

SAIT Summer Camps – Family Member Code of Conduct

Statement of Rights and Responsibilities & Resolution Process for SAIT Summer Camp Family Members

Purpose

SAIT Summer Camps is committed to establishing a partnership with each camper's family based on mutual respect to ensure that each camper reaches their full potential at SAIT Summer Camps. This partnership includes rights and responsibilities for both SAIT Summer Camps staff and each camper's family members. SAIT Summer Camps strive to foster a positive community where campers and staff feel safe.

Definition

"Family member" includes, but is not limited to: parents, guardians, stepparents, siblings, grandparents and additional extended family of SAIT Summer Camp camper.

Scope

This Code of Conduct constitutes a guide meant to be observed by SAIT Summer Camps staff and campers family members.

SAIT Summer Camps – Staff Rights

- Each staff member has the right to be treated with respect, kindness and dignity.
- Each staff member has the right to a safe and positive working environment.
- Each staff member has the right to communicate clearly and openly with each camper's family.

SAIT Summer Camps – Staff Responsibilities

- Each staff member is responsible for providing a safe, positive and meaningful SAIT Summer Camps experience to the best of their ability.
- Each staff member will treat others with respect, kindness and dignity.
- Each staff member is responsible for following all relevant SAIT Summer Camps policies to ensure safety and adherence to the SAIT Summer Camps programs and the SAIT Summer Camps Family Member Code of Conduct.

Family Rights

- Each family member has the right to be treated with respect, kindness and dignity.
- Each family member has the right to express their concerns.
- Each family member has the right to communicate openly with the SAIT Summer Camps staff.

Family Responsibilities

- All family members are responsible for knowing, understanding and complying with this code of conduct, the SAIT Summer Camps Family Member Handbook and any other relevant SAIT policies and procedures.
- Family members must respect and treat SAIT Summer Camps staff with dignity, especially when there is a concern, complaint or a dispute.
- A family member's concern will be addressed while maintaining the integrity of the SAIT Summer Camps programming and staff.
- Concerns and complaints must be dealt with respectfully and in an appropriate manner and should not be addressed (1) in front of campers or (2) during camp time.
- When communicating with SAIT Summer Camp staff, unacceptable behaviour will not be tolerated. Unacceptable behavior includes, but is not limited to, verbal, physical or psychological abuse, bullying, or swearing.
- Each breach of the Family Code of Conduct, the SAIT Summer Camps Family Member Handbook and any relevant SAIT policies and procedures carries with it a degree of gravity. Consequences for breach may include but are not limited to a verbal warning followed by documentation, expulsion of camper without a refund, family member/camper ban from camp registration for a defined period of time or indefinitely.

Confidentiality

- All concerns and complaints are subject to strict confidentiality.

SAIT Summer Camps' Resolution Process

- Every effort will be made to resolve the dispute at the earliest stage in the process, in the most efficient manner, in order to proceed without unnecessary delays.
- The SAIT Summer Camps resolution process comprises of four levels, and each level must be completed before proceeding to the next level in the process. The concern or complaint will not be addressed if the order of the levels are not followed. Levels are as follows:

Level One

1. A camper's family member with a concern or a complaint must raise the issue with their SAIT Summer Camps leader by the end of the following business day. The camp leader will work within their capacity, knowledge and authority to resolve the issue immediately.

Level Two

2. If the issue is not resolved or if the issue is beyond the scope of the leader's responsibilities, the camper's family member can direct their communication by phone call, email or in person, to a member of the SAIT Summer Camps administration team within one (1) business day of the leader's response or decision.
 - 2.1 The administration team will make every effort to ensure that the issue is heard and resolved with within two (2) business days. Discussion may be over the phone or via email.

Level Three

3. If the matter is not resolved, the camper's family member can raise the issue, in writing via e-mail, with the SAIT Summer Camps Director within two (2) business days of the administration team's response or decision.
 - 3.1 The written documentation must include a description of the nature of the concern in addition to the previous actions taken at level one and level two
 - 3.2 The SAIT Summer Camps Director may discuss the concern or complaint over the phone or via email. Concerns or complaints may also be discussed in person with the camper's family member.
 - 3.3 The SAIT Summer Camp Director will consider the concern or complaint and will communicate his or her decision in writing via email within three (3) business days of receiving the written documentation from the camper's family member.

Level Four

4. If the matter is not resolved at level three, the camper's family member may request, within two (2) days of receiving the response or decision from the SAIT Summer Camps Director that the matter be forwarded to the Dean of the Centre for Academic Learner Services. This written documentation must include: (1) a description of the nature of the concern or complaint, (2) previous actions taken at levels one, two and three, (3) a description of the decision taken by the SAIT Summer Camps Director, and (4) the reasons for the request for further review by the Associate Vice-President, Learner Services.
 - 4.1 The Associate Vice-President, Learner Services may meet with the camper's family member to hear the concern or complaint. Discussion may also be by phone call or via e-mail.
 - 4.2 The Associate Vice-President, Learner Services will consider the concern or complaint and will communicate a response or a decision to the family member within five (5) business days of receiving the written documentation.

Appeals

The decision made by the Associate Vice-President, Learner Services is final and will not be subject to further review.