



Bootcamp Policies Package - OWN

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Any part of this package that references “in class” would be considered in effect in the event classes resume in person

CODE OF CONDUCT POLICY

Lighthouse Labs is a private education and training institution intended for enriching the developer community and building the next generation of developers. We value the participation of each member of each cohort and want all attendees to have an enjoyable and fulfilling experience. Accordingly, all attendees are expected to show respect and courtesy to other attendees throughout the cohort and at all events, on or off campus, whether associated with Lighthouse Labs or not.

To make clear what is expected, all students, teachers, mentors, speakers, staff, organizers, and volunteers at any Lighthouse Labs event are required to conform to the following Code of Conduct. All of the above-mentioned ‘participants’ will be held equally accountable for their behaviour, with violation resulting in swift action being taken.

Lighthouse Labs is dedicated to providing a harassment-free education experience. We do not tolerate harassment of participants in any form. Harassment includes but is not limited to: any and all verbal, written or digital communication that has potential to be perceived as offensive in relation to gender, sexual orientation, disability, physical appearance, body size, race, or religion; sexual images (personal or public) being viewable on your computer by others; deliberate intimidation be it physical or verbal; stalking or following; unwelcomed photography or recordings; sustained disruption of talks or other events; inappropriate and/or unwanted physical contact, and unwelcome sexual attention or advances.

All communication should be appropriate for a professional audience. Sexual or derogatory language and/or imagery is not appropriate. This includes during lecture, general mentorship time, while working in smaller groups and one on one with mentors and on both Lighthouse Labs or personal digital communications channels including Slack. Excessive swearing is not appropriate at Lighthouse Labs.

This Code is inclusive of activities and communications that happen on and off campus, **whether the activity is an official Lighthouse Labs event or not.**

Guest speakers, meetups, or similar activities which are supported by Lighthouse Labs are also subject to this policy. In particular, guest speakers should not use sexualized or derogatory images, activities, or other material.

Be careful with the words you choose and comments you make. Be kind to one another. Do not insult or put down others. Behave professionally. Sexist, racist, and other exclusionary jokes can be offensive to those around you. Be mindful when referring to others using nicknames or ‘pet names.’ Remember that we are all here to learn and have a positive experience.

If a participant engages in behaviour that violates this code of conduct, Lighthouse Labs may take any action they deem appropriate, including a warning at which time participants are expected to comply immediately.

Violating these rules may also lead to expulsion from the cohort or venue, termination of contractor or employment, with no refund or recompense at the sole discretion of Lighthouse Labs.

We strive to lead by example and believe we are all responsible for protecting our culture. If any participant sees or experiences behaviour that makes them uncomfortable or violates this policy, they are encouraged to inform staff so we can quickly take the appropriate action to ensure minimal disruption to the education experience of all our students.

CODE OF CONDUCT Escalation Policy

Any concerning behaviour should be brought to the attention of a trusted staff member so that our General Managers can be made aware and appropriate action may be taken. The person bringing forward the concern may or may not have been directly affected by the behaviour and contact can be made via in person or digital means (email, slack, text etc.).

Our priority is to ensure the individual bringing the concern forward is heard, supported (by us and outside services if necessary), accommodated and is given full transparency of the escalation process as it unfolds and a resolution is determined. When possible the individual will be consulted on what steps they would like to take. We understand the sensitive and emotional nature of these complaints and highly value discretion and the privacy of all those involved. If the individual wishes to remain anonymous the staff will honour their request when bringing the complaint forward to the GM. However in some situations it may necessary for our GM and/or HR to speak to the individual in order to complete the investigation process. The individual is not required to speak directly with the individual in which the concern is made.

It can be expected that any inquiries or investigations will take place within five school days of the initial concern being received. The GM of each branch will be responsible for taking lead on all actions following a concern being brought forward and will involve those who are deemed necessary to the process. After collecting all the information and appropriate consultation the GM is responsible for communicating and enforcing the decision on behalf of Lighthouse Labs.

Any form or perceived retaliation from individuals following the resolution of a complaint, regardless of the outcome, will not be tolerated.

We are all coming from different backgrounds and experiences and it is what it makes us great and unique. We believe the vast majority of our participants share in a common sense approach and coming from a place of treating each other with respect. Thank you for helping make this a welcoming, friendly educational experience for all.

Procedure

These are the details of Lighthouse Labs' process for responding to and addressing incidents and complaints of harassment including sexual violence;

1. All concerns shall be directed to the Onsite Administrator. Concerns may be brought by staff,

students or the public.

