

SLR POLICIES & CODE OF CONDUCT (UPDATED 2015)

The following policies reflect current policies and current practice at SLR.

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3.1 POLICY IN ACCORDANCE WITH THE FREEDOM OF INFORMATION & PROTECTION OF PRIVACY ACT (FIPPA)

The Society for Learning in Retirement collects personal information (full name, address, telephone number, and email address) for the purposes of maintaining records of membership, registration and communication with the members.

Following registration, in a study, activity, discussion or interest group, a list comprising the names of registrants along with their telephone numbers and email addresses is distributed to the moderator/facilitator of the group in which the member is registered. This personal information is also distributed to all members of the group.

Should a member wish **not** to have personal information distributed to other group members, he/she should state this wish when first contacted by the moderator/facilitator of the group.

Personal information will not be used for any other purpose or disclosed to any other persons unless required by legal subpoena.

3.2 RESPECTFUL LEARNING ENVIRONMENT POLICY

The Society for Learning in Retirement supports equity, diversity and the dignity of all people in our learning programs, and in the conduct of our affairs.

The Society recognizes the following:

- a) A richly diverse society in London, Ontario and beyond;
- b) A duty to act in a manner consistent with existing legislation regarding human rights; and
- c) A commitment to freedom of thought, inquiry and expression among members, which may result in respectful disagreements regarding beliefs or principles.

The Society does not condone behaviour that is likely to undermine the dignity or self-esteem of any member or members, and is committed to an inclusive and respectful learning environment free from:

- a) Discrimination or harassment as prohibited by the Ontario Human Rights Code;
- b) Sexual harassment; and
- c) Personal harassment.

All members of the Society, and particularly those in leadership roles, share the responsibility of establishing and maintaining a climate of respect within the community and for ensuring that any situations in which respect is lacking are reported to the Board of Directors. The Board will deal with such reports promptly and efficiently, and depending upon the severity of the transgression may result in termination of membership.

3.3 POLICY ON RELIGIOUS PRACTICE

SLR welcomes members of all beliefs. Out of respect, prayer will not be part of SLR functions.

3.4 EXPECTATIONS AND CODE OF CONDUCT FOR ALL MEMBERS

Members are expected to encourage one another in the development of the peer-learning environment to which all make a contribution and from which all gain a sense of accomplishment.

In order to have healthy group discussions it is understood that members are respectful of one another, even when it is necessary to disagree with the topic.

All members of courses have the following responsibilities:

Participation:

- To work to achieve the goals of the society and the group
- To help the participants of the course to work together
- To contribute information and ideas to the group
- To listen to others without interrupting

Initiative:

- To show interest in and curiosity about new opportunities for learning
- To demonstrate a positive attitude toward learning

Intent:

- To understand personal strengths and weaknesses of other members
- To accept feedback or contrary opinions from others in the group

Cooperation:

- To be sensitive to the rights and opinions of others
- To listen to, acknowledge and consider differing positions

Conflict Resolution:

- To assist if necessary, to identify and maintain strategies for conflict resolution in acceptable ways
- The Facilitator will report to the President any unresolved dispute or any member who is too disruptive so that appropriate action can be taken
- Members whose behaviour continues to disrupt the course may be asked to withdraw from the society. (See: Policy on Limiting Membership in SLR).

3.5 MEMBERSHIP POLICIES

New Members

When a new member pays the membership fee and registers for a Study group but is reluctant to make a presentation, he/she may audit the course for one term as an observer. They will be designated by "Audit" on the class lists and his/her participation is not counted in the maximum number of persons who can register in the group. He/she should be encouraged to attend the next Presentation Workshop. There is a limit of two Audit and/or Emeritus registrants in any learning group.

Guests

Members are encouraged to bring a guest to one session. The member should consult with the Moderator to arrange a suitable week. The guest may participate in the discussion period. The guest need not pay for refreshments. He/she should be encouraged to become a member.

Emeritus Members

In the event that a member, who has been active for a period of five years or more, finds that he/she, for health reasons or infirmity, can no longer make a presentation but wishes to continue to attend a Study Group, he/she can apply to the Membership and Office Coordinator or Registrar to be considered for designation as an emeritus member.

This request will be considered at the next meeting of the executive council and if approved emeritus standing will be awarded.

The member will continue to pay the Membership and Study Group fee. He/she will be allowed to participate in the discussion periods following each presentation. This member is designated with an "E" on the class lists and for Study groups his/her participation is not counted in the maximum number of persons who can register in the group. There is a limit of two Audit and/or Emeritus registrants in any learning group.

Honorary Members

From time to time an individual will be awarded an Honorary Membership by the Board of Directors, as a result of outstanding service they have provided to SLR. They will receive a free lifetime membership and can attend courses without charge.

Caregivers

Members who require caregivers are welcome to bring them to SLR learning groups. Caregivers will not be charged a fee. The caregiver will not make a presentation but may participate in class discussion.

3.6 POLICY ON LIMITING MEMBERSHIP IN SLR

SLR strives to provide an environment that is hospitable and conducive to learning. It is recognized that because of the behaviour and/or inability of an SLR member to participate in an appropriate way, it may be necessary to limit that member's participation in activities or to terminate membership in SLR. These situations are expected to be rare and will be of a serious nature. When such situations arise, SLR will deal with them in a compassionate and confidential manner providing an opportunity for those who are concerned (or offended) to make a complaint, and also providing an avenue for the affected member to appeal the decision.

