

## The CSIA Code of Ethics

### I. Purpose

The Canadian Ski Instructor's Alliance (the "CSIA") Code of Ethics (the "Code") has been developed to help members achieve a level of personal conduct that is consistent with the position and profession of Alpine Ski Instructors. It contains standards of behavior expected of members while they perform their duties.

The CSIA's reputation is based on its members' adherence to conducting business and relationships in a positive environment that is based on respect of others, openness, fairness, integrity and the respect of all applicable laws and regulations.

### II. Scope

This Code applies to all members, as per the CSIA general by-laws, members include each person who applied for and qualifies for membership as per the requirements established by the directors.

This Code is designed to give the members a broad and clear understanding of the conduct expected of them. It is the responsibility of all members to perform their duties as an alpine ski instructor in compliance with the guidelines set forth herein.

### III. General

This Code is not meant to be a complete code of ethics and business conduct covering every eventuality. Consequently, should Members be confronted with a situation where further guidance is required, the matter should be discussed with a member of the CSIA senior management. The CSIA recognizes the obligation to support its members' as ethical issues arise.

### IV. Ethical Guidelines

The following Code is organized around four (4) key principles. Members are expected to govern their conduct and behaviour in a manner consistent with the following ethical guidelines:

#### 1. Respect for Participants

This principle challenges all members to act in a manner respectful of the dignity of all participants in the sport. Participants include, but not limited to, persons participating in lessons from a snow school, persons participating in snow sports (general public) or colleagues in the snow sport industry. More specifically, this principle refers to the following values:

##### a. Respect

- Treat all participants in sport with respect at all times.
- Provide constructive feedback to participants in a caring manner that is sensitive and adapted to their needs.
- Refrain from engaging publicly in demeaning descriptions of others in sport (e.g.,

statements, conversations, jokes, presentations, and media reports).

#### **b. 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.

#### **c. Equity**

- Treat all participants equally regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, nationality, creed, religion, religious beliefs, sexual orientation, gender, gender identity, gender expression, age, record of offences, marital status, family status, economic status, source of income, physical disability, mental disability, physical size or weight, physical appearance, political belief, political association or political activity or any other prohibited ground of discrimination, or any other prohibited ground of discrimination under applicable law.

#### **d. Empowerment**

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

#### **e. Confidentiality**

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

### **2. Responsible Teaching**

This principle demands that the activities of members will be done safely and with the best interest of all participants in mind. More specifically, this principle refers to the following values:

#### **a. 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.

#### **b. Self-Knowledge**

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

#### **c. Teaching Limits and Safety**

- Take the limits of the participants' 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.
- Refrain from working or providing services when under the influence of drugs, alcohol, or any substance that can alter or impair your judgement and/or professional conduct and therefore, put at risk the safety and security of others, including without limitation, the ones of the participants.

#### **d. Complete Effort**

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

#### **e. Harassment and Sexual Relationships**

- Harassment and sexual harassment are against the law, abstain from and refuse to tolerate in others all forms of harassment.

Harassment is defined as follows:

- Engaging in a course of inappropriate or vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome, or
- Any inappropriate conduct, comment, display, action or gesture by a person that:
  - Is based on race, ancestry, place of origin, colour, ethnic origin, citizenship, nationality, creed, religion, religious beliefs, sexual orientation, gender, gender identity, gender expression, age, record of offences, marital status, family status, economic status, source of income, physical disability, mental disability, physical size or weight, physical appearance, political belief, political association or political activity or any other prohibited ground of discrimination, or
  - adversely affects the psychological or physical well-being and that the person knows or ought reasonably to know would cause humiliation or intimidation, or
  - constitutes a threat to the health or safety of the participant; or
- Sexual harassment.

Sexual Harassment includes, but is not limited to, the following:

- 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.
  - Engaging in deliberate or repeated unsolicited sexually oriented comments, anecdotes, gestures, or touching that:
    - are offensive and unwelcome;
    - create an offensive, hostile or intimidating environment;
    - can be expected to be harmful to the recipient.
  - Be acutely aware of power in teaching relationships between you, the instructor, and the participants:
  - Sexual intimacy with participants is not tolerated, unless it is between consensual adults. The principal of zero tolerance must be exercised where minors are involved, this includes but is not limited to sexual relations, sexual harassment and sexual assault.
- #### **f. 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.

### **3. Integrity in Relationships**

This principle holds that all Members are expected to be honest, sincere and honorable in

their relationships with others. More specifically, this principle refers to the following values:

**a. 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.

**b. Conflict of Interest**

- A conflict of interest is a situation or circumstance in which the private or personal interests of a person influence, or may be reasonably seen to influence, the independent, objective and impartial performance of one's duty or obligations.
- The CSIA expects and requests that all Members be and remain free of interests or relationships and to refrain from acting in ways which are actually or potentially harmful or detrimental to the CSIA's best interests.
- Members in conflict situations must declare conflict of interest when they arise and seek to manage them in a manner that respects the best interests of all those involved.

**c. Equipment**

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

**d. Financial**

- Members must meet professional financial obligations promptly and conduct all their business dealings in a manner befitting the standards of the organization. Example of this would be the financial obligation of alpine ski instructors offering their services to the general public.

**4. Honouring Sport**

This principle challenges all Members to recognize, act on and promote the value of sport for individuals and other partners in the sport. More specifically, this principle refer to the following values:

**a. Positive Role Model**

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

**b. Responsibility to Industry Partners**

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

**c. Respect for other CSIA Members or members of other professional snow sport organizations**

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

**d. Resort Respect**

- In a ski 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 anyone, including but not limited to other members, course conductors, directors or operators. Example of such privileges includes receiving free lift tickets at a resort.

**V. Compliance with the Code**

All Members are expected to comply with the Code and actively support its values and principles. They should take all reasonable steps to prevent a Code violation.

All information will, to the extent possible, be received in confidence. No retaliatory action will be taken against anyone for making in good faith a report of a violation. However, anyone who takes part in a prohibited activity may be sanctioned even if they report it. A Member's decision to report will, in all cases, be given due consideration in the event any action is necessary.

Any Member who fails to comply with this Code, or who withholds information during the course of an investigation regarding a possible violation of it, is subject to disciplinary action, if applicable, up to and including expulsion from the CSIA membership without delay.

Also, if it is proven that a false accusation was made by a member who knows it to be false, this will represent a contravention of this Code and may be subject to disciplinary action up to and including expulsion from the CSIA membership.

## **VI. Recommended Process and Procedures**

In cases sections of the Code are violated or suspected to be violated, the following process and procedure is recommended:

1. A person may contact the CSIA National Managing Director, to seek advice if they are unsure of what to do. Contact information can be found online at [www.snowpro.com](http://www.snowpro.com).
2. Document, in writing, the facts. No action should be considered on the basis of hearsay, innuendo or undocumented information.
3. Submit a complaint to the CSIA in writing:

By mail:  
CSIA Disciplinary Committee  
Canadian Ski Instructors' Alliance  
401-8615 St-Laurent Blvd  
Montreal, Quebec, H2P 2M9

By email:  
[code@snowpro.com](mailto:code@snowpro.com)

4. The Disciplinary Sub-Committee of the CSIA Board of Directors shall consider cases of suspected breach of CSIA Code of Ethics.

## **VII. Sanctions**

The CSIA Board of Directors will take all necessary action or measures should any breach of the Code occur.