



POLICY NAME	CODE OF CONDUCT POLICY
POLICY TYPE	BOARD POLICIES AND GUIDELINES
POLICY NUMBER	1211
VERSION NUMBER	Version 1
APPROVAL DATE	2024-09-17
EFFECTIVE DATE	2025-01-01
REVIEW CYCLE	3 Years
NEXT REVIEW DATE	2027-09-16

## 1. Policy Statement

- 1.1. The YMCA of Lethbridge is committed to the development, maintenance, and implementation of a code of conduct framework within YMCA facilities, programs, and services while ensuring the safety and security of all including members, participants, visitors, employees and volunteers.
- 1.2. The Association shall develop and maintain a Code of Conduct which shall apply to members, participants, and visitors, which shall be approved by Board of Directors as a policy.
- 1.3. The Association is committed to ensuring the ability to effectively engage with this policy, including such things as involving support workers, interpreters, and other accommodations.
- 1.4. The Association is committed to promoting equity, diversity, inclusion, and belonging in all aspects of our Code of Conduct Policy to ensure that every individual is treated with respect and dignity.
- 1.5. This policy shall address:
  - **Promotion of appropriate conduct** through the establishment and communication of conduct expectations.
  - **Prevention of inappropriate conduct** that violates conduct expectations or that otherwise have undue negative impact on others.
  - **Response to unacceptable conduct** in ways which respect the dignity and promote the well-being of all involved.
  - **Documentation** which ensures reporting, access, investigation, review, follow up, closure, and monitoring.

## 2. Purpose

- 2.1. This policy will outline what the Association believes to be appropriate conduct and expectations for conduct and outlines how unacceptable behaviour will be addressed.

## 3. Scope

- 3.1. This policy shall apply to members, participants, and visitors in the YMCA of Lethbridge's facilities, programs, and services excluding participants of Licensed Programs (e.g. day care/child care, preschool, out of school care/before and after school care).
- 3.2. This policy shall govern the response to unacceptable conduct of members, participants, and visitors only, and excludes responses to unacceptable conduct of volunteers, practicum students, contractors, and employees.



- 3.3. Behaviour covered by this policy may also initiate a response from policies related to the health and safety of employees and volunteers including Harassment and Violence Policy, Investigation Policy, and Health and Safety Management Policy.

#### 4. Responsibilities

- 4.1. It is the responsibility of the Board of Directors to:
- Review this policy and Code of Conduct every three years.
- 4.2. It is the responsibility of the CEO to:
- Ensure that this policy is implemented consistently throughout the Association.
  - Review and approve the Responding to Unacceptable Conduct Matrix
  - Serve as the final appeal for any applied response to unacceptable conduct, upon consideration of the facts, other than those which are governed by other policies.
  - Approve any exceptions to this policy relating to reimbursement of fees.
- 4.3. It is the responsibility of the Senior Leadership Team to:
- Support the effective communication of the Code of Conduct Policy and Code of Conduct, in accessible methods throughout Association facilities including digitally.
  - Establish and ensure the communication of the Space & Program Rules within their scope, in accessible methods.
  - Ensure effective use of available resources to implement preventative measures under this policy, such as appropriate employee levels for supervision.
  - Ensure ongoing training and resources to consistently respond to inappropriate and unacceptable behaviour.
- 4.4. It is the responsibility of the designated Director to:
- Manage the onsite response system including hiring, training, and delegation of authority through subject matter experts and onsite support.
- 4.5. It is the responsibility of members of the onsite response system (i.e. Managers on Duty) to:
- Provide feedback in the development and maintenance of the required materials for consistent response to unacceptable behaviour, including the Responding to Unacceptable Conduct Matrix.
  - Implement this policy consistently.
- 4.6. It is the responsibility of every employee and volunteer to abide by this policy to ensure a positive and equitable experience for all individuals.

#### 5. Definitions

- 5.1. **Ban:** A ban is an ongoing prohibition which prevents an individual from entering or participating in any Association facilities, programs, or services for longer than one year.
- 5.2. **Facilities:** Physical buildings or spaces owned, managed, or operated by the Association, or within the responsibility of the Association (e.g. event rental space).
- 5.3. **Incident:** An occurrence of inappropriate and/or unacceptable conduct under the Code of Conduct Policy which requires documentation and response from the Association.
- 5.4. **Onsite Support System:** The Association's response system, as determined from time to time by the Association.
- 5.5. **Physical Restraint:** Physical restraint refers to means of purposely limiting or obstructing the freedom of a person's bodily movement.
- 5.6. **Programs:** Registered or non-registered activities in which an individual participates.
- 5.7. **Review:** Evaluation of reported incidents that are not required to be investigated under the investigations policy.



- 5.8. **Services:** Support or operational infrastructure that facilitates programs or facility access (e.g. Interpretation)
- 5.9. **Suspension:** A suspension temporarily prohibits an individual from accessing one or more programs or facilities for one year or less.
- 5.10. **Use Restrictions:** Limiting an individual's use of a space or item to prevent inappropriate conduct or as a response to inappropriate conduct in order to reduce risk or harm. This does not apply to limiting access to basic rights such as water or movement.
- 5.11. **Verbal Warnings:** Communication which describes the progressive consequences should the identified conduct continue. This is not the same as providing direction to promote positive conduct.
- 5.12. **Onsite Support System:** The Association's response system, as determined from time to time, by the Association.

