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MEMBER CODE OF CONDUCT

PURPOSE

This code of conduct outlines the expectations and standards of behavior for RFABC Members while conducting or participating in activities of the Association. Its purpose is to create a safe and inclusive environment, and to promote professionalism, respect, and ethical behavior amongst our membership.

DEFINITIONS

Member: A member is an individual holding paid, honorary or lifetime membership with the Recreation Facilities Association of BC. This includes, but is not limited to: individual, facility, platinum, retired, student, associate, board and executive members. A member retains voting privileges and to do so, must be in good standing.

Complainant: An individual who makes a complaint alleging that they have been the subject of, or have witnessed violation of the Policy.

Respondent: An individual who is alleged to have engaged in conduct that violates the Policy.

POLICY

A member must abide by the following:

- 1. Professionalism:** Members are expected to conduct themselves professionally, maintaining high standards of business ethics when participating, communicating or conducting in business or activities of the Association. This includes, but is not limited to, written and verbal communications to members, staff, executive and board.
- 2. Respect:** Members are expected to treat others with respect and dignity, regardless of their race, ethnicity, national origin, religion, gender, sexual orientation, age, or abilities. Members should assist in promoting an inclusive environment that is free from discrimination, harassment, and bullying.
- 3. Conflict of Interest:** Members are expected to identify personal or professional conflicts of interest should they arise, as it relates to business or activities of the Association. When these conflicts of interests are identified, the member must recuse themselves from

participating in related decision making or voting of the Association's membership, board or executive.

4. **Integrity:** Members must always act in good faith, morally and ethically. Members must not engage in behaviour that would otherwise compromise the reputation of the Association.
5. **Confidentiality:** Members are expected to maintain the confidentiality of the business practices of the Association, should they be in a position with access to internal matters.
6. **Compliance with Laws and Regulations:** Members are to comply with all applicable laws and regulations, including but not limited to those related to privacy, copyright, and data security. This also applies to adherence to the Association's bylaws.

APPLICATION

By adhering to this code of conduct, members will contribute to creating a professional, safe, inclusive, and respectful environment within the RFABC membership.

COMPLAINT PROCESS

Any complaint under this policy must be addressed to the President in writing, as soon as possible after the alleged incident. The President shall submit all complaints to the Executive Committee. Should a conflict of interest exist, or a member of the Executive be the subject of the complaint; that member must abstain from involvement in the process.

RECEIVING AND RESPONDING TO A FORMAL COMPLAINT

The response to a formal complaint will be:

- a) undertaken promptly and diligently;
- b) fair and impartial; and;
- c) sensitive to the interests of all parties involved.

PROCEDURE FOR INVESTIGATING A FORMAL COMPLAINT

7. Upon receipt of a formal complaint, the President will advise the Executive Committee and provide them with a copy of the complaint.

2. The Executive Committee will make a determination regarding the need for an Investigation.
3. Where the Executive Committee determines that an investigation is warranted, Executive Members (2 Investigators) will be appointed to investigate.
4. The Investigators will notify the Complainant that an investigation is being conducted.
5. The Investigators will contact the Complainant to arrange an interview.
6. The Investigators will gather relevant information, which may require interviewing witnesses
7. The Respondent will be interviewed and provided an opportunity to respond to all allegations and evidence gathered.
8. Upon completion of the investigation, the investigators will prepare outcome recommendations, inclusive of any additional follow up required, submitting to the Executive Committee.
9. The Executive Committee will decide the outcome of the investigation based on the information provided.
10. The President and Executive Director are responsible for implementation and communicating outcome, inclusive of any disciplinary measures.
11. The Complainant and Respondent will be individually advised of the outcomes and next steps.

DISCIPLINARY ACTION

Any violations of this code of conduct may result in disciplinary action, up to and including suspension (or termination) of RFABC membership and its associated benefits.