2. The Onsite Administrator will arrange to meet with the individual who presented the issue to discuss the concern(s) as soon as possible.
3. Following the meeting with the individual, the Onsite Administrator will:
 - a. Appropriately accommodate the needs of the students and staff affected by harassment or breaches of CODE OF CONDUCT and
 - b. Will remind the student of the supports and services that are available and posted and
 - c. Inform the student that a formal report of an incident of sexual violence is not necessary to access supports, services, or accommodations,
 - d. a student may choose not to request an investigation by the private career college, and has the right not to participate in any investigation that may occur
4. The Onsite Administrator will assess the meeting and make the decision to conduct whatever further enquiry or investigation is necessary
5. Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
6. The Onsite Administrator will investigate and do one of the following:
 - a. Determine that the concern(s) were not substantiated or;
 - b. Determine that the concern(s) were substantiated, in whole or in part, then apply the Lighthouse Labs Dispute Resolution Policy and:
 - i. Inform staff and
 - ii. Inform support and services staff or
 - iii. Make other recommendations as needed
7. If the student wishes to withdraw from the program, the Onsite Administrator will inform Education and the Lighthouse Labs Refund Policy applies.

SEXUAL VIOLENCE POLICY

Lighthouse Labs is dedicated to providing an educational experience free of sexual violence. The *Private Career Colleges Act, 2005* defines “sexual violence” as any sexual act or act targeting a person’s sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person’s consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism and sexual exploitation.

This Sexual Violence Policy outlines Lighthouse Labs’ reporting, investigative and disciplinary responses to reports of sexual violence made by its students while undergoing their educational program at Lighthouse Labs.

Procedure

These are the details of Lighthouse Labs’ process for responding to and addressing incidents and/or complaints regarding sexual violence.

Reporting

1. Any student who has been affected by sexual violence or who needs information about support services should contact the Onsite Administrator.
2. Within 5 business days, the Onsite Administrator will notify the General Manager and Director of HR and a meeting will be arranged with the student who presented the issue to discuss the concern(s) as soon as possible, with the option of filling out a sexual violence report.

A student may choose not to request an investigation and has the right not to participate in any investigation that may occur. A student also has the option to fill out the report anonymously.

3. Lighthouse Labs will allow the student to have a person present with them at every stage of the process.
4. Following the meeting with the individual, the General Manager and Director of HR will work together to:
 - a. Appropriately accommodate the needs of the students and staff affected by the complaint or incident
 - b. Discuss with the student the supports and services that are available (See Appendix)
 - c. Inform the student that a formal report of an incident of sexual violence is not necessary to access supports, services, or accommodations
 - d. Respect that a student may choose not to request an investigation, and has the right not to participate in any investigation that may occur

- e. Keep all personal information of persons involved confidential where legally possible, except in those circumstances where it believes an individual is at imminent risk of self-harm, or of harming another, or there are reasonable grounds to believe that others on its campus or the broader community are at risk.

To ensure privacy, all complaints, reports and information gathered will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case

- f. In certain circumstances, Lighthouse Labs may be required by law to initiate an internal investigation and/or inform police without the students' consent, if it believes the safety of members of its community or the broader community is at risk.
5. After the initial meeting, the Director of HR will make the decision to conduct whether any further enquiries and/or investigations are necessary.
 6. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.

Investigating Reports of Sexual Violence

Our process is to ensure that the student bringing the concern forward is heard, supported (by us and outside services if necessary), accommodated, and is given full transparency of the escalation process as it unfolds and a resolution is determined. Our priority is to ensure everyone is treated fairly and respectfully throughout the process.

1. Any student may file a report of an incident or complaint to the Onsite Administrator in person or in writing.
2. The CEO & Partners will be notified about the complaint by the Director of HR.
3. The General Manager and Director of HR will arrange to meet with the student to discuss the complaint within five business days of receiving the student's written or verbal complaint.
 - a. A student can have a person present with them at all stages of the proceedings.
4. The Director of HR will determine whether an investigation should proceed and if the student wishes to participate in the investigation.
5. If the Director of HR determines an investigation is required, they will determine:
 - a) Who should conduct the investigation

- b) Whether the incident should be immediately referred to the police
 - c) What interim measures should be put into place immediately
6. Once an investigation has started:
- a. All involved parties will be advised that they may ask another person to be present throughout the investigation
 - b. The student will be interviewed to ensure a complete understanding of the complaint, including any pertinent details that were not included in the initial written complaint.
 - c. The Respondent will be informed of the complaint, given details of the allegations, interviewed, and given an opportunity to respond to the allegations and to provide any witnesses the Respondent feels are essential to the investigation.
 - d. Any other identified person who may have knowledge of the incident or witnesses will be interviewed.
 - e. All involved parties will be provided with updates about the status of the investigation.
7. Upon a further understanding of the situation and after considering all factors, a decision will be made regarding the next warranted course of action. If it is determined that sexual violence has occurred, Lighthouse Labs may immediately take any action they deem appropriate, up to and including:
- a. Termination of contract/employment of instructors or staff
 - b. Suspension or expulsion of student(s)
 - c. Referral to police
 - d. Any other actions that may be appropriate given the circumstances

Any form or perceived retaliation from individuals following the resolution of a complaint, regardless of the outcome, will not be tolerated.

