual overtones; and workplace violence, including the exercise or attempt to exercise physical force by a person against another person that causes, or could cause physical injury.

The Society will also not tolerate the display or pornographic, racist or offensive signs or images, practical jokes that result in awkwardness or embarrassment; and unwelcome invitations or requests, whether indirect or explicit.

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Sexual harassment is a form of harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favours or other unwelcome verbal or physical conduct of a sexual nature when:

- such conduct might reasonably be expected to cause insecurity, discomfort, offense or humiliation to another person or group;
- submission to such conduct is made either implicitly or explicitly a condition of employment or volunteering or used as a basis for any employment or volunteer decision including promotion, salary, job security or benefits; or
- such conduct has the purpose or might reasonably be expected to have the effect of interfering with a person's work performance or creating an intimidating, hostile or offensive work environment.

Bullying and harassment does NOT include:

- expressing differences of opinions;
- offering constructive feedback, guidance or work-related advice about behavior; or
- reasonable action taken by the Society or a supervisor relating to management and direction of volunteers or employees (including counselling, managing performance, taking reasonable disciplinary actions, assigning work or implementing disciplinary actions).

Reporting

Volunteers, employees or contractors who believe they are being subjected to discrimination, bullying or harassment, or workplace violence at work should:

- If comfortable doing so, tell the person believed to responsible for the discrimination, bullying or harassment, or workplace violence that his or her action is unwelcome and ask him or her to stop;
- Make a note of the incident setting out the time of the incident, who was involved, who might have seen it and the date of the note. This note should be made as soon as possible after the incident; and
- Report the matter in writing to the Executive Director, except in cases where the person believed to be responsible for the discrimination, bullying or harassment, or workplace violence is the Executive Director, in which case it should be reported in writing to the President of the Society.

All complaints under this policy will be kept confidential except where disclosure is necessary to investigate the complaint or take corrective action or is otherwise required by law.

Personal Resolution:

If you feel you are being discriminated against, bullied or harassed, or the subject of workplace violence, provided that you feel comfortable doing so, you should advise the offending party in a reasonable and appropriate manner that his or her behavior is unwelcome and should stop.

Attempts at personal resolution are often very effective, but are not required to advance to a formal resolution process.

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You also have the right to contact the Human Rights Commission to make a complaint of sexual harassment and you can report any incident of assault that has occurred to the appropriate authorities.

Dealing with a Reported Incident

1. All reports of ethical misconduct, discrimination, bullying or harassment, or workplace violence will be investigated in a fair and timely manner.
2. Reported incidents of discrimination, bullying or harassment, or workplace violence will be kept strictly confidential, except to the extent necessary to investigate the complaint and/or otherwise required by law.
3. Both the complainant and the alleged harasser will be interviewed, as well as any individuals who may be able to provide relevant information.
4. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include, as appropriate, coaching, counselling, suspension, termination for just cause, relieving the volunteer of its responsibilities as a volunteer, and the incident will be documented in the harasser's file. No documentation will be placed on the complainant's file when the complaint has been made in good faith, whether the complaint is upheld or not, except in the case of a fraudulent or malicious complaint.
5. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser.
6. Regardless of the outcome of a harassment complaint made in good faith, the individual lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers, other volunteers or superiors. This includes, as appropriate, dismissal, demotion, unwanted transfer, denial of opportunities within the organization or harassment of an individual as a result of their having made a complaint or having provided evidence regarding the complaint.

Responsibility of Management

Leaders are responsible for fostering a harassment-free work environment and setting an example of appropriate workplace behaviour.

It is the responsibility of a director, manager, commissioners or any person within the Society who supervises employees or who leads volunteers to take immediate and appropriate action to report or deal with incidents of harassment of any type, whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed nor should the complainant be told to deal with it personally.

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Fraudulent or Malicious Complaints

Any unfounded or frivolous allegations under this policy may cause significant damage to a wrongfully accused person and the Society. If the Society determines that anyone has knowingly made false statements regarding an allegation of discrimination, bullying, harassment, or violence, immediate disciplinary steps will be taken, including as appropriate, coaching, counselling, suspension and/or termination for just cause.

No Reprisals

To encourage Society volunteers and employees to bring forward complaints of discrimination, bullying, harassment, and workplace violence, you and others who are witnesses or are otherwise involved in advancing a complaint, in good faith, will not be subject to any discipline or any other form of retaliation because a complaint has been advanced and otherwise acted upon by the Society.

Anyone who subjects someone else to discipline or any other form of retaliation for advancing or furthering a complaint made and pursued in good faith will be subject to discipline up to and including termination for just cause.