



Mutual Respect Policy

CANADIAN SKI PATROL
PATROUILLE CANADIENNE DE SKI



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This document supersedes all previous copies of this policy.

Version 1.0

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Overview



The Canadian Ski Patrol is committed to creating an inclusive and healthy workplace where members and employees are valued and treated with dignity and respect.

Our objective is to promote, educate and encourage respect

The purpose of this policy is to:

- Promote respect for the dignity of all members and employees of the CSP.
- Encourage and foster an environment that is free from discrimination and harassment.
- Educate all members and employees of the CSP on how to proactively foster and support a respectful workplace.
- Encourage reporting of all incidents of workplace harassment and discrimination, regardless of whom the offender may be.

Our definition of a respectful workplace is clear

A respectful CSP workplace is a work and volunteer environment where all members and employees are treated fairly, difference is acknowledged and valued, communication is open and civil, conflict is addressed early and there is a culture of respect and cooperation.

A respectful CSP workplace is one without discrimination and harassment.

Discrimination and harassment will not be tolerated by the CSP

Discrimination and harassment will not be tolerated by the CSP.

Discrimination is any action, decision or omission that treats a person or a group negatively because of their race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, or on the basis of any other ground of discrimination set out in federal or provincial human rights laws in Canada.

Harassment is a form of discrimination. It involves any unwanted physical or verbal behaviour that offends or humiliates a person or group of people.

The CSP is committed to upholding this policy

The CSP is committed to fostering and supporting a respectful workplace for all members and employees.

The CSP is committed to establishing a process for receiving, investigating and dealing with reports of disrespectful behaviour, discrimination and harassment, and to supporting and assisting the person subjected to disrespectful behaviour, discrimination and harassment.

The CSP will communicate this policy to all members and employees and will educate them on how to uphold this policy and proactively foster and encourage respect within the CSP.

The CSP will review this policy annually and communicate any changes to all members and employees.

The CSP will promote respectful attitudes and behaviours, and encourage the formation of healthy, productive relationships.



Members and employees of the CSP are committed to upholding this policy

Members and employees of the CSP agree to uphold this policy and treat all other members and employees of the CSP with respect and dignity.

Members and employees of the CSP will foster and support a respectful workplace within the CSP. This includes being proactive when witnessing incidences of disrespectful behaviour and reporting incidences of discrimination and harassment.

Members and employees of the CSP agree to refrain from actions and behaviours that might constitute disrespect, discrimination or harassment.

Members and employees of the CSP will promote respectful attitudes, and encourage the formation of healthy, productive relationships.

Members and employees agree and acknowledge that disrespectful behaviour, discrimination and harassment do not include exercising appropriate management authority and responsibility towards members and employees of the CSP. This includes performance management, being provided direction or instruction, operational changes and disciplining an employee or member of the CSP.

This policy applies to all of us

This policy applies to the CSP and all members and employees of the CSP.

We will address issues proactively

Any employee or member of the CSP who has experienced or witnessed disrespectful behaviour, discrimination or harassment within the CSP should take proactive steps to address the behaviour. Being proactive will encourage the behaviour to end or stop before it becomes repetitive or systemic.

Proactive, informal resolution methods can be used to address disrespectful behaviour, discrimination or harassment. Informal methods include directly and respectfully bringing the matter to the attention of the person responsible for the conduct. The person responsible for the conduct may be unaware that his/her conduct is offensive and a simple statement that the conduct is unwelcome may prevent repetition.

Informal resolution methods are not mandatory. Power and status disparities may make it impossible or unreasonable to use informal resolution methods.

Formal written complaints will be directed to CSP leadership

When a member or employee of the CSP chooses not to use informal resolution methods to resolve the conflict, or if s/he is not satisfied with the results of the informal methods, a formal written complaint may be made to the CSP.



Formal written complaints made under this policy are confidential. Details of the complaint can only be shared for the purpose of resolving or investigating the complaint.

When a CSP leader is in receipt of a written complaint, s/he must forward it within 10 days of receipt to the CSP human resources chair. The CSP human resources chair will inform the CSP president and CEO of the complaint.

When the CSP receives a formal written complaint, an investigation will be conducted. The CSP human resources chair will determine who will conduct the investigation. This determination may be made in collaboration with the appropriate CSP leaders.

If the written complaint involves senior CSP leadership, the CSP may refer the investigation to an external investigator.

Retaliation against anyone who has made a complaint or has participated in an investigation under this policy will not be tolerated. Retaliation may result in disciplinary action.

Investigations may be reviewed

In the event a member or employee is not satisfied with the outcome of an investigation, s/he can request a review of the complaint.

The review will be carried out by the CSP human resources chair, who will review the complaint, the report and recommendation, and other information as determined by the CSP human resources chair.

The CSP human resources chair will either confirm the outcome of the complaint or delegate it for further investigation.

Appendices

The following appendices also form part of this policy.

Appendix A – Other Legally Required Definitions, sets out other definitions that are required to be included in this policy by law.

Appendix B – Complaint Flowchart, gives more information on the stages of a complaint.

