



CANADIAN ASSOCIATION OF SNOWBOARD INSTRUCTORS (CASI)

Code of Conduct & Complaints Resolution Policy

Policy Owner:	Executive Director
Policy Operator:	CASI Management Staff
Policy Approver:	Board of Directors
Approval / Effective Date:	Approved: August 31 2026 / Effective: September 1, 2026
Next Review Date:	Annual Review

1. Purpose

The Canadian Association of Snowboard Instructors (“CASI”) is committed to providing a positive, healthy, and respectful environment in which everyone can participate safely in the sport of snowboarding. The CASI Code of Conduct (“Code”) sets out CASI’s standards and expectations regarding professional conduct and personal behaviour.

2. Application

Definitions

- **Members:** defined in the CASI General Bylaws.
- **Workers:** includes any person who performs work or supplies services to CASI, including full-time or part-time employees, permanent or temporary contractors, regional organizers, officers, staff, Evaluators, Course Conductors, and trainers.
- **Students / Candidates:** includes candidates and participants in snowboard instructor courses, certification evaluations, workshops, and any other person connected with CASI through registration or participation in programming.
- **Stakeholders:** includes persons affiliated with CASI, including volunteers, committee members, directors, officers, industry partners, resort representatives, parents, or guardians.

Who Does the Code Apply To?

The Code applies to all Members, Workers, Students/Candidates, and Stakeholders. The Code also applies to retired or inactive Members where the potential breach occurred while the individual was an active Member or participating in CASI activities.

When Does the Code Apply?

The Code applies whenever a person is identifiable as a CASI Member, Worker, Student, or Stakeholder. This includes during CASI-sponsored or related events, training programs, courses, evaluations, professional development sessions, meetings, administrative office work, and social events associated with CASI.

Example: *The Code applies to CASI snowboard instructors working at a resort or enjoying leisure snowboarding while wearing apparel displaying a CASI logo, crest, or pin. Concerns regarding instructors employed by a resort should primarily be raised with resort management as their employer. CASI does not act as a primary HR tribunal for resort employment disputes, but reserves the right to review conduct under this Code if the alleged actions breach CASI standards or harm public confidence in snowboard instruction.*

The Code applies equally in-person and online (including digital communications, email, and social media platforms). It also applies to conduct in broader public settings where the conduct represents a public safety concern or has the potential to negatively impact CASI's reputation, industry relationships, or public trust.

This Code is not exhaustive. It is intended to be interpreted broadly to reflect the highest standards of professional behaviour. CASI retains sole discretion in determining whether this Code applies to a given situation.

3. Principles for Conduct

Complying with the Code and actively supporting its values is mandatory for all individuals bound by it. Breaches of the Code may result in formal disciplinary action and sanctions. Individuals must also strictly comply with all applicable municipal, provincial, and federal laws.

A. Respect

Treat all individuals with kindness, dignity, and respect for individual differences, abilities, and identities. Support an inclusive environment that nurtures diversity and equal

opportunity, completely free from discrimination, intimidation, bullying, harassment, coercion, and violence.

Example: *When providing technical or performance feedback, ensure it is constructive, objective, and delivered respectfully. Do not record audio/video or share personal information without explicit consent.*

Approach technical and interpersonal issues professionally, seeking constructive solutions that uphold procedural fairness.

B. Responsible Teaching & Instruction

Ensure snowboard instruction is conducted safely, ethically, and with the best interests of candidates and students in mind. Never operate in unsafe or inappropriate situations that compromise participant health, safety, or lesson quality.

Example: *Select riding terrain, progression steps, and exercise controls that match student ability, certification level, equipment, and environmental conditions.*

Promote a supportive learning environment. Help candidates reach their full potential while respecting individual limits. Maintain acute awareness of power imbalances inherent in teaching relationships. Snowboard instructors and Evaluators hold positions of trust and authority; this position must never be exploited for personal gain or inappropriate intimacy.

Example: *Make every effort to attend annual professional development sessions, maintain up-to-date technical skills, and uphold the highest standard of snowboard instruction.*

Snowboard instructors are ambassadors for snowboarding. Professional behaviour includes maintaining a positive attitude, clear communication, punctual attendance, professional grooming, environmental stewardship, and full compliance with mountain resort policies.

Example: *Resort privileges (such as complimentary lift access or preferred line access) are privileges extended by host resorts and must never be treated as an entitlement.*

C. Integrity in Relationships

Act with honesty, sincerity, and honour. Accurately represent your certification level, experience, and professional affiliations. Comply fully with CASI background check and screening policies.

Identify and manage actual or perceived conflicts of interest in accordance with the CASI Conflict of Interest Policy. Speak up against harm, misconduct, substance abuse, physical or emotional abuse, or misuse of power.

Example: *As a CASI Evaluator, maintain strict objectivity and transparency, recognizing the inherent influence you hold over course candidates and evaluation outcomes.*

D. Honouring Sport & Industry

Maintain high standards of personal conduct and serve as a positive role model for snowboard instruction and snowsport participation. Foster cooperative relationships with resort management, snowboard schools, industry partners, and the public.

Do not publicly disparage snowboard equipment manufacturers, sponsors, suppliers, or industry partners. Raise any industry or technical concerns directly with CASI management. Respect fellow CASI members and colleagues from partner organizations (e.g., CSIA, CANSI, CADS) in both public and private forums.

