



## Member Rights and Code of Conduct For Board, Recreation and Society Members

### BACKGROUND

The Langley Senior Resources Society (hereinafter referred to as “LSRS”) is an independent, not for profit, charitable organization that has been providing health, recreational and food services to seniors and adults of all abilities since 1982. The Society is led by a voluntary Board of Directors which is the governing Body, with the day to day operations being managed through the Executive Director, staff and volunteers.

<b>Mission</b>	<i>Through programs and services that promote meaningful and healthy lives, LSRS invites mature adults, seniors and their families to access recreation, education, support, and community networks.</i>
<b>Vision</b>	<i>LSRS is recognized and trusted throughout our communities as being responsive to the changing needs of mature adults, seniors and their families.</i>
<b>Values</b>	<p><i>In pursuit of our Mission, LSRS values:</i></p> <ul style="list-style-type: none"> <li>• <i>A holistic approach to meeting the emotional, physical, social and spiritual needs of seniors and their families;</i></li> <li>• <i>Encouraging and supporting the independence (physical and emotional) of seniors and adults with disabilities;</i></li> <li>• <i>Providing a safe, secure environment;</i></li> <li>• <i>Maintaining and establishing channels of open communication between staff, board Members, clients, society Members and others</i></li> </ul>

Given its Mission, Vision and Values, the Langley Senior Resources Society has adopted Codes of Conduct to guide its Board Members, committee Members, staff employees and Members at large in their conduct. “Members” in this document refers to Board members, Society members and Recreation members. The Code contains broad principles reflecting the types of behaviour LSRS expects with respect to Members, as it does with employees and volunteers.

### MEMBER RIGHTS AND CODE OF CONDUCT

The following Rights and Code of Conduct (“the Code”) is designed to support the creation of safe and positive environments and provide for the development and implementation of programs that are of benefit and enjoyment for the Members. This Code parallels the other Codes of Conduct that exist for staff employees and volunteers. The following are the principles:



General:

1. Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, colour, creed, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation.
2. As a Member, you are expected to communicate respectfully at all times in your dealings with other Members, Board Members, volunteers, or staff employees.
3. Promote the mission, values and objectives of LSRS in all dealings with the public and fellow Members.
4. Do not take part in or tolerate behaviour that frightens, embarrasses, belittles, demoralizes or negatively affects the self-esteem of anyone.
5. Adhere to the policies and procedures of LSRS and support the decisions and directions of the Board and its delegated authority.

Standards:

1. Alcohol/Drugs: Notwithstanding sanctioned social events, Members shall not be under the influence of alcohol or any illegal drug or non-prescribed substances while at LSRS.
2. Influencing Beliefs: Members shall not attempt to influence others' religious or political beliefs or comment on their lifestyle in offensive or unwanted manners.
3. Smoking: LSRS is a non-smoking facility; Members are to smoke only in designated areas

Conflict of Interest:

1. Conflict of interest arises when a person participates in a decision about a matter (including any contract or arrangement of employment, lease, sale or provision of goods and services) which may benefit or *be seen to* benefit that person because of his/her direct or indirect involvement.
2. Members shall not sell goods or services to clients or encourage clients to purchase any products or services unless previously approved by LSRS.

Confidentiality:

1. Respect and maintain the confidentiality of information gained as a Member including, but not limited to, all computer software and files, passwords and codes, LSRS business documents, and all volunteer, employee, membership, donor and supplier records.
2. Respect and maintain the confidentiality of staff employees, volunteers and fellow Members' individual privacy and personal information gained through your involvement and engagement with LSRS.
3. Circumstances surrounding any abuse of a minor or where it is believed an individual may harm themselves should be reported to the Executive Director immediately.



### Harassment and Bullying:

1. Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that someone would find to be unwanted or offensive, or that might on reasonable grounds, be perceived as placing a condition of a sexual nature for a return favour.
2. Personal harassment or bullying involves any behaviour whether verbal or physical that is offensive, unwelcome or discriminating in nature, including, but not limited to another person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation.
3. LSRS has a zero tolerance policy with respect to Sexual and Personal Harassment. Any harassment is strictly prohibited and may be grounds for Member termination.
4. Examples include:
  - Verbal assaults/put downs/name calling
  - Threats and attempts to intimidate
  - Throwing of articles in a deliberate or aggressive manner
  - Aggressively approaching another individual
  - Physical striking of another individual
  - Attempts to provoke or incite violence in others
  - Engagement in a course of offensive comment or conduct
  - Display of abusive or offensive materials, words, images

### **FAILURE TO ADHERE TO THE MEMBER RIGHTS AND CODE OF CONDUCT**

Exemplary positive behaviour is a vital component of the culture at LSRS, and as such is greatly appreciated and highly valued. When a Member is behaving in a manner which is detrimental to the Society or to the safety or wellbeing of other Members, employees, volunteers or the public, the following is the protocol for disciplinary action. Failure to comply with this policy may result in termination of a Member's participation and/or revocation of Membership rights.

### Investigation:

At the first indication of unsatisfactory performance or detrimental behaviour, the Department Head or Executive Director of LSRS will schedule an informal, face to face meeting with the Member to discuss the specific issues of concern. A plan for improvement and timelines will be agreed upon with the Member. Either the Member or the Department Head/Executive Director may ask for a third party to be present. In the case of discipline for Board members, the remainder of the Board will initiate an investigation.



### Improvement and Suspension/Dismissal:

If improvement is not seen in the allotted time period, the Executive Director will deliver a written warning to the Member with a copy going to the Chairperson of the Board of Directors. Should concerns or issues persist, the Executive Director will recommend that membership be suspended for a period of time, subject to corrective actions on the part of the Member. As approved by the Board, the decision will be relayed to the Member by the Executive Director. Either party may elect to have a Board member present.

If corrective actions have been taken by the Member, the Executive Director or Board may lift the suspension and restore all membership rights.

The above steps are dependent on the willingness of the Member to participate. If there is no genuine effort on the part of the Member to improve their performance or change their behaviour, the Board may decide for a permanent revocation of membership status and rights.

### Examples:

The following behaviours are subject to immediate suspension or dismissal and removal of Members from LSRS, along with all membership rights:

- Bringing a weapon into the centre, whether loaded or not, registered or not
- Theft from LSRS or individuals at the seniors centre
- Inappropriate or offensive sexual behaviour
- Harassment or Bullying of fellow Members, volunteers, staff or Board members
- Coming to the seniors centre under the influence of illegal drugs or alcohol
- Physical violence or threats

In extreme circumstances, such as those mentioned above, the Executive Director may involve the resources of the RCMP to protect LSRS staff and other Members. The engagement of the Board of Directors in such matters will occur.

### Conflict Resolution Process:

LSRS is open to a progressive conflict resolution process. If the Member is dissatisfied with the investigation process or resulting decisions at any point, they may (in the following order):

- Submit letter of complaint to the Executive Director outlining any disagreement with actions taken, facts reported or decisions made, to be followed up and responded to by the Executive Director.
- Submit a letter of complaint to the Board of Directors outlining any disagreement with actions taken, facts reported or decisions made, to be followed up and responded to by the Board of Directors.
- Request a meeting with the Board of Directors to present their case for review.