

Canadian Ski Instructors' Alliance (CSIA) Code of Conduct and Resolution Process

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Canadian Ski Instructors' Alliance (CSIA) Code of Conduct

I. Purpose

1. The Canadian Ski Instructor's Alliance ("CSIA") is committed to providing a positive and respectful environment in which everyone can participate safely in the sport of alpine skiing. The CSIA Code of Conduct ("Code") sets out CSIA's expectations of conduct and behaviour.

II. Application

Definitions

Members are defined in the [CSIA general by-laws](#).

Workers include any person who performs work or supplies services to CSIA, including full or part-time employees, permanent or temporary contractors with CSIA and regional organizations (i.e., supervisors, managers, contractors, course conductors, trainers, and coaches).

Students include candidates and participants in ski courses and lessons, and any other person connected with CSIA through registration or participation in programming.

Stakeholders include persons affiliated with CSIA, including volunteers, committee members, directors and officers. A stakeholder may include a member/registrant or an employee of another organization that is affiliated with CSIA, a ski resort, an industry partner, or a parent or guardian.

Who does the Code apply to?

2. The Code applies to Members, Workers, Students, and Stakeholders. The Code also applies to retired Members where the potential breach of the Code occurred when the retired Member was an active Member.

When does the Code apply?

3. The Code applies whenever a person may be identifiable as a Member, Worker, Student or Stakeholder. In some circumstances, other policies or processes may be more appropriate for responding to concerns about an individual's conduct and behaviour, and CSIA will determine if it is appropriate to also review the actions under the Code.
4. The Code applies during CSIA sponsored or related events and activities, training programs, courses, evaluations, professional development, meetings, or office work.

For example, the Code applies to CSIA ski instructors who are working at a ski resort or enjoying leisure skiing while wearing a jacket with a CSIA crest or pin. Concerns about instructors who are employed by a ski resort should be brought first to the attention of the ski resort, as their employer. It can also be brought to the attention of CSIA.

5. The Code applies equally online and in-person.
6. The Code may apply to conduct in other contexts where the conduct is a public safety issue or it has negatively impacted, or has the potential to negatively impact, CSIA's relationships or reputation, or the public's confidence in the profession of ski instruction.
7. The Code is not meant to cover every possible situation or example of unacceptable conduct. It is expected that the Code will be broadly interpreted to reflect the highest standards of professional behaviour as appropriate to a person's role and responsibilities. CSIA, will at its sole discretion, determine if the Code applies.
8. Contact [CSIA](#) or the [Ombuds Office](#) for questions or guidance on the application of the Code or how to bring forward concerns about a breach of the Code.

III. Principles for Conduct

9. It is your responsibility to comply with the Code, and actively support its values and principles, and a breach of the Code may result in sanctions. See **CSIA Sanctions** below. You must also comply with all applicable laws and regulations.
10. Members, Workers, Students, and Stakeholders may also have responsibilities outlined in other CSIA policies, agreements, or documents. For example, CSIA directors must also comply with the [CSIA Board of Directors Oath of Office](#), and CSIA employees must also comply with the **CSIA Personnel Policy**.

Respect

11. Treat others with kindness and respect for individual differences, abilities, and identities. Support an environment that nurtures diversity and equal opportunity, and is free from discrimination, intimidation, bullying, harassment, coercion, and violence.

For example, when providing feedback, ensure it is constructive and appropriate. Do not record or share information without consent.

12. Approach problems and issues (technical and non-technical) in a professional and respectful manner, seeking solutions that support due process.

Responsible Teaching

13. Ensure that ski instruction is done safely and with the best interests of students in mind. Do not work in unsafe or inappropriate situations that might compromise the quality of services or the health and safety of participants.

For example, select activities and establish controls that are suitable for instructor and for students, based on certification level, ability, and fitness level.

