

CODE OF CONDUCT POLICY

1. Policy

Hanson Language School, (hereinafter called 'HLS'), is committed to building and maintaining a diverse and inclusive community where students, staff, volunteers, and visitors can work and learn in an environment that respects the dignity and worth of all members of the HLS community. The Code of Conduct is used to inform and assert individual rights and responsibilities and to outline unacceptable behaviours. For the protocol responding to student complaints regarding breaches of the Code of Conduct policy, please refer to the Student Complaints Procedure.

2. Guiding Principles

- 2.1. The HLS community is committed to creating and maintaining a positive, safe, and supportive environment for all members of the HLS community.
- 2.2. HLS opposes behaviour that is likely to undermine the dignity, self-esteem, or productivity of any of its members and prohibits any form of discrimination or harassment.
- 2.3. All members of the HLS community are responsible for treating others within the community with courtesy and respect. They are responsible for ensuring that their conduct does not jeopardize the good order and proper functioning of the academic and non-academic programs and activities of HLS, nor endanger the health, safety, rights or property of HLS or its members or visitors.

3. Scope

This policy applies to all members of the HLS, including students; staff; contractors and their employees; visitors and guests; committee members. Complaints may be made regarding an alleged violation that has taken place on the premises of HLS, either rented or owned or on other premises in the course of any HLS sponsored activity or event, where the complainant is directly affected by the conduct in question. This policy is in effect at all times and is not limited to working days.

4. Definitions

Appendix B lists definitions of some of the terms used in or related to this policy.

5. Rights and Responsibilities

- 5.1. This policy also concerns off-campus conduct that affects a member of the HLS's learning and working environment, as well as health and safety.
- 5.2. Conduct considered inappropriate that takes place on or off-campus, at school events, on sports teams, in student groups, and when acting as a representative of HLS may result in an imposed sanction.
- 5.3. Members of the HLS will receive assistance in resolving an alleged violation of this Code, in an effective and constructive manner. Such assistance is available to individuals who believe they have been subjected to conduct that violates this Code, to individuals against whom a complaint

has been filed under this Code, and to those with supervisory authority who are called upon to respond to incidents of such alleged conduct.

6. Academic Discretion

This Code is not to be applied in such a way to detract from the right of the HLS to engage in the frank discussion of potentially controversial matters, such as race, sex, sexual orientation, politics or religion. Further, the Code should not be interpreted in such a way as to limit the use of legitimate instructional techniques, such as irony, argument, conjecture and refutation, or the assignment of readings which may present a controversial point of view. This Code also recognizes the right to teach according to one's best judgement, within the bounds of the course outline and requirements of competency.

7. Discrimination, Harassment, and/or Bullying

Any staff member, student, or visitor who believes that they have experienced or witnessed discrimination, harassment and/or bullying should contact the Student Services Officer (students or visitors) or the Human Resources department (employees) for advice and assistance in resolving the matter in a confidential and respectful manner. The person contacted may coordinate with the School Academic Administrator as necessary. See Appendix C for further details.

8. Management Rights

Even in the absence of a formal complaint under this Code, nothing in the Code prevents HLS from investigating, of its own accord, an alleged violation of the Code, where HLS's senior administration has grounds to believe that such violation has occurred.

Appendix B GLOSSARY

Bullying

The repeated unfavourable treatment of a person by another or others which may be considered unreasonable and inappropriate on Hanson property. It includes behaviour that could be expected to intimidate, offend, degrade, humiliate, undermine or threaten. It may include physical or psychological behaviour where strength (including strength of personality) and/or a position of power is misused by a person in a position of authority or by a person who perceives that they are in a position of power or authority. Bullying may be overt or covert.

Overt Bullying

Examples of overt bullying may include:

- abusive behaviour towards another person such as threatening gestures or actual violence including, pushing, hitting, finger pointing, or standing close to an individual in an aggressive manner
- aggressive or abusive or offensive language, including yelling, threats, insults and name-calling
- constant unreasonable and unconstructive criticism

Covert Bullying

Examples of covert bullying may include:

- deliberate exclusion, isolation or alienation of the employee from normal work interaction, such as intentionally excluding the employee from meetings
- placing unreasonably high work demands on one employee or student but not on others without good reason
- allocation of demeaning jobs or meaningless tasks only undermining another, including encouraging others to "gang up" on the person
- deliberately withholding information that a person needs to exercise her or his role or entitlements within Hanson
- repeated refusal of requests for help without adequate explanation and suggestion of alternatives
- removing areas of responsibility, without justification, and giving menial or trivial work instead

Bullying does not include legitimate, constructive and fair criticism of a staff member or student's performance/behaviour or the legitimate (i.e. not discriminatory, arbitrary or abusive) exercise of academic freedom, freedom of thought and inquiry, and expression in teaching and research. An assertive management style is acceptable provided that staff and students are treated with respect and dignity.

Cyber Bullying

Cyber bullying occurs when a person is deliberately bullied, harassed, humiliated, threatened, embarrassed, or targeted by another person through the use of the internet, cell phones, pagers, personal digital devices, computers or other digital technology whether or not they are made over Hanson's computer system. Some examples of this are in the form of e-mail, instant messaging (IM), chat rooms or bash boards, pagers, blogs, discussion board postings, vote/polling boards, etc.

