

MEMBER CODE OF CONDUCT AND CONFIDENTIALITY



The Shelbourne Community Kitchen Society (The Kitchen) is dedicated to fostering a safe environment that is welcoming for all our participants and volunteers, at all program locations.

To achieve a safe and welcoming environment, members of the Shelbourne Community Kitchen Society agree to contribute in a respectful manner and to follow all aspects of the Code of Conduct and Confidentiality document, and other Kitchen policies and procedures. Not doing so will restrict or forfeit a member's ability to participate or volunteer at the Kitchen.

Respect for Each Other

We celebrate our diverse community, and we are committed to building an inclusive environment by honouring, respecting and valuing the uniqueness of each individual.

- Treat all individuals with dignity, respect, and worth. Be considerate of people's opinions and viewpoints.
- Give people sufficient personal space to help everyone feel comfortable in our shared space.
- Use polite language at all Kitchen program locations.
- Respect people's personal property and the property of the Shelbourne Community Kitchen Society.

Respect for Our Neighbours

The Kitchen strives to be a kind and considerate neighbour to all who live and work in the area surrounding our program locations.

- Only go to Kitchen program locations during the specified hours of operation for that location.
- We are committed to a peaceful and comfortable neighbourhood environment.
- When leaving any of the Kitchen programs, please do not linger in the area.

Confidentiality

Confidentiality is necessary to develop and build trust in a community. Confidentiality protects people from having their personal information shared. The Kitchen respects the privacy and confidentiality of all people involved in our community.

- You may become aware of personal information related to people who seek services from the organization, and this information must be kept private. Do not disclose information read in confidential files, or personal information shared in conversation.
- Exceptions to confidentiality occur when a person is suspected to be at risk of self harm, harm to another person, or if a child is suspected to be at risk of harm. A staff member or director must be notified immediately.
- Examples of confidential information: Personal information (name, date of birth, gender identity, address, phone number, email, employment).
- Examples of breaking confidentiality: naming someone as a member of the Kitchen, talking about another member's personal life, sharing information in personal files from the Kitchen office, etc. If you are unsure of what must be kept in confidence, please speak with staff.

Health and Safety

The Kitchen has an active Health and Safety Committee that welcomes your input, questions or concerns.

- Each program location has Emergency Response Procedures, a First-aid Kit and Material Safety Data Sheet binder. All members must use these resources as instructed.
- To be supportive of all members of the Kitchen and for your own safety, it is essential not to be intoxicated when at any program location or while representing the Kitchen. Alcohol, marijuana and illegal drugs must not be brought to any program or work locations.
- Communicate all incidents of ill-treatment or injustice to staff. When an incident occurs, immediately notify staff.
- The Kitchen values a smoke-free environment. Smoking is strictly prohibited within all gardens and program buildings, except in designated outside areas. Speak with staff if you are unsure where these areas are.
- For the health and consideration of others, avoid wearing scented products at the Kitchen.