14. Promote a positive teaching environment. Help students to reach their potential, considering the limits of a student's knowledge and abilities. Consider how your experiences, attitudes, beliefs, values, and frame of mind may influence your actions.
15. Encourage participants to be responsible for their own behaviour, performance, and decisions. This includes ensuring informed participation for all activities.
16. Be aware of power imbalances in teaching relationships. The relationship between a ski instructor and a student is one of trust, playing a critical role in the development of the student. Ski instructors must not abuse that trust or use the power imbalance for their own benefit or gain.
17. Respect and promote the rights of students who may be in a vulnerable or dependent position and less able to protect their own rights.
18. Maintain a high level of professional competence by engaging in appropriate training and self-directed learning.

For example, make every effort to attend professional development sessions annually, to improve personal abilities and performance, and to be able to provide the most up-to-date instruction possible.

19. Ski instructors are expected to exhibit more than technical proficiency – they are ambassadors for the sport of alpine skiing. They must exhibit exemplary professional behaviour to ensure participant satisfaction and build credibility for the profession of ski instruction.

Professional behaviour includes:

- *A positive attitude.*
- *Clear communication.*
- *Respect for fellow ski instructors, candidates, and industry partners staff, CSIA staff, and systems.*
- *Appropriate grooming and appearance.*
- *Punctuality.*
- *Respect for nature and the mountain environment; and*
- *Knowledge of ski resort policy and procedures.*

For example, in a ski resort, courtesies may be extended (for example, receiving free lift tickets), and these should be understood as a privilege and not a right.

Integrity in Relationships

20. Be honest, sincere, and honorable in relationships with others.
21. Accurately represent qualifications, experience, competence, and affiliations. Comply with any background check requirements or policies set by CSIA.

22. Identify and manage actual and potential conflicts of interest when they arise in alignment with the [CSIA Conflict of Interest Policy](#) and its processes for management of conflicts of interest.
23. Recognise and speak up about harm or potential harms in the sport e.g., inappropriate drug and alcohol use, physical and mental abuse, bullying or misuse of power.

For example: As a CSIA Course Conductor you must be acutely aware of the power in relationships between you, the Course Conductor, and the course participant.

Honouring Sport

24. Maintain the highest standard of personal conduct and be a positive role model for ski teaching, alpine skiing, and its value as a sporting activity.
25. Respect and promote cooperation with resorts, ski schools, the public, and other groups or organizations that participate in and promote skiing or other snow sports. Do not discredit ski equipment, manufacturers, sponsors, suppliers and/or other industry partners. Please bring any concerns to a member of CSIA staff.
26. Respect fellow CSIA Members and members of other professional snow sport organisations, in public and in private spaces.

IV. Prohibited Conduct

27. Given the serious nature of certain prohibited conduct, notwithstanding other processes that may be available for resolving complaints or concerns about breaching of the Code (including informal dispute resolution), CSIA may immediately refer such cases to an external investigator.

Harassment / Sexual Harassment

28. CSIA has zero tolerance for behaviour that constitutes harassment or sexual harassment, and immediate action will be taken in response to allegations of harassment and sexual harassment.
29. The [CSIA Workplace Harassment Policy](#) applies to any person who performs work or supplies services to the CSIA, including supervisors, managers, contractors, course conductors and/or other employees, and volunteers within the CSIA working and training environments.
30. For consistency when assessing whether harassment or sexual harassment has occurred under this Code, please refer to the definitions of workplace harassment and workplace sexual harassment from the [CSIA Workplace Harassment Policy](#). Other national or regional laws, health & safety, and human rights legislation may also apply.

Examples of behaviours that will normally be considered harassment include:

Bullying or aggressive behaviour, including making rude, degrading or offensive remarks, discrediting a person, spreading rumours, ridiculing a person, humiliating a person, calling into question their convictions or their private life, or shouting abuse.

Sexual or racial harassment or harassing someone based on any ground prohibited by human rights legislation.

Refusing to speak to or work with someone or treating that person differently based on any ground prohibited by human rights legislation.

