

THE BCRPA Fitness Registration Program

Code of Ethics

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Code of Ethics and Professional Conduct

Purpose

The BCRPA Code of Ethics and Professional Conduct is intended to act as a clear guide for BCRPA Fitness Professionals in order to maintain a high level of ethical conduct in the discharge of their duties and responsibilities.

BCRPA supports equal opportunity and prohibits discriminatory practices. All BCRPA Fitness Professionals are expected to conduct themselves at all times in a manner consistent with the values of BCRPA that include fairness, integrity, open communication and mutual respect.

Conduct that violates this Code of Ethics and Professional Conduct may be subject to sanctions pursuant to BCRPA's Disciplines and Complaints Policy.

1.Responsibilities to Clients

1.1 Confidentiality

Fitness Professionals will maintain the confidentiality of all Client information in accordance with applicable [Federal and/or Provincial privacy laws](#).

1.2 Personal Relationships

a Fitness Professionals will recognize and disclose conflicts of interest that arise in the course of their professional duties and activities and resolve them in the best interest of the Client.

b. Fitness Professionals will not enter into personal relationships which damage the establishment and maintenance of professional trust.

1.3 Respecting Client Rights

a. Fitness Professionals will accord all individuals a reasonable level of respect and understanding in their professional practice.

b. Fitness Professionals have a responsibility always to promote and protect the privacy, autonomy, and safety of all people with whom they come in contact in their professional practice.

c. Fitness Professionals have a responsibility to inform all Clients of financial costs of any goods and services. Costs need to be fair and reasonable, reflecting the services provided.

2.Professional Integrity

2.1 Discrimination

Fitness Professionals will not discriminate in their professional practice, because of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, language, political affiliation, societal or health status, or age of that person or that group or class of persons as per the BC Human Rights Code.

2.2 Substance Abuse

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Fitness Professionals will abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods and under no circumstances provide, promote or condone the use of such practices.

2.3 Professional Conduct

a. Fitness Professionals will ensure that the policies and procedures of the BCRPA Fitness Program, and the spirit of such, are adhered to and to advise the BCRPA of any practice by a Fitness Professional that they believe to be contrary to the Code of Ethics.

b. Fitness Professionals will demonstrate healthy behaviours and attitudes by maintaining a professional image through conduct and appearance.

c. Fitness Professionals will ensure that any advertising of services is accurate, verifiable and acceptable according to legal, social, and professional norms of the times and does not bring the profession into disrepute. Fitness professionals will ensure that prices are clearly advertised and delivered as promised, that cancellation/refund policies are clearly stated and adhered to

d. Fitness Professionals will act in a manner that is respectful towards BCRPA, other BCRPA Fitness Professionals and local government members.

2.4 Professional Development

All Fitness Professionals have a responsibility to maintain their own level of professional competence and shall seek continuing education opportunities to maintain and increase professional competence and knowledge.

3. Professional Standards

3.1 Competence

a. Fitness Professionals will accurately represent their registration status, training and education and maintain all training and qualifications required for BCRPA Fitness Registration®.

b. Fitness Professionals will acknowledge personal and professional limitations by engaging in activities that fall under the appropriate BCRPA Scope of Practice and/or the boundaries designated by the credentials and competencies attained.

c. Fitness Professionals will refer clients to other professionals in a timely manner when necessary and appropriate.

d. Trainers of Fitness Leaders (TFL) will ensure that they cover all of the performance standards and competencies in their instruction of Fitness Theory and all speciality courses.

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3.2 Insurance

Fitness Professionals will maintain appropriate insurance coverage to protect themselves, clients and applicable employers from any legal liability. A minimum \$2 million general liability insurance is required.

3.3 Record Keeping

All Fitness Professionals will keep accurate records and reports such as, client records, certificates of course completions, etc., for the information of clients, professional colleagues, and legal purposes.

Discipline and Complaints Policy

Purpose

The BCRPA is committed to providing an environment in which all BCRPA Fitness Professionals and their Clients are treated with respect. Irresponsible behaviour by any BCRPA Fitness Professional can result in severe damage to the integrity of the BCRPA and the professional credentials it issues. Conduct that violates these values or any of the BCRPA Constitutions, Bylaws, policies, procedures, rules and regulations may be subject to disciplinary measures pursuant to this Policy. All complaints and discipline will be dealt with fairly, expeditiously and affordably in accordance with this Policy.

Application of this Policy

1. This policy only applies to disciplinary matters that may arise during the course of BCRPA related business, activities and events such as the delivery of BCRPA approved courses, workshops, Instructor Competency Evaluations and conferences.
2. Disciplinary matters and complaints arising from business, activities or events organized by entities other than the BCRPA will be dealt with pursuant to the policies of these other entities unless accepted by the BCRPA at its sole discretion, or such disciplinary matters and complaints that adversely affect relationships within the BCRPA's work and business environment and are detrimental to the image and reputation of the BCRPA. Registration with BCRPA is at the sole discretion of BCRPA.
3. This Policy does not prevent an appropriate person having authority from taking immediate, informal or corrective action in response to infractions. In such situations, disciplinary sanctions will be for the duration of the activity or event only. Further sanctions may be applied in accordance with the procedures set out in this Policy.