Appendix C – Making a Formal Complaint, includes a complaint form and details on how to make a formal complaint.

Appendix D – Guidelines for Conducting Investigations, provides information on general steps and timelines relevant to an investigation.

Appendix A – Other Legally Required Definitions



British Columbia

Worksafe BC Prevention Manual Policy D3-115-2 defines bullying and harassment as including any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated. Bullying and harassment excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

Alberta

The Alberta *Bill 30: An Act to Protect the Health and Well-Being of Working Albertans* defines harassment as any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affects the worker's health and safety, and includes:

- Conduct, comment, bullying or action because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation, and
- A sexual solicitation or advance, but excludes any reasonable conduct of an employer or supervisor in respect of the management of workers or a work site.

Bill 30 also requires the establishment of a joint work site health and safety committee, which for the purposes of this policy is established with the CSP national human resources chair.

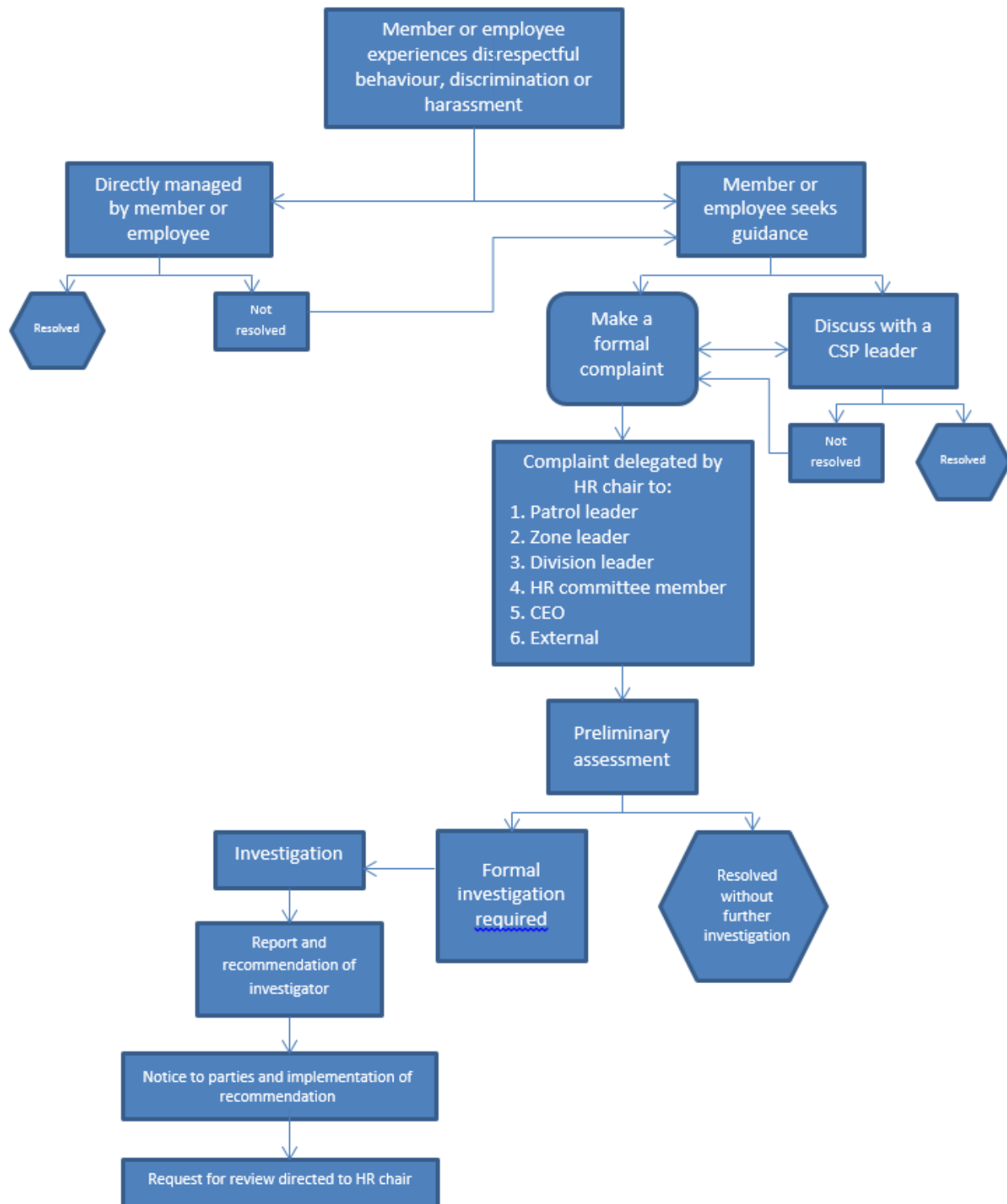
Ontario

The Ontario *Occupational Health and Safety Act* requires that this policy also define workplace sexual harassment as including engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome. It also includes making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Prince Edward Island

The Prince Edward Island *Employment Standards Act* defines sexual harassment as meaning any conduct, comment, gesture or contact of a sexual nature that is likely to cause offence or humiliation to any employee; or that might, on reasonable grounds, be perceived by that employee as placing a condition of a sexual nature on employment or on any opportunity for training or promotion.

