

COSMETOLOGY ASSOCIATION *of* NOVA SCOTIA

CODE OF ETHICS & PROFESSIONAL CONDUCT

Revised and Approved: July 2021



INTERPRETATION

These provisions shall be read with all changes of number or gender required of the context.

DEFINITIONS

- “Act” means the *Cosmetology Act, 2012, c. 39*.
- “Association” means the Cosmetology Association of Nova Scotia.
- “Board” means the Board of Directors of the Association.
- “By-Laws” means the By-laws enacted by the Association as authorized by the *Act*.
- “Code” means this Code of Ethics & Professional Conduct.
- “Cosmetology” means the provision of services as defined in the *Act*.
- “Discipline Committee” means the committee charged with the responsibility of the enforcement of this Code in accordance with discipline procedures.
- “Director” means an individual elected to the Board of Directors by the Membership.
- “Executive Director” means the person hired to oversee and manage the day-to-day operations of the Association.
- “Member” means any individual licensed in accordance with the *Act* and the By-laws.

PURPOSE

The purpose of this Code is to identify those professional obligations that serve to protect the public in general, and customers (clients) in particular. The Code is also designed to clearly identify the expectations of Members with respect to other Members and the profession of Cosmetology.

- *Legal:* A Member shall abide by the *Act* and By-laws, and all other applicable legislation.
- *Representation:* A Member shall not make any representation on behalf of the Association unless so authorized by the Board.
- *Enforcement:* A Member shall be subject to discipline where that Member has behaved in a manner unbecoming to the profession or has violated any provision of this Code.

Responsibility of Members:

1. A Member will treat fellow Members with courtesy and respect.
2. A Member shall not use misrepresentative tactics or make disparaging comments about another Member’s work or ability to secure new clients.

3. A Member will only make a complaint against another Member in accordance with discipline procedures.
4. A Member will not make a professional judgment of another competitor/Member's work on behalf of a customer unless the other Member is first informed.
5. A salon owner or manager will not use socially unacceptable or discriminatory hiring practices and will provide a safe and healthy working environment.

Responsibility to the Public:

1. A Member will not perform any work or procedure for which the Member is not qualified.
2. A Member will keep tools, equipment, and place of work in a safe and sanitary condition and shall meet the standards for infection control as prescribed by the Association.
3. A Member will perform all services competently and according with professional standards of safety and health.
4. A Member will behave in an open, fair, and courteous manner when responding to a complaint by a client. If a satisfactory resolution of the complaint is not reached, the Member should refer the complainant to the Association.
5. Any advertising or promotion will be truthful and based on fact.
6. A Member will not withhold services based on discrimination with respect to race, colour, creed, religion, age or gender.

Responsibility to the Profession:

1. A Member shall keep informed of this Code.
2. By their actions and comments, Members will promote and support the objects of the Association.
3. A Member shall recognize that the self-disciplinary and exclusive licensing nature of the Association is a privilege. Accordingly, the Member has a responsibility to merit retention of this privilege. Therefore, a Member shall report to the Board unbecoming professional conduct by another Member.
4. Members are encouraged to make their concerns and ideas regarding the profession and the Association known to the Board Chair and/or the Executive Director.
5. The professional actions and behaviour of Members place the Association in a positive light and maintain the good reputation of the Association and its ability to serve the public interest.

Professional Development:

1. A Member will maintain their knowledge of new techniques, trends and technological developments where specific expertise is claimed, through devoting a reasonable amount of time to skill and knowledge upgrading each year.
2. A Member will maintain their license in good standing and practice only as authorized by such licence.

BOARD OF DIRECTORS

The Code of Ethics & Professional Conduct and, indeed, all other Board activities, roles and responsibilities are driven by the overriding objective and purpose of the Board *to act as the accountable trustee of the Association on behalf of the Members.*

Responsibility to Fellow Board Members:

1. The Board is ultimately responsible for its own performance and that of the individual Directors in fulfilling its governance role.
2. Policies set by the Board and the ultimate behaviour of Directors will avoid regionalism, nepotism and abuse toward other Directors, Members at large, and administrative staff.
3. Directors will act in a courteous, attentive, and non-disruptive manner at all meetings and will conduct all their affairs with a view to arriving at sound and appropriate conclusions.
4. Neither the Board nor any Director will act or conduct business in a discriminatory manner.
5. The views, ideas and concerns of Directors will be given fair and equal hearing; positive, constructive debate is encouraged.
6. Meetings of the Board will be conducted in accordance with *Robert's Rules of Order* and all Directors shall observe the orders of the presiding Officer or Chairperson.
7. Confidentiality of meetings and deliberations of the Board is paramount, and debate, discussions, and disagreements will not be divulged by any Director under any circumstance. When required to discuss topics that have come before the Board in any other forum, no Director may state the position of that Director on such topic or otherwise divulge proceedings at Board meetings.
8. No Director will speak formally on behalf of the Board unless authorized to do so by the Board.

Role Responsibility:

1. The Board is responsible for its own meeting agendas.
2. All Directors will be fully prepared for and will participate in meetings. A Director will inform the Chair if he or she is unable to attend.
3. Directors will fulfill their tasks and duties in a prudent, professional and timely manner.
4. A Director will only offer to serve as an Officer if the Director believes that she is capable and possesses the proficiency to fulfill the required duties.
5. A Director will not try to impose values, perspectives or views on any other Director either in or outside Board meetings, except in the context of debate or discussion at a meeting.

Responsibility to the Profession:

1. The Board and its individual Directors will govern and act in the best interests of the Association and its Members.
2. The Board will promote and foster adherence to this Code.

3. No Director will act on behalf of the Association within a conflict of interest that is, or could be seen as, really or potentially detrimental to the Association.
4. The Board Chair is accountable for a Board Member's actions.
5. No Director will give direction to committees, unless directed by the Board Chair.

Responsibility to Administrative Staff:

1. No Director has the authority to act except on direction of the Board and therefore will not interfere with Association office activities.
2. No Director will give direction to the Executive Director or administrative staff, unless specifically directed by the Board.
3. A Director will not serve on administrative staff committees unless directed by the Board or invited by the Executive Director to do so and will not become involved in resolving administrative staff issues.
4. No individual Director will make judgment on administrative staff performance, as this is the responsibility of the Executive Director.
5. The Board will annually review the performance of the Executive Director and direct the Chair, or an alternate, to conduct the performance review with the Executive Director.

DISCIPLINE PROCEDURES

1. Any Member or the Executive Director upon the request of any other person may submit a complaint regarding a violation of this Code, the *Act* or its By-Laws.
2. Such complaint shall be in writing and signed by the complainant and shall be submitted to the Executive Director.
3. All complaints shall be dealt with in the strictest of confidence.
4. The Executive Director shall attempt to resolve the matter to the mutual satisfaction of both parties within 30 days of receipt of the complaint.
5. After 30 days, all unresolved complaints shall be forwarded to the Discipline Committee for review.