Appeal

1. Any party involved in a sexual violence incident may appeal the decision from the investigation.
2. All appeals must be made in writing to the CEO within 5 business days of receiving the decision, stating their intent to appeal as well as any rationale for an appeal.

- The CEO will review the intent to appeal and respond within 5 business days outlining the next steps, which could include (but are not limited to), reviewing the information gathered during the investigation and meeting with each of the involved parties.

Collection of Student Data

- Lighthouse Labs shall collect from its students and other persons, and provide to the Private Career Colleges Superintendent, the data as required by the Private Career Colleges Act.

Policy Review

Lighthouse Labs will review this policy in collaboration with its community, including student input every 3 years. The next review will be January 7, 2022.

Sexual Violence Policy Appendix: List of Support Services & Resources

City	Organization	Contact
Toronto	Assaulted Women's Helpline A free, 24-hour, 7-day-a-week crisis counselling, emotional support, information and referrals via telephone to individuals (including men) living in Ontario – anonymous and confidential. Services available in up to 200 languages.	GTA 416.863.0511 GTA TTY 416.364.8762 TOLL-FREE 1.866.863.0511 TOLL-FREE TTY 1.866.863.7868 <i>Bell, Rogers, Fido or Telus mobile phone #SAFE (#7233)</i>
Toronto	Women's College Hospital Sexual Assault/Domestic Violence Care Centre (SA/DVCC) Acute care for those assaulted within the past week. Centre support available 24 hours a day, seven days a week. Support for cis- women and cis-men as well as trans people who have experienced sexual assault and/or intimate partner violence. You do NOT have to choose to involve police to access this service.	Phone: 416-323-6040 Web: womenscollegehospital.ca/programs-and-services/sexual-assault-domestic-violence-care-centre

Vancouver Victoria	VictimLink BC A toll-free 24/7 information and support line that provides information and referrals to all victims of crime, and crisis support to victims of family and sexual violence, including sexual assault, violence in relationships, elder abuse, and adult survivors of physical or sexual abuse. VictimLink BC provides service in 110 languages, including 17 North American Aboriginal languages.	Phone: 1-800-563-0808 24 hours every day
Vancouver	Sexual Assault Service We provide care to anyone from any province or country. When you arrive at the emergency department ask for the Sexual Assault Service. All services are free and confidential. No Carecard (MSP) is needed.	Go to Vancouver General Hospital's Emergency Department (24 hours) 920 West 10th Avenue OR UBC Hospital's Urgent Care Centre Koerner Pavilion, 2211 Wesbrook Mall. 8:00am-10:00pm Our team is on-call 24/7 every day
Calgary	Connect Family & Sexual Abuse Network One phone call connects you to Calgary's network of services and support. Provides access to comprehensive services and support for those impacted by domestic violence, sexual violence and sexual abuse.	24-hour crisis line: 403-237-5888 toll-free 1-877-237-5888
Calgary	Sexual Assault Response Team (SART) The 24-hour Sexual Assault Response Team (SART) is a collaborative partnership between CCASA, Alberta Health Services – Calgary Region, Calgary Police Service, area RCMP, and the Crown Prosecutor's office. This crisis response team provides specialized care to individuals who have been sexually assaulted within the past 96 hours.	The SART team is available 24 hours at the Sheldon Chumir Hospital 1213 4 St SW, Calgary
Montreal	Montreal Sexual Assault Centre/Centre pour les victimes d'agression sexuelle de Montréal	Montreal 514 933 9007 Toll-free provincial helpline

