



The CSIA Code of Ethics

The CSIA Code of Ethics has been developed to help members achieve a level of personal conduct that is consistent with the position and profession of Alpine Ski Instructors.

The following Code of Ethics is organized around four ethical principles:

a) Respect for Participants

This principle challenges members to act in a manner respectful of the dignity of all participants in the sport.

b) Responsible Teaching

This principle carries basic ethical expectations that the activities of members will benefit all participants and will do no harm.

c) Integrity in Relationships

This principle means that members are expected to be honest, sincere and honourable in their relationships with others.

d) Honouring Sport

This principle challenges members to recognize, act on and promote the value of sport for individuals and other partners in the sport.

- Each main principle is followed by an explanation of a key word that is supportive of the main principle.
- The Board of Directors shall take appropriate disciplinary action should any breach of the Articles of the Code occur.

a) Respect for Participants

1. Respect

- Treat all participants in sport with respect at all times.
- Provide feedback to participants in a caring manner that is sensitive to their needs.
- Refrain from engaging publicly in demeaning descriptions of others in sport (e.g., statements, conversations, jokes, presentations, and media reports).

2. Rights

- Respect people as autonomous individuals and refrain from intervening inappropriately in personal affairs that are outside the generally accepted jurisdiction of a ski instructor.

3. Equity

- Treat all participants equitably within the context of the sport regardless of gender, race, place of origin, athletic potential, colour, religion, political beliefs, socio-economic status, sexual orientation, or any other status.

4. Empowerment

- Encourage and facilitate participants' abilities to be responsible for their own behaviour, performance and decisions.

5. Confidentiality

- Exercise discretion in recording and communicating information so that information is not interpreted or used to the detriment of others.

b) Responsible Teaching

6. Professional Training

- Be responsible for achieving and maintaining a high personal level of professional competence through appropriate training.

- Keep themselves up-to-date with relevant information through personal learning discussions, workshops, courses, conferences, etc., to ensure their services will benefit others.

7. Self-Knowledge

- Evaluate how their own experience, attitudes, beliefs, values, and stresses influence their actions as ski instructors and integrate this awareness into all efforts to benefit others.

8. Teaching Limits and Safety

- Take the limits of their knowledge and capacity into account in their teaching practice. In particular, members must not assume responsibilities for which they are insufficiently prepared.

- Refrain from working in unsafe or inappropriate situations that significantly compromise the quality of their services and the health and safety of participants.

9. Complete Effort

- Ensure that every reasonable effort has been applied to help participants reach their potential.

10. Sexual Relationships

- Be acutely aware of power in teaching relationships and, therefore, avoid sexual intimacy with participants. The principle of zero tolerance should be exercised where minors are involved.

- Abstain from and refuse to tolerate in others all forms of harassment, including sexual harassment. Sexual harassment includes either or both of the following:

a) The use of power or authority in an attempt to coerce another person to engage in or tolerate sexual activity. Such uses include explicit or implicit threats of reprisals for noncompliance or promises or reward for compliance.

b) Engaging in deliberate or repeated unsolicited sexually oriented comments, anecdotes, gestures, or touching that:

- i. are offensive and unwelcome;
- ii. create an offensive, hostile or intimidating environment;
- iii. can be expected to be harmful to the recipient.

11. Extended Responsibility

- Recognize and address harmful personal practices of others in the sport (e.g., drug and alcohol use/addiction, physical and mental abuse, and misuse of power).

c) Integrity in Relationships

12. Honesty

- Accurately represent their qualifications, experience, competence and affiliations in spoken and written communication, being careful not to use descriptions or information that could be misinterpreted.

13. Conflict of Interest

- Declare conflicts of interest when they arise and seek to manage them in a manner that respects the best interests of all those involved.

14. Equipment

- Avoid discrediting specific ski equipment, manufacturers, sponsors, suppliers and/or other industry partners.

15. Financial

- Members must meet professional financial obligations promptly and conduct all their business dealings in a manner befitting the standards of the organization.

d) Honouring Sport

16. Positive Role Model

- Maintain the highest standard of personal conduct and project a favourable image of skiing and of ski teaching to participants and the public in general.

