



Abuse, Violence, Harassment and Discrimination Policy

Purpose

The Professional Ski Instructors of Canada (PSIC) is committed to building and preserving a safe, productive, and healthy working environment for its members, course participants and Licensed Professional Trainers (LPT's) free from violence, harassment, sexual harassment, bullying, domestic or violence. Also, the PSIC is committed to providing equal treatment with respect to employment according to the protected grounds established under the Human Rights Code. The PSIC will take all reasonable measures to ensure all members, program participants and LPT's are not subject to any form of violence, harassment, sexual harassment, bullying, domestic violence or discrimination.

This commitment applies to all areas of our member and program operations. Acts of violence, harassment, sexual harassment, bullying, domestic violence or discrimination against or by any PSIC member will not be condoned or tolerated by the PSIC. This policy outlines the PSIC violence, harassment, sexual harassment, bullying, domestic violence and discrimination program, including how incidents will be handled and investigated.

This policy is not intended to constrain acceptable social interactions between people in the PSIC membership community. Our procedures have been developed to reduce the risk of violence, harassment, sexual harassment, bullying, domestic violence, discrimination and unacceptable behaviour in our program operations.

We provide training to all LPT's to minimize and prevent violence, harassment, sexual harassment, bullying, domestic violence, discrimination and unacceptable behavior in our programs. Our training is designed to foster the safety and security of PSIC members, course participants and LPT's. The policy applies to all professional dealings within the context of our program operations.

PSIC pledges to investigate and deal with all concerns, complaints, or incidents of program operations violence, harassment or discrimination in a fair and proficient manner while respecting the privacy of all concerned as much as possible.

Every member is required to act in good faith and must be in compliance with this policy. All members are encouraged to raise any concerns and to report any incidents or threats they may be subject to and/or witness. Our pro-active approach enhances the Health and Safety of all members of the PSIC.



Definitions

Complainant: A person who has made a complaint about another individual who they believe committed an act of violence or harassment against them.

Respondent: A person whom another individual has accused of committing an act of violence or harassment.

Harassment: Engaging in a course of vexatious comment or conduct against a member that is known or ought reasonably to be known to be unwelcome.

Sexual harassment: Engaging in a course of vexatious comment or conduct against a member 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, or 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 member and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Violence: The exercise of physical force by a person against a member, that causes or could cause physical injury to the member; an attempt to exercise physical force against a member, in program operations, that could cause physical injury to the member; or a statement or behaviour that is reasonable for a member to interpret as a threat to exercise physical force against the member, that could cause physical injury to the member.

Discrimination: any form of unequal treatment based on the Human Rights Code, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain people. Discrimination may take obvious forms, or it may occur in very subtle ways. In any case, even if there are many factors affecting a decision or action, if discrimination is one factor, that is a violation of this Policy.

The following is a list of the prohibited grounds of discrimination in Canada:

Age, Ancestry, Citizenship, Colour, Creed, Disability, Ethnic origin, Family status, Gender expression, Gender identity, Marital status, Place of origin, Race, Record of offences, Sex, and Sexual orientation.

Guidelines and Scope

For the purposes of this policy it applies **to PSIC Program Operations and the PSIC Code of Conduct (annex 1)**

Harassment, violence or discrimination can occur:

1. At a host resort where PSIC program operations occur, where social and/or other functions related to PSIC programming may occur;
 - a. Activities that are incidental or connected to the PSIC;
 - b. Conduct outside the program operations which is likely to be prejudicial to the PSIC;
 - c. The use of the internet and social media sites either during or outside of business hours



Reporting Incidents of Violence, Harassment and Discrimination

1. A member who believes they have been subject to violence, harassment, sexual harassment, bullying or discrimination should report it immediately to PSIC's neutral and confidential third-party contractor: Jeff Raphael jraphael@raphaelbar.com

The complaint should be made as soon as possible following the incident and must include the following information:

- a) The date and time of the incident;
- b) The name of any persons involved in the incident;
- c) The name of any persons who witnessed the incident; and
- d) A thorough description of what occurred and any physical evidence available.

Investigation Procedures

Once a complaint has been received, the 3rd part contractor, Jeff Raphael will complete a thorough investigation. The organization will ensure that, where practicable, the investigation is completed within 90 days of the complaint being filed.

The investigation will include:

1. Informing the respondent of the complaint;
2. Interviewing the complainant and any persons involved in the incident;
3. Identifying and interviewing any witnesses;
4. The respondent is invited to reply in writing to the complainant's allegations and the reply will be made known to the complainant before the case proceeds further;
5. PSIC will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged respondent;
6. During the investigation, the complainant and the respondent will be interviewed along with any possible witnesses. Statements from all parties involved will be taken and a decision will be made;
7. If necessary, PSIC may employ outside assistance or request the use of legal counsel;
8. PSIC Members will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they lodged a violence or harassment complaint when they honestly believed in their claims.

All of the information obtained will be used to determine whether an incident of violence, harassment or discrimination occurred.

Results of Investigation

Upon completion of an investigation, PSIC will provide both the complainant and respondent a written summary of the findings of the investigation and any corrective action that has been, or will be taken as a result of the investigation.