31. It is your responsibility to prevent harm towards Minors who are engaged in the sport of alpine skiing, and to report harassment or sexual harassment of a Minor. See **CSIA Reporting Responsibilities** below.

Maltreatment

32. A person who engages in prohibited behaviour as defined in the most current version of the [Universal Code of Conduct to Prevent and Address Maltreatment in Sport \(UCCMS\)](#), published by Sport Dispute Resolution Centre of Canada, is considered to be in breach of the Code.

Examples of UCCMS prohibited behaviours include, but are not limited to:

- *Psychological, Physical or Sexual Maltreatment or subjecting a person to risk of maltreatment.*
- *Neglect, grooming, & boundary transgressions.*
- *Aiding and abetting maltreatment or other prohibited behaviour.*
- *Failure to report maltreatment or other prohibited behaviour.*

Sexual Intimacy & Relationships in Ski Instruction

33. Sexual intimacy between ski instructors and students (who may be referred to as participants) is strongly discouraged.
34. Where the ski instructor and student are consenting adults, before a relationship begins or as soon as possible thereafter, the ski instructor must discontinue any instructing involvement with the student and disclose to their employer and/or CSIA.
35. Engaging in sexual activity with a Minor is prohibited, regardless of the age of majority or age of consent locally. It is your responsibility to ask a person's age; not knowing or mistaking the age of a person is not a defence.
36. Ski instructors must not engage in any behaviour that abuses the instructor/student power imbalance to encourage inappropriate physical or emotional intimacy with a student or other participant, or to establish or maintain a sexual relationship with a student or other participants that they are instructing or supervising.

Drugs & Alcohol etc.

37. Do not work when under the influence of drugs, alcohol, or any substance that can alter or impair judgement and/or professional conduct and potentially put others at risk.
38. Do not provide, promote, or condone the use of drugs (other than properly prescribed medications) or prohibited substances, as well as alcohol, cannabis, and/or tobacco to persons under legal age of consumption.

Social Media

39. Use good judgement when posting or sharing online. This includes sharing on social media, or on any other online platform, including social networking, blogging, video/image sharing, online forums/discussion boards, etc. Inappropriate use of social media may be considered a breach of the Code.
40. Be respectful to others and constructive in your online interactions. What you post will reflect on you, and the organization you represent. Consider that the boundaries of professional and personal information are not always very clear, and what you publish online will be public, searchable, and stay online potentially forever.
41. Your online behaviour should be consistent with the Code, and any relevant CSIA policies or agreements, and with applicable laws and regulations.

For example, do not make online derogatory remarks or insult others, or bully, intimidate, harass other users, or post or share content that is hateful, intentionally false or malicious, threatening, discriminating or pornographic.

42. Do not conduct CSIA business using social media platforms unless expressly authorized to do so. Respect CSIA copyright and intellectual property rights, including any rights that arise from employment or contractual agreements.

V. Reporting & Resolution

43. Anyone who would like to report a breach of the Code or find out more about informal resolution options, should refer to the **CSIA Resolution Process** below.
44. Reporting a breach that you were also involved in, does not absolve you from your responsibilities under the Code. However, the decision to report will be given due consideration if action is taken in respect of the breach.

VI. Related policies & documents

[CSIA general by-laws](#)

CSIA Resolution Process – page 10

CSIA Reporting Responsibilities – page 19

CSIA Sanctions – page 20

[CSIA Board of Directors Oath of Office](#)

CSIA Personnel Policy
Confidentiality Policy
Conflict of Interest Policy
Workplace Harassment Policy
Employee Expenses & Travel Reimbursement Policy

CSIA Resolution Process

CSIA is committed to the safe disclosure of complaints of actual or perceived breaches of the Code or any other CSIA policy or process. CSIA will not dismiss, penalize, discipline, or retaliate or discriminate against any person who discloses information or submits a complaint in good faith.

This process outlines how CSIA will respond to complaints about a breach of the **CSIA Code of Conduct** ("Code") or any other CSIA policy or process, except where other processes are specified. The principles of administrative fairness will guide the resolution process, engagement with parties, and decision-making.