	Specially trained caregivers will receive your call, listen to you, determine your needs and help you to decide what to do next.	1-888-933-9007
Montreal	CLSC Metro and the Montreal General Hospital CLSC Métro and the Montreal General Hospital, is a designated centres in Montreal. The designated offering confidential services to victims of sexual assault 24 hours a day, seven days a week.	Monday to Friday: 8 a.m. - 5 p.m. CLSC Métro 1801 de Maisonneuve Blvd. West 3rd floor, Montreal, Quebec (French and English) Monday to Friday: 5 p.m. - 8 a.m. Weekends and holidays: 24 hours Montreal General Hospital 1650 Cedar Ave., Montreal Emergency room: Pine Avenue entrance (corner of Côte-des-Neiges) (English only)
Ottawa	The Sexual Assault Support Centre of Ottawa https://sascottawa.com/ We support all womyn: immigrant, indigenous, LGBTQ+, diversely abled, womyn of colour, trans womyn, survivors of war & torture.	available 24 hours Support Line: 613-234-2266 P.O. Box 4441, Stn. 'E' Ottawa, ON. K1S 5B4 Office Line: 613-725-2160 Fax: 613-725-9259 TTY: 613-725-1657 Email: info@sascottawa.com Facebook: Sexual Assault Support Centre of Ottawa Twitter: Sascottawa Instagram: @sascottawa
Ottawa	Ottawa Rape Crisis Centre Support, information, and long term counselling services to women survivors of sexual assault, sexual harassment and childhood sexual abuse, including accompaniment to court, hospital or police. http://connectingottawa.com/resource/ottawa-rape-crisis-centre	Crisis phone 613-562-2333 * when leaving a message, confirm if you wish to be called back orcc@orcc.net Office Phone: 613-562-2334 PO Box 20206 Ottawa, ON K1N 9P4

ATTENDANCE POLICY

Policy

These rules are created in accordance with regulations and By-Laws as well as to establish Lighthouse Labs' expectations of the effort that students will put into their education. Upon missing 3 days of instruction a student will be issued a written warning by the Education Manager notifying them that upon missing a 4th day of instruction Lighthouse Labs reserves the right to dismiss the student.

The Importance of Attendance

Attendance is very important because students have made a commitment to work towards achieving academic success by enrolling. In order to achieve success in their studies it is important that they participate in, and engage fully with, all their scheduled activities such as lectures, workshops and seminars, etc. Lighthouse Labs therefore regards attendance as an essential part of students' studies.

The importance of attendance is emphasized in the Day 1 Welcome presentation.

Procedure

The Education staff will take attendance during each lecture. Only arrivals who miss the entire lecture will be considered absent. Late students (ten minutes) are verbally reminded of the importance of attendance. All markings of 'absent' will be saved and indicated on a student's record. Students are expected to be in class from 10am to 9pm Monday to Thursday, 10 am to 6 pm Fridays.

- For students to report absences, students email the dates and reasons respective to the city they are attending to the "canada-west-attendance@lighthouselabs.com" or "canada-east-attendance@lighthouselabs.com" mailing lists
- Records of authorized absence will be retained on the student's file. An attendance record is created and maintained for each student.

Monitoring and Evaluation of the Policy

The Senior Education Administrator is responsible for ensuring continuous and effective implementation of this attendance policy. All Senior Administration monitors the operation of this policy on a weekly basis by receiving regular reports on student attendance. The attendance is discussed in the weekly meeting of Management Committee – all instances of authorized and unauthorized absence are reviewed. The policy itself is reviewed in order to make sure that it is in full compliance at all times with the relevant laws and regulations. The following is the procedure for monitoring the attendance policy:

- Upon missing 3 days of instruction a student will be issued a written warning by the Education Manager notifying them that upon missing a 4th day of instruction Lighthouse Labs reserves the

right to dismiss them.

- If a student who has already been terminated reports back to Lighthouse Labs with a valid reason for his absence and Lighthouse Labs is satisfied with the response from the student to warnings and his/her efforts to improve the attendance, the student may be reinstated.
- A register of those students expelled is maintained. A log of all the communications with students is maintained for future references and follow ups.
- An interview conducted with a student about attendance/absence or warning sent to the student must be recorded on the student file. The reasons for any authorized absences being granted will also be recorded.
- LHL reports the Dismissal/Withdrawal date to funders.

DISMISSAL POLICY

Policy

Lighthouse Labs expects students to meet and adhere to the CODE OF CONDUCT while completing a program of study. The list below outlines the Expectations that all students are expected to follow. If needed, students should request clarification from the Onsite Administrator if they have any questions.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any (institution) programs or activity.

Expectations for Students

1. Attend school in accordance with the Attendance Policy and CODE OF CONDUCT Policy.
 - a. Also refer to Attendance Policy. Upon missing 3 days of instruction a student will be issued a written warning by the Education Manager notifying them that upon missing a 4th day of instruction Lighthouse Labs reserves the right to dismiss them.
 - b. Also refer to Code of Conduct Policy.
2. Treat all students and staff with respect.
3. Treat school property with respect.
4. Complete all assignments and examinations on the scheduled completion dates.
5. Avoid conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.
6. The institution forbids: disruptive or offensive classroom behavior; bringing weapons of any kind (i.e. knives, guns) to school; bringing any alcohol or any prohibited mood altering substances to the institution; making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation and any other conduct which is determined to be detrimental or damaging to other students, staff members, or the Institution.

