



Silver Springs Community Association Code of Conduct

The Silver Springs Community Association ("SSCA"), its staff and its volunteers are committed to the goal of creating a safe, inclusive and positive environment for all staff, community members and everyone who participates in our activities. We are neighbours and friends, and are involved in the SSCA to advocate for a liveable, safe, diverse, connected and sustainable urban neighbourhood. This Code of Conduct outlines the ways we work together and the expectations we have of one another in enabling such an environment.

This Code applies to everyone employed by the SSCA, elected to the SSCA Board of Directors, and attending or participating in a SSCA program, event or activity including meetings, consultations and other public events, as well as communication, written or verbal ("participants").

A SSCA participant:

1. Acts respectfully of others

- a. uses respectful language and tone of voice (eg. free from sarcasm and shouting) when communicating with others
- b. is respectful of the time allotted for meetings and activities
- c. allows others equal opportunity to share their viewpoints

2. Respects the SSCA goal of being inclusive and welcoming of all members of the community

- a. uses inclusive and positive language, carefully avoiding words that could be considered hurtful or discriminatory, or that exclude members of the community
- b. is careful to avoid words or actions that could make other members of the staff or community feel unwelcome
- c. recognizes that all comments, viewpoints and contributions consistent with this Code are equally welcome

3. Avoids aggressive or abusive behaviour of any kind

- a. is calm and considerate, particularly in discussions of matters they are passionate about, carefully avoiding raising their voice or interrupting others
- b. avoids communication, verbal or written, that is belittling, mocking or demeaning
- c. avoids the use of profanity or pejorative language
- d. does not engage in conduct that could be considered bullying or harassing others

- e. does not engage in violence of any kind, including psychological violence or threats of violence

4. Respects confidentiality requirements where confidential information is communicated

- a. ensures that the wishes of the individual communicating the information are respected
- b. does not discuss or otherwise disclose information that is communicated in confidence or that is confidential in nature
- c. only discloses confidential information to those with the right to receive the information and who have a need to know the information, or in accordance with the law

5. Recognizes that the SSCA is a volunteer-run organization

- a. is respectful of the personal time SSCA volunteers provide to make the governance of the SSCA and its activities possible
- b. respects the decisions and direction of staff and volunteers leading or managing activities
- c. respects the policies, rules and processes, including this Code, put in place by the SSCA to permit the organization to function

Consistent with the SSCA's goal of ensuring a safe and inclusive environment, the SSCA Board will take action to uphold this Code.

In cases where individuals have failed to follow this Code, the SSCA Board members will respond as appropriate based on the seriousness or repetitive nature of the violation. The response may include, but is not limited to:

- warnings
- restriction from participation in SSCA activities
- remedial measures, including but not limited to unpaid suspension or termination

The SSCA Board shall be the final authority on this Code and its enforcement. Bullying, harassment or any violent act will be treated as a serious breach of the Code and immediate responsive measures will be taken, which could include referring the matter to authorities.

We all have a part in creating a safe, healthy, inclusive and positive environment at SSCA programs, events and activities. If any participant feels that this Code is not being respected, they are invited to reach out to any member of the SSCA Board.