See **CSIA Reporting Responsibilities** below for additional guidance in relation to complaints involving harm to a Minor, a vulnerable adult, or harm to self or others.

Who can bring a complaint?

Any person, including a member of the public, can bring forward a complaint about a breach or possible breach of the Code, or any other CSIA policy or procedure. A representative of CSIA may also initiate a complaint against anyone who knowingly and falsely makes a complaint or withholds or provides false information during the resolution process.

If any person involved is under the age of 18, they must have a parent or guardian or other adult as their representative or support in the process.

Persons may opt to have a support person. The role and limits of participation of the support person in the resolution process will be discussed in advance.

What are the steps in the resolution process?

STEP 1: Try to resolve the complaint

CSIA encourages open communication and collaboration to resolve differences.

If appropriate, try to resolve your concerns directly with the person(s) involved. You may also seek assistance from the individual's direct supervisor or if concerns arise while a course is in progress, you may contact the course conductor or the snow school administrator.

If the concern relates to CSIA employees, you may contact the employee's direct supervisor or in cases related to the Managing Director, the National Board Chair.

If the concern relates to CSIA director, you may contact the National Board Chair or Vice-Chair.

If the concern is about the actions or inactions of an individual connected to CSIA who is employed by a ski resort or participating in an activity sponsored by another entity, the concern may be properly dealt with under the policies of the ski resort or other entity. If the matter is also brought

to the attention of CSIA, CSIA will, in its sole discretion, determine whether it is appropriate to review the concern under this process.

STEP 2: Consider CSIA's informal or formal resolution options

If you are unable to resolve your concerns directly with the person(s) involved or with a front-line leader, you may want to explore informal resolution options or make a formal complaint.

Any person can consult with the [Ombuds Office](#) (“Ombuds”) with questions about this Policy or to confidentially discuss options for resolution of concerns, including informal options such as mediation or facilitated discussion or how to put forward a formal complaint.

A. Engage in informal resolution

Depending on the nature of the complaint, informal resolution may be an appropriate option and an effective way to resolve concerns. Opportunities for informal resolution may be pursued at any time, before or after CSIA's formal complaint process has been engaged, if there is agreement to participate.

The Ombuds may assist as a facilitator or as a mediator or in any other way that is appropriate for resolving the concerns informally.

If the Ombuds act as a mediator to resolve a complaint, the Ombuds will be unable to later review the outcome of CSIA's formal resolution processes.

Details of any mediated agreement are confidential, unless there is agreement to disclose, or the terms require specific action by CSIA, in which case appropriate individuals in CSIA would review the agreement. In all cases, where there has been a mediation, the Ombuds will disclose to CSIA whether an agreement was reached. Any mediated agreement is final in terms of the CSIA process, and not subject to reconsideration or Ombuds review.

If no resolution or agreement is reached informally, any person may decide to proceed with a formal complaint.

B. Make a formal complaint

For a formal complaint, email or mail a submit a written summary of concerns to the CSIA Complaints Officer (“Complaints Officer”). The summary should include:

- (a) A description of the concern(s) / details of actions or inactions, including all relevant and available information, dates, and times.
- (b) A list of who is involved (names and roles, if known), including the person responsible for the action/inaction, as well as anyone else who may have been impacted by the actions or inactions.
- (c) An explanation of your concern, including whether it is, in your view, a breach of a specific CSIA policy.

CSIA Complaint Officer Contact

Email: code@snowpro.com

Mail: 401-8615 Saint-Laurent Boulevard, Montréal, Québec H2P 2M9

The Complaints Officer or their designate, will complete an initial review of the complaint and advise the individuals involved of next steps.

For most formal complaints, there will not be a hearing.

Requesting an accommodation

If an accommodation is required, please let the Complaints Officer know, and they will provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the accessibility needs due to disability.