It must be stressed that the institution maintains high academic standards, and students that are unable to complete the curriculum will receive a warning and, ultimately, be dismissed from the program.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

1. Sexual assault.
2. Physical assault or other violent acts committed on or off campus against any student.
3. Verbal abuse or threats.
4. Vandalism of school property.
5. Theft.
6. Academic dishonesty/Cheating.

Students who do not comply with the aforementioned CODE OF CONDUCT, or who do not meet these Expectations will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct or performance issues.

Concerns related to a student's conduct or performance shall be referred to the Onsite Administrator to

process in accordance with this Policy.

- In Ontario, a private career college is not obligated to issue students any refund of fees for a program if students withdraw or are dismissed from the program after half of the program has passed.

Procedure

1. All concerns relating to student misconduct and performance shall be directed to the Onsite Administrator. Concerns may be brought by staff, students or the public.
2. The Onsite Administrator will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Onsite Administrator will meet with the student as soon as possible.
3. Following the meeting with the student, the Onsite Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
5. The Onsite Administrator will meet with the student and do one of the following:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
 - i. Give the student a warning setting out the consequences of further misconduct;
 - ii. Set a probationary period with appropriate conditions; or
 - iii. Recommend that the student be dismissed from the Institution.
6. The Onsite Administrator will prepare a written summary of the determination. A copy shall be given to the student, in the institution's complaint file, and the original in the student file.
7. If the student is issued a warning or placed on probation, the Onsite Administrator and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
8. If the recommendation is to dismiss the student, the Onsite Administrator of the school will meet with the student to dismiss him/her from study at the school. The Onsite Administrator of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the school.
9. If a refund is due to the student, the head of school will ensure that a cheque is forwarded to the



student within 30 days of the dismissal.

10. If the student owes tuition or other fees to the school, the head of the school may undertake the collection of the amount owing.
11. LHL reports the Dismissal/Withdrawal date to funders.

DISPUTE RESOLUTION / GRADES APPEAL POLICY

Policy

Lighthouse Labs provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner, and does not charge a fee for the utilization of the procedure.

The policy applies to all Lighthouse Labs students who are currently enrolled or were enrolled one year prior to the submitting of their concern to the Onsite Administrator.

Procedure for Student Dispute Resolution/Grades Appeal:

1. When a concern arises, the student should address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Onsite Administrator.
 - a. A student may also deliver their concern to Emma McPhail, emma.mcphail@lighthouselabs.com
2. The Onsite Administrator will record the student's written concern in the student's file.
3. The Onsite Administrator will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student's written concern.
 - a. The Onsite Administrator will allow the student to have a person present with the student at all stages of the proceedings, and
 - b. The student will be allowed to have the person referred to in subclause (a) make the oral submissions on his or her behalf;
 - c. A student who makes a complaint may be represented by an agent or a lawyer.
4. Following the meeting with the student, the Onsite Administrator will assess the meeting and make the decision to conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Lighthouse Labs personnel.
 - a. Lighthouse Labs will keep confidential the personal information of the persons involved in the investigation of an incident or complaint.
5. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than ten school days following the receipt of the student's written concerns. One of the following may happen:
 - a. If it is determined that the student's concerns are not substantiated the Onsite

Administrator will provide a written explanation of the decision and deny the complaint; or

- b. If it is determined that the student's concerns are substantiated in whole or in part, the Onsite Administrator will propose a resolution and an explanation in writing and make a recommendation as to any further action in relation to the complaint.
6. The response will specify the student will have five school days to appeal the decision, giving the student making the complaint an opportunity to make oral submissions.
7. A written copy of the decision including reasons and all supporting materials shall be given to the student

SAFETY POLICY

Should classes resume in person, a safety policy with emergency procedures will be provided for all in person locations.

WITHDRAWAL POLICY

Policy

If a student decides to withdraw from a program, he/she must provide a dated, written notice of withdrawal to a company manager.

Procedure

The student must send a notice of withdrawal via email or in hard copy to a company director. The notice of withdrawal should include a reason for the withdrawal. The notice is deemed effective from the date the letter is delivered; the student is responsible for ensuring that the letter is received by the institution representative. This notice will be confirmed by the company representative and their refund will be calculated and remitted to the student within 30 days.