



# FIRST AID PROGRAM

## STANDARD OF BEHAVIOUR FOR CERTIFIED INSTRUCTIONAL, FACILITATOR OR LEADER STATUS PERSONNEL

Breach of this Standard of Behaviour will justify, at the absolute discretion of the Canadian Red Cross Society, the suspension or revocation of certification, facilitator or leader status and/or other sanctions.

### DEFINITIONS

**CRCS:** means the Canadian Red Cross Society

**Learner:** means individuals who are enrolled or participating in a CRCS program.

**Employee:** Refers to an individual with whom the CRCS has an employer/employee relationship and who performs work under the direction and control of the CRCS. An employee includes anyone who is on an approved paid or unpaid leave of absence.

**Fundamental Principles:** means the Fundamental Principles of the International Red Cross and Red Crescent Movement.

**Instructional Personnel:** means any person holding any type of instructional, facilitator or leader certification or designation issued by the CRCS.

**Standard:** means these Standards of Behaviour

**Training Partner:** means an entity with which the CRCS has a signed Training Partner agreement in place outlining the expectations for delivery of CRCS programming in the community.

**Volunteer:** means a person who chooses to provide services to or on behalf of the CRCS, on a regular or occasional basis, without remuneration or any other consideration by the CRCS for those services, other than mutually agreed to reimbursement of reasonable out-of-pocket expenses, and who is accepted as a volunteer by the CRCS in accordance with Governance Policies adopted by the Board.

## **GUIDING PRINCIPLE**

The CRCS requires the highest standards of professional and ethical conduct from all instructional personnel, in keeping with this Standard and the Fundamental Principles. Instructional personnel shall do nothing that might discredit the Society or its mission, nor engage in offensive behaviour.

Individuals holding any type of First Aid Program instructional, leader or facilitator certification or designation with the Society are obliged to sign and adhere to this Standard.

## **REQUIREMENTS**

### ***I. Principles***

Instructional Personnel are required to:

- a) Respect the protective covenants on the use of the Red Cross emblem and report its misuse; <http://www.redcross.ca/about-us/about-the-canadian-red-cross/red-cross-emblem/emblem-misuse-form>
- b) While wearing CRCS branding or at all times when representing the CRCS in any way, adopt a strictly impartial and respectful attitude;
- c) Conduct courses and activities in accordance with the First Aid Program Management Manual and all applicable program standards that may be communicated to them from time to time;
- d) Respect and abide by all applicable provincial/territorial and federal laws.

### ***II. General Conduct***

Instructional Personnel will:

- a) At all times, act with honesty, integrity, diligence and transparency;
- b) Contribute to a positive and healthy environment for Red Cross employees, volunteers, learners, Red Cross Training Partners and other instructional personnel including interpersonal respect, appreciation of differences, and, at all times, respect for one another's human dignity;
- c) Consistently display high professional standards to project a favourable image of the CRCS and its first aid programs.
- d) Ensure healthy teaching practices and prevention of disease transmission standards are adhered to at all times;
- e) Respect the confidentiality of personal information;

- f) Work collaboratively at all times with the CRCS;
- g) Never represent themselves as the CRCS, or an agent of CRCS, to media or on the internet or social media unless authorized to do so in writing.

### ***III. Instructional Personnel – Client Relationship***

The relationship between instructional personnel and learners requires instructional personnel to understand their potential perceived position of authority and power. Instructional personnel have a responsibility to ensure learners are treated with fairness, dignity and respect.

When interacting with learners, instructional personnel are required to:

- a) Treat learners in a manner that maintains dignity and respects their religious beliefs, culture, customs and habits;
- b) Ensure the personal and psychological safety of each learner;
- c) Respect the privacy rights of learners as per privacy legislation.

### ***IV. Breaches regarded as Serious Misconduct***

The following behaviours on the part of instructional personnel are serious acts of misconduct that justify the immediate revocation of certification:

- a) Any action, which can be reasonably interpreted as humiliating, confrontational, argumentative, neglectful, insubordinate, dishonest, threatening, degrading, bullying, exploitive, illegal or racist;
- b) Any attempted or actual sexual relationships with learners;
- c) Any attempted or actual sexual activity with children or other individuals unable to give consent;
- d) Exercising any professional activity without CRCS valid certification(s);
- e) Violating the copyright of any CRCS materials;
- f) Falsification of CRCS certification or instructional personnel documentation;
- g) Intentional misuse or unauthorized use of the Society logos and emblems;
- h) Conduct that could place at risk personal safety or property interests or the integrity and reputation of the program or CRCS;

- i) Reporting false information regarding a serious act of misconduct of CRCS instructional personnel.