Appendix B – Complaint Flowchart



Appendix C - Making a Formal Complaint

Canadian Ski Patrol Mutual Respect Formal Complaint Form	
Details of complainant	
Complainant's name:	
Identification number:	
Email address:	
Telephone number:	
Name of patrol leader:	
Details of person(s) responsible for the disrespectful behaviour, discrimination or harassment	
Name:	
Identification number:	
Position:	
Details of incident(s)	
Date and time of incident:	
Did it occur more than once? Yes _____ No _____	
Did it occur during working or volunteer hours? Yes _____ No _____	
When did it start?	
When did it stop?	
Is it still going on? Yes _____ No _____	
Location of incident:	
Nature of the complaint	
Describe the incident and the circumstances in which it took place. Give details:	
What was your reaction?	
How did you feel?	

Did you do anything or talk to anyone after the incident? Give details:

Was this the first and only incident? Yes_____ No_____ If no, please list all previous incidents. Give details:

List of witnesses to the disrespectful behaviour, discrimination or harassment

Name:	
Identification number:	
Email address:	
Telephone number:	

Name:	
Identification number:	
Email address:	
Telephone number:	

Name:	
Identification number:	
Email address:	
Telephone number:	

Acknowledgement of complainant:

I confirm that the information in this form is honest and true to the best of my knowledge. I am making this complaint in compliance with the Canadian Ski Patrol Mutual Respect Policy. I understand that: the incident(s) described above will be investigated; I will be given an opportunity to explain further; and I will be informed of the

Complainant's signature:

Date:

Completed complaint forms must be emailed to humanresources@skipatrol.ca
FOR CSP/OFFICE USE ONLY
Matter was referred to investigation on:
Investigation was completed on:
Final report was produced on:
Complaint was: Established _____ Not Established _____
Parties were informed of outcome on:
Action taken:

Appendix D - Guidelines for Conducting Investigations



The person conducting the investigation whether internal or external to the CSP must, at minimum, complete the following:

- Collect and review any relevant documents, including the written complaint.
- Interview the employee or member who filed the written complaint and the person(s) against whom the complaint was made.
- Give the person(s) against whom the complaint was made the opportunity to respond to the complaint.
- Give the employee or member who filed the complaint a reasonable opportunity to reply.
- Interview the employees or members identified as having witnessed the behaviour or event.
- Make reasonable efforts to interview other people or witnesses as necessary to conduct a thorough investigation, which may include interviewing people who are not employees or members of the CSP.
- Take appropriate notes during all interviews.
- Ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation.
- Remind the parties of this confidentiality obligation at the beginning of the investigation.

The person conducting the investigation must prepare a written report summarizing the following:

- The complaint.
- The response from the person(s) against whom the complaint was made.
- The steps taken during the investigation.
- The interviews with all witnesses.
- His/her findings or conclusions.
- His/her recommendations for resolution of the conflict.

Within 10 days of the investigation being completed, the employee or member who filed the written complaint and the person(s) against whom the complaint was made must be informed in writing of the results of the investigation and any corrective action recommended to be taken by the CSP.

The investigation must be completed in a timely manner and generally within 90 days or less, unless there are extenuating circumstances such as illness or a complex investigation.

All notes, emails, reports, documents and information obtained, reviewed and/or created in the course of an investigation is considered a business record of the CSP and must be saved and stored in compliance with CSP document storage and retention policies.

Canadian Ski Patrol Mutual Respect Investigation Report Template	
Details of investigation	
Investigator's name:	
Identification number:	
Email address:	
Telephone number:	
Details of the complaint	
Name of complainant:	
Identification number:	
Name of respondent(s):	
Identification number:	
Date of formal complaint:	
Investigation plan	
<ol style="list-style-type: none"> 1. Review formal complaint form. 2. Interview the complainant and the respondent(s). 3. Make a list of possible relevant witnesses. The complainant and respondent(s) should be asked for names of any relevant witnesses. 4. Interview relevant witnesses. Ask specific questions about what they have observed, are aware of or have personally experienced. If the witnesses are not CSP members or employees, make reasonable efforts to interview those witnesses. 5. Collect and review relevant documents from the complainant, respondent(s), witnesses and the CSP. 6. Take detailed notes. 7. Keep the investigation confidential. Instruct the complainant, respondent(s) and witnesses not to talk to others about the investigation unless it is necessary, for instance, to obtain advice or counselling. 	
Documents and information collected and reviewed	

Summary of individuals interviewed	
Name:	
Identification number:	
Email address:	
Telephone number:	
Summary of interview:	
Name:	
Identification number:	
Email address:	
Telephone number:	
Summary of interview:	
Name:	
Identification number:	
Email address:	
Telephone number:	
Summary of interview:	
Name:	
Identification number:	
Email address:	
Telephone number:	
Summary of interview:	

