



## Code of Conduct

### **Purpose**

Cycling Instructors Association of Canada (CIAC) understands that its success is only possible because of its values, which include integrity, accountability, trust, transparency, teamwork and creation of an environment of respect. This Code of Conduct (the Code) applies to all Course Conductors and Certified Instructors and is designed to provide said professionals with a broad and clear understanding of the conduct expected of them everywhere CIAC does business. This Code is not meant to be a complete code of conduct covering every eventuality. Consequently, should there be a situation where further guidance is required, the matter should be discussed with CIAC Board of Directors and/or relevant Committee members.

### **Role and Responsibilities of professional cycling instructors**

A CIAC Certified Instructor or Course Conductor shall, without limitation:

1. At all times, behave in an ethical and civil manner, respecting all individuals, their rights, dignity and respect for differences;
2. Promote a positive teaching environment, free from discrimination, intimidation, harassment, coercion or violence;
3. 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;
4. Provide the most up-to-date instruction possible;
5. Make every effort to attend professional development sessions annually, to improve personal abilities and performance;
6. Align with the goals and objectives of CIAC, as they service the membership at large;
7. Exhibit exemplary professional behavior when in a professional capacity. Courtesies may be given at businesses or organizations, and they should be considered as a privilege and not a right;
8. Approach problems and issues (technical and non-technical) in a professional and respectful manner, seeking solutions that support due process;
9. Refrain at all times from working 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 your course participants;

10. Provide a consistent professional image to clients, course participants and the public, ensuring customer satisfaction and building credibility for the profession of bike teaching. Professionalism includes, without limitation:
  - a. Communication and human relations skills
  - b. Respect for clients and colleagues
  - c. A positive attitude
  - d. Appropriate grooming and appearance
  - e. Punctuality
  - f. Knowledge of locally applicable bylaws, as well as provincial laws
  - g. Being acutely aware of the power in relationships between you (the cycling instructor) and the course participant.

### **Reporting**

1. Certified Instructors and Course Conductors are expected to personally adhere to this Code, as well as the policies and laws which govern and support it, and to do their part in encouraging other members of the CIAC community to uphold them as well. Accordingly, all CIAC Members are expected to report violations or wrongdoings which occur in the course of the performance of the services from cycling instructors.
2. 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. An Individual's decision to report will, in all cases, be given due consideration in the event any action is necessary.
3. Any Certified Instructor or Course Conductor 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 termination of membership/certification, and/or termination of employment or contractual relationship with CIAC without notice or pay in lieu thereof.

### **Sanctions**

1. This Code will be enforced at all times, including without limitation, on CIAC premises, and where activities related to the business of CIAC take place. The CSIA Management will take all necessary action or measures should any breach, including material breach, of the Code occur.

I acknowledge that I have received, read and understood the Code of Conduct and agree to abide by the standards set out therein (Commitment).

On an annual basis, I agree to review this Code and reiterate my Commitment thereto through such means or form as may be required by CIAC.

Last updated: February 22, 2021