Initial review by Complaints Officer

The Complaints Officer will conduct an initial review of the complaint to determine whether the complaint, and any individual who is the subject of the complaint, is something that can be reviewed by CSIA under one of its policies and this process or should be referred to some other organization for resolution, for example, the individual's employer, or another entity.

After initial review, the Complaints Officer may take any one of the following actions, depending on the nature and severity of the concerns:

- a) Dismiss the complaint without further action, if the complaint is found to be frivolous, not made in good faith, not a complaint that CSIA is able to review, or a complaint that CSIA has already reviewed. Referral to another process or entity may be made.
- b) Advise the person who brought the complaint that they need to try to resolve the issue at the level of a front-line leader.
- c) Request additional information.
- d) Conduct further review, make a decision, and determine sanctions if appropriate.
- e) Assign the complaint to a CSIA staff member who will conduct further review, make a decision, and determine sanctions if appropriate.
- f) Convene a panel to review the complaint, make a decision, and determine sanctions if appropriate ("Complaints Panel").
- g) Consult with the Managing Director to arrange for an independent investigation of the complaint.
- h) Advise the Managing Director and report the concerns to the police or other authority, for example, if the complaint involves harm to a Minor or a criminal act. See **CSIA Reporting Responsibilities** below.

Criminal acts / legal proceedings

If at any point in the resolution process there are concerns that the conduct associated with the complaint may be criminal in nature, or it becomes known that a criminal charge or legal proceeding is underway, the individual who has identified the concerns will advise the Managing Director or designate.

The Managing Director, or designate may:

- a) Report the matter to the police or otherwise.
- b) Suspend the resolution process until the outcome of the charges or legal proceeding is known.
- c) Obtain legal advice.
- d) Impose an interim membership suspension on the member involved pending any formal decision, without the need for approval by the Board of Directors. Guiding factors on whether to impose an interim suspension include the nature and severity of the complaint and public protection.
- e) Restart the resolution process and/or lift the temporary membership suspension, once the result of any criminal or other legal process undertaken is known.

Information gathering by Decision-makers

Any individual who has responsibility for decision-making under this Policy ("Decision-maker") can contact each party in writing (normally email) or by telephone or video conference, independently or together, at any stage in the process to:

- a) Clarify concerns and key issues in dispute.
- b) Request documents and other information.
- c) Identify potential witnesses.
- d) Clarify timelines for each stage in the process; or
- e) Discuss most appropriate process for sharing and review of evidence, for example, sharing documents by email, holding a telephone/video conference or an in-person hearing, or a combination of these methods.

Decision-makers may request and consider any information which they consider relevant to the matter in dispute, including hearsay evidence, provided it is accorded appropriate weight in the circumstances.

Confidentiality of resolution process

The CSIA resolution process is a private process, and therefore only those who need to be involved to participate in, or help to resolve, review, make decisions, or enforce sanctions related

to the concerns that have been brought forward will be involved. Those involved in the resolution process are expected to keep confidential and not share with others (distribute, share, publicize), information or materials that are shared during the process, except as required by law or expressly permitted.

Records related to complaints, including decisions, will be securely maintained by CSIA.

Anonymous complaints

CSIA recognises that there may be many reasons why someone might not want to share their name or other identifying details when bringing forward a concern. If a concern is shared by someone who does not disclose their identity, or if the person bringing the complaint requests anonymity, CSIA will take all reasonable steps to protect their identity, unless otherwise required by law. However, this may limit the ability of CSIA or an independent investigator to investigate the alleged wrongdoing or act in response to the complaint. CSIA has absolute discretion about whether to act on an anonymous complaint.

Sanctions

After a decision is made by any Decision-maker, if there is a finding that a policy has been breached, sanctions may be applied. The possible sanctions and considerations are outlined here in **CSIA Sanctions** section below.

Except as outlined above in relation to interim suspensions of members, the CSIA Board of Directors must approve sanctions that involve suspension or revocation of a membership, and to determine these sanctions the Board of Directors will hold a special meeting. Guiding factors on whether to suspend a Member include the nature and severity of the complaint and public protection.