4. Prohibited Conduct

Harassment & Sexual Harassment

CASI maintains zero tolerance for harassment, sexual harassment, and discrimination. Immediate action will be taken in response to allegations. For reference, definitions from the CASI Workplace Harassment Policy and applicable human rights legislation apply.

- Bullying, intimidation, aggressive remarks, humiliating comments, or discrediting a person's private life or convictions.
- Sexual harassment, unwanted physical contact, unwelcome sexual advances, or racial/identity-based harassment.
- Refusing to work with, instruct, or communicate with an individual based on prohibited human rights grounds.

Maltreatment & Safe Sport (UCCMS)

Any individual who engages in prohibited behavior as defined in the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS), published by the Sport Dispute Resolution Centre of Canada (SDRCC), is in direct breach of this Code.

- Psychological, physical, or sexual maltreatment, or exposing individuals to risk of maltreatment.
- Neglect, grooming, boundary transgressions, or unauthorized one-on-one contact with minors.

- Aiding, abetting, or covering up prohibited conduct.
- Failure to report suspected maltreatment or abuse to authorities or designated Safe Sport officers.

Sexual Intimacy & Relationships in Snowboard Instruction

Sexual intimacy between instructors/evaluators and active students/candidates is strongly discouraged. Where a consensual relationship exists or develops between adults, the instructor must immediately disclose the relationship to CASI and step down from any direct instructional or evaluative role over that student.

Sexual activity or inappropriate emotional intimacy with a minor (under the legal age of majority) is strictly prohibited. Age misjudgment is not a defense.

Substance Use & Alcohol

Do not perform instructional duties, participate in CASI courses, or represent CASI while under the influence of drugs, alcohol, cannabis, or any substance impairing judgment and safety. Do not supply or condone substance use for minors.

Social Media & Intellectual Property

Exercise sound judgment when posting online. Do not post derogatory, false, defamatory, harassing, or discriminatory content regarding CASI, its members, or industry partners. Private internal CASI communications, course manuals, or video content must not be shared publicly without express written consent from CASI.

5. CASI Complaints Resolution Process

CASI is committed to procedural fairness, administrative justice, and safe disclosure. Anyone (including members of the public) may submit a complaint or report a concern.

Step 1: Informal Dispute Resolution

Where safe and appropriate, parties are encouraged to resolve concerns directly or seek guidance from a CASI Program Manager or operations staff. Concerns primary to resort workplace management may be referred to the host resort.

Step 2: Formal Complaint Submission

Formal complaints must be submitted in writing to feedback@casi-acms.com (or by phone at 877-976-2274 for accessibility accommodation). Complaints should outline the specific facts, dates, individuals involved, and desired outcomes.

Initial Review & Triage

The Executive Director (or designate) will review the complaint and may:

- Recommend informal resolution or facilitated mediation.
- Dismiss the complaint if it falls outside CASI's jurisdiction, is frivolous, or lacks good faith.
- Assign an internal investigator or convene a 3-member CASI Review Panel.
- Retain an independent external investigator for serious maltreatment or complex allegations.
- Refer the matter directly to law enforcement or child protection agencies where minor safety or criminal activity is suspected.

Procedural Framework

- Confidentiality is strictly maintained, limited only to those necessary for investigation and decision-making.
- Decisions are determined on a balance of probabilities based on reliable evidence.
- Written decision letters with reasons will be provided to the Parties.

Step 3: Requests for Reconsideration

Reconsideration is a discretionary remedy (not an automatic appeal) available under limited circumstances, such as new evidence not previously available, procedural errors, or significant changed circumstances. Requests must be submitted in writing to the Executive Director. Reconsideration recommendations regarding membership revocation or permanent suspension rest ultimately with the Board of Directors in accordance with CASI Bylaws.

6. Protection of Minors & Vulnerable Adults

Everyone has a strict legal obligation to report suspected child abuse or neglect immediately to law enforcement or child welfare agencies. CASI personnel must notify the Executive Director immediately upon becoming aware of any potential child safety concern.

- Government of Canada - Child Abuse Prevention Resources
- BC Helpline for Children: 1-800-663-9122
- Quebec Child Protection (DPJ): 1-800-361-6477
- Ontario Children's Aid Societies / Indigenous Child Services
- Kids Help Phone: 1-800-668-6868 or text CONNECT to 686868 (24/7 Support)

7. CASI Disciplinary Sanctions

Sanctions must be reasonable, proportionate, and aligned with the severity of the breach. Progressive discipline is not required; a single serious breach may warrant immediate membership suspension or revocation.

The Executive Director may issue an immediate temporary suspension pending investigation where safety risks exist. Permanent membership revocation or extended suspension recommendations are submitted to the Board of Directors for approval under this Code of Conduct.

Available Sanctions:

- Verbal or written reprimand and warning letter.
- Mandatory educational courses or sensitivity training within a specified timeframe.
- Temporary suspension of membership or restriction from CASI programs, events, and evaluations.
- Loss of evaluator privileges, status, or committee appointments.
- Permanent revocation of CASI membership and total ban from participation.
- Financial restitution, formal written apology, or termination of employment/contract.

8. Related CASI Policies & Governing Documents

- CASI General Bylaws
- CASI Workplace Harassment & Discrimination Policy
- CASI Conflict of Interest Policy
- CASI Screening & Background Check Policy
- CASI Confidentiality Policy & Privacy Statement
- CASI Board of Directors Manual