This written notification will be provided within 30 days of the investigation being completed, and will not include the investigation report unless required by law.



Control Measures

Where PSIC determines that violence, harassment or discrimination has occurred, control measures will be implemented to eliminate or control the risk of further incidents to a member as a result of the investigation.

These control measures will be determined on a case-by-case basis, depending on the situation investigated. Any control measure enacted will be communicated to the complainant and respondent, as well as any other members the measure effects.



Disciplinary Measures

Any disciplinary action will be determined by the PSIC Executive Directors and will be proportional to the seriousness of the behaviour or action involved in the incident. If the PSIC determines that a member has been involved in an incident of violence, harassment or discrimination towards another member, immediate disciplinary action will be taken, up to and including termination of membership.

Threats, Reprisals or Retaliations and Bad Faith Complaints

Any member has the right to make a complaint or enforce his or her rights under this policy without threats, reprisals, or retaliations. The PSIC prohibits threats, reprisals, or retaliations in relation to the policy and such actions will be treated in the same manner as violence, harassment or discrimination.

Any member who makes a malicious or bad faith complaint is in violation of the policy and may itself become the subject of a complaint under this policy. A malicious or bad faith complaint means that a person has made a complaint under this policy that they knew was untrue. Submitting a complaint in good faith, even where the complaint cannot be proven, is not a violation of this policy.

Recordkeeping

PSIC will ensure that appropriate records of complaints and investigations relating to incidents of violence, harassment or discrimination are kept, including:

1. A copy of the complaint or details about the incident;
2. Any records related to the investigation, including notes;
3. A copy of the investigation report (if applicable);
4. A summary of the investigation results, including the reports provided to the complainant and respondent;
5. A copy of any corrective action taken to address the complaint or incident.

Confidentiality

PSIC will not disclose the name of a complainant or a respondent or the circumstances related to the complaint to any person except where disclosure is necessary to investigate the complaint or take corrective action with respect to the complaint, or required by law. The PSIC will only disclose the minimum amount of personal information or details necessary for these purposes.

All records of violence, harassment or discrimination, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law. The PSIC will do everything reasonably possible to protect the privacy of any individuals involved and to ensure that complainants and respondents are treated fairly and respectfully.



Annex 1

PSIC Code of Conduct

At the Professional Ski Instructors of Canada (PSIC), we take our values seriously. They shape our culture, guide our actions, and reflect our commitment to the skiing community. We ask that all PSIC members champion these values in every interaction. The following Code of Conduct outlines the aspirational behaviours we should all strive for, but also outlines the prohibited conduct that will not be tolerated.

Values in Practice

2. Fun & Safety:
 - 2.1. Create a fun environment where everyone feels welcome and engaged.
 - 2.2. Prioritize the safety of oneself and others, refraining from actions that endanger anyone.
3. Curiosity:
 - 3.1. Embrace every learning opportunity and remain open to new techniques, ideas, and feedback.
 - 3.2. Celebrate the journey of learning and discovery, both personally and for your students.
4. Kindness:
 - 4.1. Maintain a positive and supportive attitude, even in challenging situations.
 - 4.1.1. Foster an inclusive environment where all individuals, regardless of their background, culture or skill level, feel welcome.
 - 4.1.2. Reject and combat all forms of harassment, ensuring it's not tolerated within the PSIC community.
5. Respect:
 - 5.1.1. Uphold respect for oneself, others, the industry, and the planet.
 - 5.1.2. Empower and uplift others, recognizing their unique strengths and contributions.
 - 5.1.3. Treat everyone with dignity and fairness, and demonstrate professionalism in all interactions.
6. Achievement:
 - 6.1.1. Strive for excellence, always pushing oneself and encouraging others to reach their full potential.
 - 6.1.2. Celebrate achievements, both personal and collective, and use them as a stepping stone for further growth. PSIC.PRO Specific Behavioural Expectations
 - 6.1.3. Adhere to Resort Protocols: Follow all resort policies & protocols, and under no circumstances should members practice underground teaching or instruction.
 - 6.1.4. No Illegal Activity: A member cannot be involved in any illegal or criminal activities.
 - 6.1.5. No Substance Abuse: The use of alcohol or drugs while working for the PSIC or participating in PSIC programs is prohibited.
 - 6.1.6. Boundaries: Maintain appropriate physical and emotional boundaries with students, colleagues, and guests. Avoid any behaviors that could be perceived as inappropriate or predatory.



- 6.1.7. Report Concerns: Promptly report any safety concerns, inappropriate behaviors, or potential hazards to the appropriate authority.
7. Environmental Care: Act responsibly to minimize environmental impact. Consequences for Non-Compliance: Non-adherence to this Code of Conduct may lead to disciplinary actions. Such actions could result in members forfeiting the privileges associated with PSIC membership. Process for reporting complaints: In cases where a violation of PSIC Code of Conduct is suspected, the following process and procedure is recommended.
 8. Submit complaints to the PSIC's neutral and confidential third- party contractor: Jeff Raphael jraphael@raphaelbar.com
 9. Members may also contact the PSIC directly to seek advice if they are unsure of what to do can contact info@psic.pro