C. Complaints Panel Guidelines

The Complaints Panel will be composed of three (3) members in good standing with CSIA, without a conflict of interest related to the Parties or the subject matter, normally including one CSIA staff member, and 2 members from a standing roster of potential panelists.

The Complaints Panel will determine the process for review of the complaint. The chair of the panel will be selected by the members of the panel. Depending on the circumstances of the complaint, the panel may:

- a) Review the matter in writing, with or without discussions with the parties, or
- b) Hold a hearing (normally in writing).
- c) Seek legal advice, if appropriate.

Review in writing

If the Complaints Panel has determined that they will conduct a review of the complaint in writing, it will inform the parties that this is the review process, and instructions for how the parties will be

able to submit and respond to information. A review in writing process will generally follow the following timelines:

- a) All parties will submit their documents within twenty-one (21) days of being informed of the review in writing process.
- b) Each party will have up to twenty-one (21) days following receipt of this documentary evidence, to submit their position/arguments pertaining to the proceedings.
- c) Following the receipt of the opposing parties' position/arguments, each party will have five (5) business days to submit a response.

Panel Hearing

If there is a hearing, it will normally be held online (by video or telephone conference) and not in-person, although exceptional circumstances will be considered. Decisions will be by majority vote, and each member of the Complaints Panel, including the Chair, has a vote. The parties are expected to attend the hearing and may be accompanied (for Minors or others with notice provided) by a support person or advocate. The panel may request that other witnesses participate in the hearing.

The hearing will follow the following timelines:

- a) The hearing will be held within sixty to ninety (60-90) days of the Panel being appointed to adjudicate a written complaint.
- b) The parties will be given at least twenty-one (21) days written notice of the date, time, and forum for the hearing.
- c) The parties will be given at least fourteen (14) days to review any materials.

If timelines cannot be achieved, the Complaints Panel may reasonably modify the timelines and notify all parties involved.

Panel Decision

Within thirty to sixty (30-60) days of concluding the hearing, the Panel will issue its written decision with reasons. A copy of the decision will be provided to each of the parties and to the CSIA National Board of Directors and Regional Organization of which the member affected is a member. The Panel may decide to:

- a) Uphold the complaint in whole or in part.
- b) Dismiss the complaint in whole or in part.
- c) If the complaint is upheld, recommend to the CSIA Board of Directors such action against the member as reflects the seriousness of the breach.

D. Independent Investigations Guidelines

If CSIA determines that a matter should be investigated by an independent external investigator (“Investigator”), the Investigator will:

- a) Have appropriate competencies and expertise to carry out the investigation and no connection to any person or conflict of interest in relation to CSIA.
- b) Determine the form of the investigation, subject to any applicable law and the principles of administrative fairness.

In addition, the Investigator will:

- a) Review and apply relevant workplace safety legislation, as well as any relevant CSIA internal policies, if the matter involves CSIA employees; or
- b) Review and apply the definitions in the [Universal Code of Conduct to Prevent and Address Maltreatment in Sport \(UCCMS\)](#), published by Sport Dispute Resolution Centre of Canada, if the matter involves Maltreatment; or
- c) Review the [CSIA Workplace Harassment Policy](#), if the matter involves workplace harassment or workplace sexual harassment.

Investigation report

Upon completion of the investigation, the Investigator must prepare a written report including a summary of evidence and determination on a balance of probabilities, about whether the complaint has been upheld and/or whether a breach of CSIA’s policies has occurred (“Investigation Report”). The Investigator is not a Decision-maker, but they may recommend in their report that any of the sanctions set out in the **CSIA Sanctions** be imposed.

The Investigation Report will be provided to the Managing Director who may, at their discretion as appropriate and necessary, disclose it to others. The Managing Director, or their designate, or the Board of Directors (for sanctions involving membership), will make a decision about whether to impose sanctions as recommended, or alternative or additional sanctions, if appropriate.