## ***V. Reporting of Breaches***

- a) Instructional personnel are obliged to contribute to an environment which prevents misconduct and promotes appropriate behaviour compliance with this Standard of Behaviour document.
- b) Instructional personnel who reasonably suspect breach of this Standard by fellow instructional personnel are required to report such suspicions by contacting a CRCS staff person or the National Contact Centre.

## ***VI. Fair Treatment***

A reported concern will be handled fairly with respect to any individual named, taking into account the seriousness of the issue raised, the credibility of the information or allegations, and the prospects of an effective investigation. A fair and reasonable process will be followed in all investigations.

## ***VII. Protection for Whistleblowers***

Retaliation of any kind against whistle-blowers is strictly prohibited provided that suspicions of non-compliance have been reported in good faith and on reasonable grounds.

## ***VIII. Confidentiality***

All reported concerns will be treated as confidential to the fullest extent permitted by law. Persons are encouraged to give their names with any information they communicate, as this will assist in the investigation of the matter disclosed. However, consideration will also be given to information reported anonymously. Information communicated will only be disclosed to those persons who need to know in order to properly respond to the reported concern.

## **OFF DUTY CONDUCT**

Instructional personnel may be perceived as CRCS representatives at any time, even when not involved in a CRCS course or event, and must therefore conduct themselves in a manner consistent with this Standard at all times.

## **PROOF OF COMPLIANCE**

All instructional personnel are required to indicate acceptance to comply with this Standard when issued certification. Documentation of this acceptance and will be recorded in CRCS instructional personnel records.



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Obligations and requirements of Instructional Personnel:

- a) Respect the protective covenants on the use of the Red Cross emblem and report its misuse; <http://www.redcross.ca/about-us/about-the-canadian-red-cross/red-cross-emblem/emblem-misuse-form>
- b) While wearing CRCS branding or at all times when representing the CRCS in any way, adopt a strictly impartial and respectful attitude;
- c) Conduct courses and activities in accordance with the First Aid Program Management Manual and all applicable program standards that may be communicated to them from time to time;
- d) Respect and abide by all applicable provincial/territorial and federal laws.

Instructional Personnel will also:

- a) At all times, act with honesty, integrity, diligence and transparency;
- b) Contribute to a positive and healthy environment for Red Cross employees, volunteers, learners, Red Cross Training Partners and other instructional personnel including interpersonal respect, appreciation of differences, and, at all times, respect for one another's human dignity;
- c) Consistently display high professional standards to project a favourable image of the CRCS and its first aid programs;
- d) Ensure healthy teaching practices and prevention of disease transmission standards are adhered to at all times;
- e) Respect the confidentiality of personal information;
- f) Work collaboratively at all times with the CRCS;
- g) Never represent themselves as the CRCS, or an agent of CRCS, to media or on the internet or social media unless authorized to do so in writing.

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- a) Treat learners in a manner that maintains dignity and respects their religious beliefs, culture, customs and habits;
- b) Ensure the personal and psychological safety of each learner;
- c) Respect the privacy rights of learners as per privacy legislation.

## Revocation

The following behaviours on the part of instructional personnel are serious acts of misconduct that justify the immediate revocation of certification:

- a) Any action, which can be reasonably interpreted as humiliating, confrontational, argumentative, neglectful, insubordinate, dishonest, threatening, degrading, bullying, exploitive, illegal or racist;
- b) Any attempted or actual sexual relationships with learners;
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- f) Falsification of CRCS certification and instructional personnel documentation;
- g) Intentional misuse or unauthorized use of the Society logos and emblems;
- h) Conduct that could place at risk personal safety or property interests or the integrity and reputation of the program or CRCS;
- i) Reporting false information regarding a serious act of misconduct of CRCS instructional personnel.

*Instructional personnel are obliged to contribute to an environment which prevents misconduct and promotes appropriate behaviour compliance with this Standard of Behaviour. Instructional personnel are required to report suspected breaches of the Standard.*

1. Instructional personnel who reasonably suspect breach of this Standard by fellow instructional personnel are required to report such suspicions by contacting a CRCS staff person or the National Contact Centre.

I have read and understood First Aid Program Standards of Behaviour and agree to abide by the directives as stated within.

\_\_\_\_\_  
(Print name)

\_\_\_\_\_  
(Print witness's name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Witness's signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Date)