17. Responsibility to Industry Partners

- Promote cooperation with resorts, ski schools, the skiing public, and other groups that participate in and promote skiing.

18. Respect for Other Members

- Respect the good efforts of other members in the field. Refrain from vilifying the actions of other colleagues in public or private.

19. Resort Respect

- In a resort, privileges are often given, and under no circumstances should these be taken as a right nor be abused so as to cause embarrassment to any instructor, director or operator.

Recommended Process and Procedures

In cases where a violation of CSIA Code of Ethics is suspected, the following process and procedure is recommended.

1. Students or responsible associates may contact the CSIA directly to seek advice if they are unsure of what to do.
2. Make every possible effort to deal with and resolve a suspected Code of Ethics violation locally and/or regionally before the involvement of a national body (CSIA) is requested.
3. Document, in writing, the facts. No action should be considered on the basis of hearsay, innuendo or undocumented information.
4. Submit complaints to the CSIA in writing to:
CSIA Disciplinary Committee
Canadian Ski Instructors' Alliance
220-4900 Jean-Talon West
Quebec (Quebec) H4P 1W9
5. The Disciplinary Sub-Committee of the CSIA Board of Directors shall consider cases of suspected breach of CSIA Code of Ethics. This committee shall be composed of the past-Chairman of the CSIA Board, one other CSIA board member chosen by the CSIA Chairman (not including the CSIA Chairman) and one CSIA member at large chosen by the CSIA Chairman.

6. The Disciplinary Committee shall have 30 days from the time of receipt of the written complaint to review the case. The review process may include written reports, telephone discussion or personal interviews, etc., to confirm the facts. The committee reserves the right to return complaints to the sender, for lack of documented facts, prior to the starting of a formal review.

7. The decision of the Disciplinary Committee shall be communicated in writing to the instructor in question and to the party having lodged the complaint immediately following the review.

8. Penalties may range from a written recommendation to the member suggesting behavioural change to the cancellation of CSIA membership in the most extreme cases. Penalties will depend on the nature and degree of the infraction. This does not exclude in any way compliance with relevant legal requirements.

9. An appeal of the Disciplinary Committee's decision may be made to the President of the CSIA. The appeal must be received within three days of the decision's notification from the Disciplinary Committee. The CSIA Board of Directors shall review the appeal. The decision of the CSIA Board of Directors shall be final.



CSIA Course Conductors' Code of Conduct

The CSIA Course Conductor shall:

1. Support key personnel and systems of partner organizations in a positive and professional manner at all times; while on course, and working in the field.
2. Provide the most up-to-date instruction and coaching possible.
3. Make every effort to attend professional development sessions annually, to improve personal abilities and performance.
4. Align with the goals and objectives of the CSIA, as they service the membership at large.
5. Exhibit exemplary professional behavior at ski areas. Courtesies are often given at ski areas, and they should be considered as a privilege and not a right.
6. Approach problems and issues (technical and non-technical) in a professional and respectful manner, seeking solutions that support due process (consistent with the alignment resolution mechanism).

Responsibility

If there is disagreement or misalignment on issues, it is the responsibility of the individual staff, contractor or course conductor to seek alignment with the objectives, goals and directives of the CSIA.

Please be advised that the CSIA Board will take necessary disciplinary action, should any material breach of the Code occur.

Professionalism, Roles and Responsibilities

Successful instructors share an attitude that goes beyond technical proficiency. They provide a consistent professional image in the eyes of clients, ski area employees and all resort visitors. This approach ensures customer satisfaction and builds credibility for the profession of ski teaching.

Professionalism is:

- Appropriate grooming and appearance
- A positive attitude
- Punctuality
- Communication and human relations skills
- Respect for clients and co-workers
- Knowledge of resort policy and procedures

A snow school employee is part of a team, and individual actions affect the entire team. Carry this approach with you and share it with your fellow instructors.

The first commitment is to the client's experience and satisfaction, and to provide a safe and fun learning experience.

Safety and Risk Management

Safety and liability concerns are part of every operation at a ski resort. Ski instruction carries its own set of risks and responsibilities.

