



Policy #: 218001C Exercise Service Providers Code of Conduct Violations Discipline.

Approved by Board: June 18, 2018

Rationale: Exercise Service providers offer a valuable service to their community by providing safe and healthy movement activities with which people can train to increase strength and agility. FNB recognizes that professional ethics are founded upon integrity, competence, devotion to service and to the advancement of human welfare. And as such certified leaders and personal trainers have an obligation to be respectful of their clients, employers, the public and other associates. They also work within the Scope of Practice for each of their certifications.

Policy: For purposes of this policy, a Violation of the Code of Conduct means one has acted in a way that goes against the FNB Exercise Service Providers Code of Conduct. Disciplinary action may be required if a fitness practitioner violates the FNB Code of Conduct or has undertaken a more serious offense. Violations are categorized as Level 1 or 2 actions.

Process of Acting upon Registered Violations

Receiving complaints:

- The complainant will submit a letter to the Executive Director of Fitness NB containing the type of violation, the timing of the violation and details of the occurrence no later than 7 to 10 days after the event.
- The Executive Director maintains confidentiality on the letter and forwards it to a Complaints Committee within one week of having received it;
- The three person Complaints Committee is composed of a minimum of 2 persons from the FNB Board of Directors and one FNB course conductor or evaluator who is an FNB member in good standing appointed by the FNB executive.

Procedure for reviewing complaint

The Complaints Committee does the following;

- Notifies practitioner that a complaint has been received
- Reviews information provided by the complainant
- The Committee may interview the complainant and or the practitioner complained against.
- Within two weeks, the Committee will make a ruling on the case.
- The complainant and the person who was complained against are notified of the ruling in writing within 24 hours of the ruling being made.

Violations:

Level 1:

- Failing to provide a healthy and safe working environment.
- Working outside scope of service
- Showing lack of respect, understanding and compassion in their professional practice and discriminating and or harassing.
- Accepting remuneration for services rendered that were perceived as a conflict of interest with their clients, peers, or employers, without the knowledge and consent of their peers, clients and employers.
- Failing to respect the privacy, dignity and personal modesty of others and disclosed confidential information without the written consent of their clients, peers, and employers.
- Offered or accepted covert payment for the purposes of securing work or assignments.
- Representing their qualifications and competence, or advertise professional services offered, inaccurately.
- Failing to advise the certifying body of any practice by a member of the Association that they believe to be contrary to this Code of Conduct.

Possible Corrective Actions:

- A. For a level 1 offense, discussions between the FNB member and a representative of the Complaints Committee will occur to allow the member the opportunity to explain his/her offending action(s). Afterward, and if deemed appropriate by the Committee, an oral reprimand may be considered a suitable remedy with no further action. A written insertion into the member's file may or may not be required.
- B. If deemed to be more serious in nature and some form of corrective action is required:
- i. A written warning notice will be issued, becoming a part of the member's file; this notice will be considered when evaluating the member for further membership benefits, training, or additional discipline.
 - ii. The warning notice will contain a specific reference to the member's actions, a specific course of corrective action to be undertaken, and a date by which such corrective action must be completed.
 - iii. The warning notice will also include the provision that any subsequent action by this member that occurs within the above prescribed date requiring further or additional discipline, will automatically place this member into a Level 2 action category.

The written documentation for level 1 violations will remain in the certified exercise professional's for a three year period following the decision of the complaint committee.

Level 2:

Level 2 actions include, but are not limited to:

- Alleged or proven criminal behaviour.
- Conduct endangering the safety of others.
- Engaging in activities while impaired.
- Threatening and/or violent behaviour.
- Discriminatory or abusive behaviour or language.
- Immoral or indecent conduct.
- All forms of harassment.
- Unauthorized use of organizational materials and supplies.
- Behavior that, in the opinion of the Complaints Committee, seriously threatens the well-being and/or reputation of the FNB or its membership.

Corrective Actions:

Level 2 actions may include a wide variety of possible remedies ranging from:

1. Written warning(s);
2. A probationary period;
3. Corrective actions;
4. A determinate suspension of membership;
5. Termination of contractual services;
6. Revocation and/or decertification
7. An indeterminate expulsion from the FNB;
8. Additional remedies deemed necessary and appropriate by the Complaints Committee.

The written documentation for level 1 violations will remain in the certified exercise professional's for a three year period following the decision of the complaint committee.

All Board decisions will be considered final.

Effective Date: June 19, 2018