

## Q Centre Code of Conduct

### Volunteer Services

Updated: November 18, 2013



### Safe Space

The Q Centre is a safe space and designed for community building. All people are unique and equally valuable. Coordinators, volunteers and visitors must always show respect for others in the space regardless of individual differences, which may include:

- Sexual identity or expression;
- Gender identity or expression;
- Relationship structure;
- Race or ethnicity;
- Religion or spiritual beliefs;
- Political beliefs or affiliations;
- Appearance or body type;
- Interests or faculty; and
- Any other individual differences that make us unique and wonderful.

Coordinators, volunteers and visitors can show respect for diversity by:

- Being receptive and open to other points of view and life experiences;
- Keeping in mind their own personal experiences and biases;
- Considering how personal experiences and biases affect views and values;
- Having respectful conversations related to differences; and
- Not projecting personal concerns and insecurities onto others.

### Environment

To maintain a positive working environment, coordinators, volunteers and visitors shall:

- Respect the physical space;
- Keep noise at a reasonable level;
- Clean up after themselves; and
- Take all personal items when leaving the space.

### Confidentiality

People often visit the Q Centre with the understanding that their presence and involvement will be kept private within the community. To ensure the privacy and security of visitors to the Q Centre, coordinators, volunteers and visitors should:

- Keep the door slightly ajar to prevent direct sightline into the space;
- Uphold the confidentiality of personal information, stories and details shared by others; and

- Refrain from discussing any person's involvement in the centre unless an individual explicitly indicates that they are publicly open about their involvement.

### **Learning**

A respect for diversity is fostered by learning through others' experiences.

- Visitors should feel comfortable approaching a volunteer to ask questions or discuss topics that they are confused or curious about.
- Visitors are encouraged, but not obligated, to share their experiences.
- Volunteers may provide visitors with a variety of educational resources on topics related to the LGBTQA community.
- The Peer Support Team will research topics for which there are no resources available to provide additional information.

### **Disciplinary Action**

In the event that an individual fails to adhere to these expectations for behaviours and attitudes in the Q Centre, the following procedure will be followed.

1. A coordinator or volunteer will discuss the behaviour with the individual.
2. If the individual is not receptive to feedback and refuses to adhere to this code of conduct, a verbal warning will be issued by a coordinator or volunteer. The individual will be required to sign a document which describes the incident necessitating the warning.
3. If inappropriate behaviour continues after a verbal warning, the individual will receive a written warning in a meeting with Q Centre coordinators.
4. If inappropriate behaviour continues after a written warning, the individual will no longer be permitted to use Q Centre space or services for a period of time to be determined by the coordinators.

If there exist questions or unresolved issues regarding one's treatment in the centre, individuals should discuss their concerns with the Q Centre coordinators in person or via email ([qcentre@ucalgary.ca](mailto:qcentre@ucalgary.ca)).