Recognition and avoidance of risk is the first step. Instructors should be aware of ski area layout and equipment as well as traffic patterns.

Monitor and consider conditions constantly. Use your best judgment to avoid situations that could put your clients at risk. If you find yourself in situations that are inappropriate for your clients, use your knowledge to reduce the risks and guide your clients to safety.

In case of an accident, know and respect snow school and resort policies. The general guideline presented below is superseded by your resort's policy.

1. Stay with the injured person. Reassure and make them comfortable, but do not move them unless there is a high risk of further injury or death, in which case you must assure your own safety and then remove the injured person from further danger.
2. Notify Ski Patrol immediately by sending two of your stronger skiers, or passing skiers, to the bottom of the closest lift. Be sure they know how to get to the lift and that they can describe the location and nature of the accident.
3. If with a class, keep the group together. If your students are adults, you can arrange a meeting place for later. However, it is generally preferred to keep everyone together.
4. Take note of the following:
 - Note the details relevant to the accident;
 - Time and location;
 - Conditions and visibility;
 - How the accident occurred; and
 - Instructor's and student's relative location at the time of the accident. Note measurements if appropriate.

If another party is involved, keep them at the scene and note their name and contact information. If there are witnesses, keep them on the scene and ask them to make a statement to ski patrol.

Note any relevant information in regards to your instructions to the class and the injured party's response to your instructions.

5. Fill out required accident reports at the snow school and ski patrol. Follow up with patrol to see what the injury was and what steps were taken.
6. Do not make any statements or speculations on the accident. Refrain from judgments and comments.

Alpine Responsibility Code

Know the Alpine Responsibility Code. The instructor should be a model of responsible behaviour on the slopes. As well as paying close attention to the group's well-being, a good instructor includes safety awareness in every lesson. You will find suggestions throughout this manual for conducting your lessons safely.

1. Always stay in control. You must be able to stop, or avoid other people or objects.

2. People ahead of you have the right-of-way. It is your responsibility to avoid them.
3. Do not stop where you obstruct a trail or are not visible from above.
4. Before starting downhill or merging onto a trail, look uphill and yield to others.
5. If you are involved in or witness a collision or accident, you must remain at the scene and identify yourself to the Ski Patrol.
6. Always wear proper devices to help prevent run-away equipment.
7. Observe and obey all posted signs and warnings.
8. Keep off closed trails and closed areas.
9. You must not use lifts or terrain if your ability is impaired through use of alcohol or drugs.
10. You must have sufficient physical dexterity, ability and knowledge to safely load, ride and unload lifts. If in doubt, ask the lift attendant.

The CSIA

The Canadian Ski Instructors' Alliance was founded in 1938 and incorporated in 1949. It is the professional ski teaching body in Canada with its Head Office located in Montreal, Quebec. The aim of the CSIA is to train and certify well qualified instructors to serve the Canadian skiing public.

The six members of the National Board of Directors conduct the affairs and business of the CSIA. Canada has six CSIA regions: British Columbia, Alberta, Central, Ontario, Quebec, and Atlantic; each represented on the Board. Regional affairs and member services are addressed through Regional Committees.

In addition to the administrative committees, there are several special interest committees to assist in the operation of the CSIA. Briefly, they are:

1. **Steering Committee:** This committee is made up of elected members of four regions (British Columbia, Alberta/Central, Ontario, Quebec/Atlantic) and CSIA operations staff. The purpose of the committee is to make decisions and final recommendations regarding course content, manual content and technical doctrine — and to make those recommendations to the Board of Directors for approval. Such things as the Demonstration Team also fall under the jurisdiction of the Steering Committee.
2. **Regional Committees:** Serving regional needs through member newsletters, regional events and Level 1 Courses.
3. **International Committee:** Fostering and maintaining a relationship with other ski nations.

Anyone who wishes to become a member of the CSIA must attend and pass a certification course. Each member receives newsletters and has access to extended training provided by the CSIA.

The CSIA offers four certification levels. These courses represent a progress in skills and knowledge.

Level 1 Courses are administered by the Regional Committees under the guidelines set down by the Steering Committee. All other levels are administered by the National Office.

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