STEP 3: Concerns with the decision?

Please note there is no appeal process for decisions.

A. Ombuds fairness review

Any person with concerns about the fairness of the resolution process or outcomes (i.e., fairness of the decision-making process or the imposed sanctions), may contact the [Ombuds Office](#), who can conduct a fairness review.

A fairness review is not an appeal, but an impartial review of procedural, equitable, relational, and substantive fairness considering the perspectives of the Parties and CSIA. If unfairness is found, the Ombuds will make recommendations to CSIA to rectify the unfairness. The Ombuds is not a Decision-maker.

B. Requests for reconsideration

Any person may ask for reconsideration of a decision or imposed sanction. CSIA may also reconsider a decision on its own initiative where it considers it appropriate.

Reconsideration is a discretionary remedy; there is no right to have a decision reconsidered, and it is not an appeal. Reconsideration provides an opportunity to correct errors and consider changed circumstances. A request for reconsideration may be considered if, for example, there were circumstances beyond an individual's control that prevented them from fully participating in the process, or exceptional factors that suggest that the decision or sanctions should now be reconsidered, including new evidence not available earlier.

Reconsideration timeline

There is no timeline for requests to reconsider the sanction of CSIA membership suspension or revocation, however, a request to reconsider the decision that resulted in the sanction, and all other requests for reconsideration must be made within thirty (30) days after the date of the decision. If that timeline is not met, the request will be refused, unless CSIA determines that the delay was incurred in good faith and no substantial prejudice will result.

Reconsideration process

A request for reconsideration must be done in writing and sent to the Complaints Officer. The request must include:

- a) The decision letter / email from CSIA.
- b) Reasons for the request.
- c) All documents and information that supports the request; and
- d) The remedy or alternative sanction sought.

The Complaints Officer, or designate, will screen the request to ensure the request follows these guidelines. They may disregard any information submitted after the thirty (30) daytime limit, and refuse a request for reconsideration if:

- a) The request is simply disagreeing with or challenging the decision or sanctions.
- b) The request repeats arguments or information that was already shared during the resolution process or is simply reframing original concerns.
- c) The request raises new arguments or information that was not presented earlier, which could and should have been shared during the resolution process; or
- d) The request failed to include the required information.

Review of request

The Managing Director, or their designate, reviews all requests for reconsideration. They may:

- a) Contact the original Decision-maker(s), if they have questions about whether a reconsideration request raises new issues or submissions.
- b) Request additional information from anyone else involved in the original resolution process, or any other information.
- c) Issue a decision either refusing or granting the request for reconsideration, all or in part, with reasons.

If the request for reconsideration is granted, the Managing Director, or their designate, may determine:

- (a) That the original decision should be reversed, and the sanctions removed.
- (b) That the original decision stands, but a different or lesser sanction is appropriate, or
- (c) That the matter should be reviewed again by a different decision-maker or by the Complaints Panel, or
- (d) If the original sanction was a membership suspension or revocation, the recommendation from the Managing Director, or their designate, will go to the Board of Directors to determine whether or not to reinstate membership.

Communication of decision

The Managing Director, or their designate, will communicate the outcome of the request for reconsideration with reasons to the Parties, and to others as necessary to implement the decision. Decisions will not be disclosed publicly, except in exceptional circumstances or as required by law.

CSIA Reporting Responsibilities (Minors & Vulnerable Adults)

People have a legal duty to report abuse, neglect, and mistreatment of children, if there is knowledge or suspicion that it is occurring. Professionals who work with children and youth have an added duty to report.