Cyber bullying can be:

- Threats sent or published online
- Negative comments via text, email, IM, etc.
- Rumors posted on websites or spread online (whether they are true or not)

- Creating a fake profile of another person
- Private photos spread online that you did not authorize
- Unwanted sexual remarks
- Hate speech

Premises of Hanson

Buildings and lands owned, leased, operated, controlled or supervised by Hanson International Education & Employment LTD

Members of the Hanson Community

Includes students, staff, contractors, visitors, guests and committee members present on any Hanson premises.

Discrimination

One or a series of action(s) or any improper or inappropriate behaviour for which there is no bona fide and reasonable justification; and has the effect or purpose of imposing burdens, obligations or disadvantages on members or groups of members based on the prohibited grounds of the Ontario Human Rights Code which are: race, ancestry, place of origin, creed, colour, ethnic origin, citizenship, record of offenses, in receipt of public assistance, age, sexual orientation, gender identity, gender expression, marital status, family status or sex/pregnancy.

And/or that results in unfavourable, adverse or preferential treatment which negatively affects or could negatively affect the employment status of an employee or the academic status of a student, or the provision of any Hanson service.

Harassment

Any vexatious comment and/or conduct that is known or ought reasonably to be known to be unwelcome, unwanted, offensive, intimidating, hostile or inappropriate. Harassment could be physical or psychological in nature. Single acts of sufficient severity may also constitute harassment. Is defined as:

- I. Engaging in annoying and vexatious conduct or comment towards a member or group of members that is known or ought to reasonably know to be unwelcome; or
- II. Which may or may not be based upon one of the prohibited grounds specified in the Ontario Human Rights Code; or
- III. When such conduct has the effect or purpose of unreasonably interfering with a member's work or academic, athletic or artistic performance or of creating an intimidating or hostile environment for work or study.

Mobbing

A form of harassment and is more often covert, using rumour, innuendo, making inappropriate jokes, and public slander. It can be the repeated, malicious mistreatment of a person by one or more people.

Poisoned Environment

A form of discrimination. It may be created by comments or actions of any person regardless of her/his position or status. The poisoned environment forms an unequal term or condition of employment, study and/or accommodation, based on prohibited ground, and is therefore a violation of the right to be free from discrimination. The comment or conduct must be of a significant nature or degree and have the effect of 'poisoning' the work or study environment. A complainant does not have to be a direct target to be adversely affected by a negative environment. It includes any conduct or comment that creates and maintains an offensive, hostile, or intimidating climate for study or work. This may include, but is not limited to exposure to graffiti, signs, cartoons, remarks, exclusion, or adverse treatment

Sanction

A penalty that acts to ensure compliance with recommendations and/or findings from a formal complaint investigation based on the Code of Conduct.

Sexual Harassment

Conduct of a gender-related or sexual nature such as, but not limited to, sexual assault, verbal abuse or threats of a sexual nature, unwelcome sexual invitations, requests, or demands for sexual favours or unwelcome and repeated innuendos or taunting about a member's body or appearance when:

- I. Submission to such conduct is made, whether explicitly or implicitly, a term or condition of a member's employment or educational progress; or
- II. Submission or rejection of such conduct is used as the basis for an employment or academic decision affecting that member; or
- III. Such conduct that has the effect or purpose of reasonably interfering with a member's work or academic, athletic or artistic performance or of creating an intimidating or hostile environment for work or study. Depending on its severity, one action may constitute sexual harassment. Examples include but are not restricted to: slurs, taunting, innuendo based on gender or sexual orientation, gender identity or gender expression; unwanted physical contact; inappropriate comments about clothing, physical characteristics or activities; sexual orientation gender identity, gender expression, marital or family status; the display of sexually offensive material; solicitation; unwanted attention; implied or expressed promise of reward or benefit in return for sexual favours; implied or expressed threat or act of reprisal if sexual favours are not given; or sexual assault (Criminal Code offense).

Vexatious

Means lacking sufficient ground and only serving to annoy or distress.

Appendix C

Code of Conduct Outline of what the Student Services Office can do for students and what the HR Department can do for staff who feel they have been harassed or discriminated against:

For Hanson employees, please refer to the Respect in the Workplace Policy and AODA Policy for further details.

Does

- Provide a neutral, safe and confidential environment to talk
- Listen to concerns and complaints and discusses appropriate options
- Help to evaluate those options
- Assist students and staff in resolving problems
- Mediate conflicts, convenes meetings
- Refer clients to appropriate campus resources
- Provide information about resources

Does Not

- Adjudicate or participate in formal grievance processes
- Determine guilt of any party in a dispute
- Provide legal advice
- Assign sanctions to individuals
- Replace any official office, department or process
- Keep extensive records of clients and/or conversations

Examples of Services Provided by the HR Department

- Helps resolve or mediate a dispute with an individual or group.
- Helps decide how to approach a person who you think is causing a problem.
- Discusses how to approach someone who has made an offensive or insensitive comment.
- Assists when you are uncertain what Hanson policies or procedures apply to your situation.
- Assists when you don't know what individual or department is appropriate to go to for an answer to a specific question or to obtain a particular service.
- Helps when you feel as if you have been unfairly treated by anyone on campus.
- Helps you evaluate and select among a variety of options to address a concern with a fellow student, staff or department.
- Helps resolve or mediate a non-grade or non-evaluation related dispute with a faculty member.