## 6. References to Related Policy, Guideline or Legislation

- 6.1. 1020 YMCA of Lethbridge Constitution and Bylaws 20230919
- 6.2. 3030 Dealing with Government Officials Policy 20230919
- 6.3. 1220 Diversity, Equity and Inclusion Policy 20220920
- 6.4. 1212 Child Guidance Policy 20240917
- 6.5. 1210 Harassment and Violence Policy 20240130
- 6.6. 1310 Child Safety and Protection Policy 20240101
- 6.7. 1310G-001 Vulnerable Adults Protection Guideline 20240131
- 6.8. 1330 Video Surveillance Policy 20240521
- 6.9. 1130 Confidentiality and Privacy Policy 20210501
- 6.10. [Alberta Human Rights Act](#)
- 6.11. 1280 Investigation Policy 20240917
- 6.12. [YMCA Canada Program Leadership System](#)
- 6.13. Crisis Prevention Institute Policy Recommendations Handout

## 7. Procedures

### 7.1. Promotion of appropriate conduct

- The Association shall:
  - Develop and maintain Space & Program Rules and review them annually to ensure consistency across facilities, programs, and services.
  - Communicate these expectations including Code of Conduct and Space & Program Rules publicly throughout Association facilities and website in accessible ways.
  - Train employees and volunteers to promote appropriate conduct in a consistent manner.

### 7.2. Prevention of inappropriate conduct

- The Association shall:
  - Engage in recruitment, retention, and training practices which enhance supportive relationships between employees and volunteers with members, participants, and visitors.
  - Regularly provide training and development for employees and volunteers related to incident prevention, response, and reviews.
  - Maintain adequate facility supervision.
  - Ensure design of programs and environments includes prevention of inappropriate conduct.



- Implement preventative program design frameworks which promote safe participation of members, participants and visitors.

**7.3. Responding to unacceptable conduct:**

- The Association shall establish and operate an onsite response system to ensure appropriate and consistent conduct incident response.
- Response to unacceptable conduct shall be established in a Responding to Unacceptable Conduct Matrix. Permitted responses include:
  - Verbal Warnings
  - Use Restrictions
  - Suspensions
  - Bans
- Response decisions shall be based on intent, risk or actual impact, age, and individual circumstances of those involved.
- Individuals involved shall, where it is safe and operationally feasible to do so, be provided, in collaboration with Association employees, the opportunity to:
  - Respond to allegations of Code of Conduct violations, and have this response included in consideration of the response to unacceptable conduct.
  - Develop a safe return to facility upon expiry of suspensions or bans.
  - Appeal a decision to the next most senior level in the Responding to Unacceptable Conduct Matrix. Appeals must take place within two (2) weeks of the response decision and are limited to a single appeal.
- Individuals involved in an incident may be suspended from using the facility during investigations.
- Suspensions and Bans:
  - Which involve minors must involve a parent/guardian prior to or upon implementation.
  - Shall apply to all YMCA facilities, programs and services unless otherwise noted by the Association.
  - Shall result in the individuals on a suspension or ban forfeiting fees paid. The individual may be placed on membership hold or cancellation by the designated authority to prevent incurring fees for coming months.

**7.4. Responding to Unacceptable Conduct - Exceptional Incidents and Responses - Physical Restraints:**

- The use of physical restraints is strictly prohibited with the exception of use by individuals who have been trained in specific physical interventions in situations assessed to be necessary and appropriate based on training (e.g. employees with Crisis Prevention Institute (CPI) training).
- Employees are not permitted to use any physical restraints for which they have not been trained. The use of physical restraints not specifically authorized will be grounds for disciplinary action.
- The use of physical restraints which compromise safety or impair an individual's ability to breath must not be used.
- During the use of authorized physical restraints as appropriate by trained individuals, employees must closely monitor the well-being of the individual.



- Following the use of a physical restraints, the individual should be assessed for injury or psychological distress and monitored for 24 hours following the incident.

**7.5. Responding to Unacceptable Conduct - Exceptional Incidents and Responses - Criminal Activity:**

- The Association is not responsible for reporting to emergency services incidents of theft or damage of member or participant property on Association properties or programs.
- The Association shall develop guidance within the onsite response system to alert emergency services in the case of suspected or confirmed criminal activity onsite including violence or theft or damage to Association property.
- The Association shall adhere to the Dealing with Government Officials Policy as it relates to conduct.

**7.6. Documentation**

- **Reporting:** All incidents which violate the Code of Conduct shall be reported in writing in the method(s) designated by the Association. Reports shall be written in such a way that protects the dignity of all involved, does not reveal private information, and maintains objectivity.
- **Access:** All reports must be maintained in confidentiality with access limited to those necessary for safety and security. Individuals have the right to receive information about incidents of which they are involved, or dependents. The Association may redact information in incident reports which violate the Confidentiality and Privacy Policy including the names of others involved including employees.
- **Investigations:** All Code of Conduct incidents are subject to the Investigation Policy. Investigations are conducted by the designated investigator.
- **Follow Up:** Information found and/or decisions made during an investigation shall be added to the report where the Confidentiality and Privacy Policy allows. Decisions shall be communicated to involved parties if applicable.
- **Closure:** All reported incidents shall be signed by the designated investigator as confirmation of investigation.
- **Monitoring:** The Association shall use reported incidents to monitor for trends which risk safety and security, to administer controls.

**8. Attachments**

- 8.1. Attachment A - Code of Conduct
- 8.2. Attachment B - Responding to Unacceptable Conduct Matrix



Approving Authority – Board of Directors and CEO	
<u><i>Ashley Matthews</i></u> <small>Ashley Matthews (Sep 26, 2024 13:45 MDT)</small>	26/09/24
Ashley Matthews, Chairperson of the Board	Date
<i>Jennifer Petracek-Kolb</i>	26/09/24
Jennifer Petracek-Kolb, CEO	Date

**Policy History**

None