



NSWC Code of Conduct Policy

Purpose:

The intention of this policy is to establish clear and acceptable behaviour expectations for North Shore Winter Club (the “Club”) members and guests. It is not intended to restrict the rights of anyone but rather to ensure that all members and guests are treated with respect while enjoying their time at the Club.

The Club deems that upon payment of membership or guest fees, all members and guests have given their consent to be bound by this policy.

Objectives:

The objective of this policy is to ensure an enjoyable environment for members, employees and guests of the Club that is free from discrimination, harassment, bullying, abuse, and violence. The Club’s goal is to be a family friendly environment where everyone is treated with dignity and respect at all times.

Member Responsibilities:

By applying for and being accepted as a member of the Club, every member is deemed to agree to that their privileges, rights and conduct are governed by the Club Bylaws, Rules and applicable policies.

Conduct:

All members and guests will at all times:

- Conduct themselves in a respectful and polite manner
- Respect the rights of all other members, staff, management and directors
- Not engage in any form of sexual harassment, racism, religious discrimination, bullying or any other forms of harassment
- Respect all facilities and equipment
- Not approach other members, guests, staff, management or directors with abusive conduct, threatening language or violent behavior
- Not make inappropriate and disrespectful comments or gestures or use foul language towards members, guests, staff, management or directors
- Abide by all local, provincial, and federal laws and regulations
- Abide by all and any Club sport-specific Code of Conduct
- Be an ambassador for the Club when out in the community or at other

Code of Conduct for Staff, Management and Directors:

Staff, Management and Directors have specific code of conduct policies. These can be found in the Staff Manual and the Board of Directors Manual.

Interaction with Staff, Management, and Directors:

Members must understand that:

- They have no authority to instruct staff on duties or job performance
- Club Management is responsible for instructing staff in performance of their duties
- They may make suggestions to Club Management and Directors regarding the operation of the Club for the betterment of the Club, but understand that their suggestions may or may not be used by Club management or Directors
- They cannot discipline or disrespect staff members
- If a member is viewed by a qualified staff member as having over-consumed alcohol they will be refused liquor service and appropriate actions will be taken as per BC's Responsible Beverage Service Program (Serving it Right)
- Their behavior shall be respectful in dealing with staff, management, directors, other members and guests.
- That staff is tasked by the Board of Directors to enforce the bylaws, rules and regulations and policies of the Club and should be treated with respect when they do so.

Deliberate or Unintended:

Unacceptable conduct may be deliberate or unintended. The test is whether a reasonable person knows or ought to know that such behavior would be considered unwelcome or inappropriate by the recipient.

Violations:

The Board of Directors and Club Management have the authority, as set out in the Club Bylaws and Rules, to enforce this Code of Conduct Policy against any members who are in violation. This may include suspension of rights and privileges of the offending member and/or expulsion from the Club.



1325 East Keith Road, North Vancouver, B.C., V7J 1J3. www.nswc.ca

P: 604.985.4135 **F:** 604.985.1519 **E:** info@nswc.ca
