



Member Conduct Policy

BACKGROUND

The purpose of this policy is to ensure that all members understand the standard of professionalism expected by the Massage Therapist Association of Alberta (the "MTAA") in all interactions with the MTAA's employees and the board of directors and to protect the employees and the board of directors of the MTAA from members that engage in unprofessional and/or abusive communications, including, but not limited to communications in-person, phone calls, database messaging, email, letter, text message, social media posts and messages.

PRINCIPLES

The MTAA's outstanding reputation is due in large part to the loyalty, commitment and continued efforts of its employees and the board of directors to support members of the MTAA. The MTAA is committed to the professional treatment of its employees and board of directors and is committed to maintaining a workplace and environment free from abusive behaviour and conduct. To maintain a professional work environment, the MTAA has adopted a zero-tolerance policy towards unprofessional and/or abusive conduct of its members.

APPLICABILITY

Compliance with this document is required by all members of the MTAA.

CONDUCT POLICY

In the event that any member engages in any type of unprofessional and/or abusive conduct towards an employee, or any member of the board of directors, the MTAA is authorized to apply appropriate remedial measures against any such individual.

For purposes of the policy, "unprofessional and /or abusive conduct" includes, but is not limited to, any of the following conduct:

- Any threats of or actual bodily harm or illegal activity against an employee or board member;
- Any type of harassment, including age, sexual, ethnic, or racial harassment; making racial or ethnic slurs, engaging in sexual conduct; making sexual overtures;
- Making sexual flirtations, advances or propositions; engaging in verbal abuse of a sexual, racial or ethnic nature; making graphic or degrading comments about an individual or his or her appearance;
- Displaying sexually suggestive objects or pictures;
- Fighting, kicking or other physical harm or attempted harm towards an employee or board member;
- Threatening any employee, or board member;
- Making false, vicious or malicious statements about any an employee or board member or about the MTAA and its services, operations, policies, practices, or management; and

- Cursing or other abusive or vulgar language directed towards an employee or board member. For example, using profane, abusive, inappropriate, intimidating, or threatening language.
- Demanding action be taken that is out of the jurisdiction of its employees and board of directors.

This list is not comprehensive and is used only as an example of types of behavior that may be viewed as “unprofessional and/or abusive” by the MTAA.

INVESTIGATION

Any employee or board member may submit a complaint in writing to the MTAA if the employee or board member believes a member has engaged in unprofessional and/or abusive conduct. The form of the complaint will be determined by the MTAA. Upon receipt of a complaint, the MTAA may conduct an investigation or dismiss the complaint if the MTAA believes the complaint is unfounded or malicious or vexatious. The investigation will be conducted by the Executive Director or if the Executive Director is precluded by reason of conflict or reasonable apprehension of bias, the MTAA may appoint a board member or board members to investigate the complaint. The member agrees to cooperate in the investigation including submitting to an interview upon request of the MTAA or providing written or oral submissions. If a member fails to cooperate with the investigation, the MTAA may suspend the membership of the member indefinitely at the discretion of the MTAA until the member cooperates in the investigation.

Upon conclusion of the investigation, the MTAA may dismiss the complaint against the member if the MTAA finds that there was no abusive conduct or refer the decision to the board of directors for disciplinary action if it is determined that the member is guilty of unprofessional and/or abusive conduct.

ENFORCEMENT

In that regard, any or all of the following actions may be imposed against any member who has engaged in abusive conduct:

- Preclusion from personal contacts with an employee or board member;
- Preclusion from access to MTAA premises;
- Preclusion from access to MTAA events such as webinars;
- Loss of any current membership discount;
- Requiring a formal apology from the member;
- Disciplinary action up to and including suspension or termination of membership;
- Any other action deemed appropriate under the circumstances that is permitted by the MTAA’s rules and regulations, policies and bylaws.

POLICY IN EFFECT

This policy is in effect immediately upon its release to all current members.