Reporting a Complaint

4. Any individual may report to the BCRPA any complaint of a BCRPA registered Fitness Professional who:
 - a) has persistently refused or neglected to comply with a provision or provisions of the BCRPA Fitness Professional Code of Ethics, or
 - b) has persistently and willfully acted in a manner prejudicial to the interest of the BCRPA.
5. Such a complaint must be signed and in writing, and must be filed within thirty (30) days of the alleged incident. Anonymous complaints may be accepted upon the sole discretion of the BCRPA.
6. A complainant wishing to file a complaint beyond the thirty (30) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of

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complaint outside the thirty (30) day period will be at the sole discretion of the BCRPA. This decision may not be appealed.

Complaint Review Process

7. Upon receipt of a complaint, the BCRPA will review the submission and provide a copy to the Fitness Professional with a request to provide a statement in response. The BCRPA has an overall responsibility to ensure procedural fairness is respected at all times in this Policy, and to implement this Policy in a timely manner. More specifically, the BCRPA has a responsibility to:
 - a) Determine whether the complaint is warranted and within the jurisdiction of this Policy. If the BCRPA determines the complaint is frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The BCRPA decision regarding the acceptance or dismissal of the complaint may not be appealed.
 - b) Appoint a Panel, if necessary, in accordance with this Policy;
 - c) Determine the format of the hearing;
 - d) Coordinate all administrative aspects of the complaint;
 - e) Provide administrative assistance and logistical support to the Panel as required; and
 - f) Provide any other service or support that may be necessary to ensure a fair and timely proceeding.
8. All penalties for infractions will be decided using the disciplinary procedures set out in this Policy, except where a dispute resolution procedure contained within a contract or other formal written agreement takes precedence. Penalties may include requirements to improve skills (evaluate teaching, re-take ICE/exam/course) , suspension or expulsion from The Fitness Registry® and/or BCRPA membership. (check with HA on proper trademark reference here)
9. All infractions that result in discipline will be recorded and maintained by the BCRPA.

Criminal Allegations and Convictions

10. Where it is brought to the attention of the BCRPA that a BCRPA Fitness Professional has been charged with an offence under the Criminal Code, has previously been convicted of a criminal offence which may place them in contradiction to the Code of Ethics, or had allegations of a criminal nature made, leading to a criminal investigation, the BCRPA may immediately suspend the BCRPA Fitness Professional pending further review, a hearing, or completion of the criminal proceedings. Registration with BCRPA is at the sole discretion of BCRPA.

Timelines

11. If the circumstances of the complaint are such that this Policy will not allow a timely conclusion, or if the circumstances of the complaint are such that the complaint cannot be concluded within a reasonable timeline, the Panel or the BCRPA may direct that the timelines be revised.

Appeals Procedure

12. The decision of the BCPRA or the Panel may be appealed in writing to the BCRPA within 30 days at a cost of \$250.

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Confidentiality Policy

Purpose

The purpose of this Policy is to ensure the protection of confidential information that is proprietary to the BCRPA by making all BCRPA Fitness Professionals aware that there is an expectation to act at all times appropriately and consistently with this Policy.

Responsibilities

1. BCRPA Fitness Professionals will not, either during the period of their involvement or any time thereafter, disclose to any person or organization any confidential information, unless expressly authorized in writing by the BCRPA to do so.
2. BCRPA Fitness Professionals will not use, publish, reproduce, communicate, divulge, distribute or disclose to any unauthorized person, firm, corporation, third party or parties any confidential information, without the express written consent of the BCRPA.
3. All files and written materials relating to confidential information will remain the property of BCRPA and upon termination of involvement with BCRPA or upon request of BCRPA, BCRPA Fitness Professionals will return all confidential information including copies, or reproductions or other media containing such confidential information, immediately upon such request.
4. The term “confidential information” includes, but it not limited to the following:
 - a) Personal information of BCRPA Fitness Professionals, other third parties associated with the BCRPA and their volunteers, directors, employees, trainers and contractors, including but not limited to: name, address, e-mail, telephone number, cell phone number, date of birth and financial information.
 - b) BCRPA intellectual property and proprietary information related to the business or affairs of the BCRPA and any of its divisions, including, but not limited to, procedures, business methods, forms, policies, marketing and development plans, advertising programs, creative materials, trade secrets, knowledge, techniques, data, products, technology, computer programs, manuals, software, financial information and information that is not generally or publicly known.

Intellectual Property

5. Copyright, trademark and any other intellectual property rights in all written material (including material in electronic format) and other works produced in connection with involvement with the BCRPA will be owned solely by the BCRPA, who will have the right to use, reproduce or distribute such material and works, or any part thereof, for any purpose it wishes. The BCRPA may grant permission for others to use such written material or other works, subject to such terms and conditions as the BCRPA may prescribe.

Enforcement

6. A breach of any provision in this policy may result in disciplinary actions in accordance with the BCRPA’s Discipline and Complaints policy or legal recourse.