Procedure:

1. When there is perceived to be a problem with a member's behaviour or his/her ability to participate in a meaningful way in study or other groups, the problem will be reported in confidence to the President or Vice-President.
2. Within one week, the President will determine if action is needed. If so, he/she will create an ad hoc committee consisting of him/herself as Chair and two SLR members who are not involved in, nor affected by, the reported situation. The ad hoc committee will discretely research the problem and discuss resolution. All deliberations of the ad hoc committee will be confidential.
3. Within a reasonable length of time of receiving a complaint about a member, the ad hoc committee will arrive at one of the following resolutions:
 - a. No action will be taken. Nothing will be placed on file.
 - b. Verbal Warning: Within three days of the date the committee arrived at this resolution, the member will be given a verbal warning about his/her behaviour. If appropriate, efforts will be made to assist the member with his/her behaviour or presentation abilities. A confidential report will be kept on file in the SLR Office. A member may receive two verbal warnings. A third incident will result in termination of membership. (See Item d below).
 - c. Emeritus Status: The member will be asked to accept emeritus status (See Membership Policies). Within three days of the date the committee arrived at this resolution, a letter confirming this action will be sent/given to the member. A copy of the letter will be kept on file in the SLR Office.

- d. Termination of Membership: Within one week of this resolution, the member will be informed by the President (or delegate) that his/her membership is to be terminated. A confirming letter will be sent/given to the member and a copy will be kept on file in the SLR Office. The letter will inform the affected member that he/she may appeal the decision, by writing within thirty days, to the Chair of the Board whose subsequent decision will be final. In the event that a letter of appeal is received, the Chair of the Board will review the information, and make a final decision and will notify the member, no later than one week following receipt of the letter of appeal.
4. In the case of termination of membership, the membership fee will be returned. In addition, if the action is to be taken part way through a term, half of the course fees paid for that term will be returned.
5. In the case where the decision has been appealed, the President, without providing details, will advise the complainant of the resolution within seven days following the Board decision. The complainant will be reminded to keep any related knowledge confidential.
6. Copies of letters and reports should be kept in the SLR office for a period of three years, after which time the information will be destroyed.
7. In order to protect the privacy of the affected member, reports to SLR committees will not contain members' names. Decisions and actions taken will be reported as numeric values only; e.g., "The membership of one member has been terminated during the current year"; or "One member has been asked to accept emeritus status."

3.7 REGISTRATION POLICIES

General Registration

Registrations are open to members after the distribution of the program brochure, and are taken on a first-come, first-served basis. Registration is complete only when SLR has received full payment (membership and program fees).

Procedure: The Registration Form and payment are submitted to the Registration Desk at the Program Preview or at the Open House, or any time by mail or drop-off at the SLR office. SLR accepts cheque or cash payments only. Cheques are payable to 'SLR London'. SLR does not process post-dated cheques.

Waiting Lists

If a course is full, a member may apply to be on a sequential 'waiting list', with no guarantee of access.

Co-Registration

To guarantee a place in any group, payment is required for each course at the time of registration. However, if, there is space available in an additional course, AND a member has already registered and paid for at least one course of equal or higher value, he/she may apply for co-registration in the additional course AFTER the Open House or within two weeks before the start of the course, at no charge. Interest groups are excluded from co-registration.

Procedure: Application forms for co-registration are obtained at the Open House, to be completed and submitted at the Open House, or after by mail, email or telephone. The applications will be processed the week prior to the term commencement and all applicants will be contacted as to the status of their applications.

3.8 COURSE PAYMENT REFUND POLICIES

Low Course Enrolment:

If a course has low registration, the President/Vice President will discuss the action to be taken with the Chair of the relevant Curriculum Committee and the Facilitator(s) impacted.

- If the course is to be cancelled, members will be offered placement in an alternative program or have the course fee refunded.
- If the course is to operate but with less than optimum numbers, the Facilitator and Group impacted will be asked what they recommend regarding the format and number of sessions. If they recommend a 20%, or more, reduced length they can ask the President for a prorated refund.
- The general membership fee will not be refunded.
- Members affected are to be contacted and advised of the action taken.

Member Withdrawal:

- Before the second week of Term, a full refund of fees less a nominal administration fee will be made. (The Board will determine the amount of the administration fee annually).
- Members who withdraw after the second week normally will not receive a refund.
- Full refund may be made on compassionate grounds.

Refund Procedure: The Registrar will provide the Treasurer with details of refunds required. Cheques and tax receipts, where appropriate (see 'Policy regarding Donations'), will be mailed to the members.

3.9 POLICY REGARDING DONATIONS

Since SLR is a Registered Charity (# 1755356)

- If a donation is made, a tax receipt will be provided,
- If a member generously foregoes any refund, a tax receipt will be offered, for the donation.

Procedure: The Treasurer will issue tax receipts for mailing.

3.10 POLICY REGARDING INSURANCE PROTECTION

SLR carries a General Liability Policy and a Director's Liability Policy.

Procedure:

- Members participating in off-site field trips shall complete Waiver Forms.
- In the event of an accident/incident, in the SLR facility or off-site, an Incident Report Form shall be completed immediately, and forwarded to the President. If necessary, the President will initiate an enquiry and share with the Executive where action is necessary.
- These forms will be retained in the SLR Office for three years.

3.11 POLICY REGARDING COURSE CANCELLATIONS DUE TO INCLEMENT WEATHER

If any or all of the following are closed due to the weather, then SLR is closed:

- Western University
- Fanshawe College
- The Thames Valley School Board closes either the elementary or secondary schools
- The London Transit Commission.

Facilitators will advise course members before 8:30 a.m., either by phone or email.

If any member believes it is too dangerous to travel, they should remain home and notify their Facilitator(s) by 8:30 a.m. or leave a message on the SLR phone (519-438-3525) by 9:00 a.m.