See the following resources or contact your local police or local child welfare services (e.g., children's aid society or child and family services agency):

- Government of Canada - [Child Abuse is Wrong: What Can I Do?](#)
- [Reporting Child Abuse in BC](#) – 1-800-663-9122
- [Reporting child abuse – Quebec](#) – 1-800-361-6477
- [Ontario Association of Children's Aid Societies](#) – Locations in Ontario for CAS / Indigenous Child & Family Well-Being Agencies
- Canadian Child Welfare Research Portal - [Provincial/Territorial Assistance](#)

CSIA is also committed to protecting vulnerable adults who are participating in the sport of alpine skiing (i.e., people who, because of age, disability or other circumstance, are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by people in positions of trust or authority). Please contact CSIA or your local police if you have concerns about abuse, neglect, or mistreatment of vulnerable adults.

When CSIA receives a complaint or learns about wrongdoing that appears to fall under these guidelines, they will immediately report to the Managing Director, or designate, who will assist in reporting and taking appropriate and timely action.

For confidential advice or questions about whether reporting is required, or reporting other types of breaches of the Code, please contact the [Ombuds Office](#).

CSIA also encourages people to seek help and support if someone discloses an intention to harm others or to harm themselves. For immediate safety risks, please contact your local police, or consider sharing the following resources.

- Government of Canada – [Mental health support info](#)
- **Kids Help Phone** 1-800-668-6868 (toll-free) or text CONNECT to 686868. Available 24 hours a day, 7 days a week to Canadians aged 5 to 29 who want confidential and anonymous care from trained responders. Visit the [Kids Help Phone website](#) for online chat support or to access online resources for children and youth.

CSIA Sanctions

The CSIA Sanctions document outlines sanctions that may be imposed by Decision-maker as outlined in the **CSIA Resolution Process**.

In general, any sanction imposed must be proportionate and reasonable. Progressive discipline is not required, and a single incident may justify elevated or combined sanctions.

Sanctions may be time limited, e.g., for the duration of the program, training, activity, or event. Temporary or provisional measures may be imposed immediately, prior to the completion of any internal processes, at the sole discretion of CSIA, if appropriate or necessary in the circumstances. For example, where a breach occurs during a program or training session, a person may be immediately removed from the program or training session.

CSIA employees should also note that their employment agreement and other policies applicable to employees, including the [Workplace Harassment Policy](#), may include other possible sanction.

The following sanction(s) may be imposed singularly or in combination:

- a) **Verbal or Written Warning** –including details of breach(es) and noting that future incidents may result in more severe sanctions.
- b) **Educational requirement** – specified educational requirement to be undertaken within a specified time frame, with notation that failure to complete the educational requirements will result in more severe sanctions.
- c) **Temporary suspension of membership or from participation**, in any capacity, in any program, course, activity, or event sponsored by, organized by, or under the auspices of CSIA for a specified time and/or subject to specific conditions.
- d) **Loss of privileges or other conditions, restrictions, or probation** for a specified or unlimited period, either for specific course or events or with conditions.
- e) **Permanent suspension of membership or Ineligibility to participate**, in any capacity, in any program, course, activity, or event sponsored by, organized by, or under the auspices of CSIA.
- f) **Other appropriate sanctions** – including apology, termination of contract, behavioural contracts, recommendation to compensate for direct financial losses, ineligibility for refund of fees paid, or other restrictions or conditions.

In determining appropriate sanction(s), Decision-makers will consider relevant factors, which may include:

- a) Nature of the breach, including ongoing or potential threats to safety of the people involved or others.

- b) Relationship between the parties, including positions of trust and power imbalances, and duration.
- c) Any history of prior behaviour and/or sanctions imposed by CSIA.
- d) Ages of the individuals involved.
- e) Impact on the individuals involved, CSIA as an organization, or the community.
- f) Whether continued participation is appropriate given facts and circumstances established.
- g) Acceptance of responsibility for actions or inactions.
- h) Openness and cooperation in the resolution process.
- i) Special circumstances, such as lack of appropriate knowledge or training, addiction, illness; decisions made in other proceedings (e.g., legal, criminal, administrative).
- j) Deterrence for future possible conduct; or
- k) Other mitigating and aggravating circumstances.

Failure to comply with a sanction which has been imposed by CSIA will result in an automatic suspension of membership and/or termination of employment.