

## SHARE THE WARMTH CODE OF CONDUCT

### 1. Code of conduct for members

Compliance with the rules of conduct is essential to ensure a safe, respectful and harmonious environment for all members of Share the Warmth. Any form of problematic behavior may result in sanctions, ranging from a warning to a permanent ban from the organization.

The following behaviors are considered **unacceptable and are strictly prohibited** within Share the Warmth:

#### A. ANY FORM OF VIOLENCE (ZERO TOLERANCE)

1. **Physical violence:** hitting, kicking, slapping, pushing or shoving, as well as threats of physical violence.
2. **Verbal violence:** Verbal threats, abusive language, harassment, intimidation, racial slurs or any verbal behavior that creates a climate of fear.
3. **Psychological or emotional violence:** Threats of intimidation, coercion, harassment, stalking or public humiliation.
4. **Property damage:** Destruction or deliberate damage to the organization's property or that of other members.
5. **Sexual violence:** Sexual harassment, sexual assault or any non-consensual sexual behavior.
6. **Discriminatory violence:** Hate speech or physical/emotional abuse based on race, gender, sexual orientation or any other protected characteristic.
7. **Threatening or dangerous behavior:** Aggressive gestures, behavior endangering the safety of others.

#### Consequences:

**1st offence:** Immediate suspension starting the current month and continuing the following month (e.g.: the behaviour is committed on November 6, the member cannot return in November and December).

Upon return from suspension, the member must meet with the person in charge of the program, accompanied by general management, to reintegrate the organization. A behavioral contract will be signed at this meeting: this is a formal agreement by

which the individual undertakes to respect the code of conduct. It may involve regular follow-up and must specify the specific behaviors expected.

**2nd offence:** Permanent ban on attending Share the Warmth.

## **B. THEFT**

1. **Theft between members:** Theft of personal property left unattended.
2. **Theft of equipment or material:** Theft of tools, carts, furniture or equipment belonging to Share the Warmth.
3. **Theft of donations:** Taking items intended for distribution without permission.

### **Consequences:**

**1st offence:** Return the stolen item and receive a written warning.

**2nd offence:** Return the stolen item and receive an immediate suspension starting the current month and continuing the following month (e.g.: if the offence is committed on November 6, the member may not return in November or December).

Upon return from suspension, the member must meet with the person in charge of the program, accompanied by general management, to reintegrate the department. A behavioral contract will be signed at this meeting: this is a formal agreement by which the individual undertakes to respect the code of conduct. It may involve regular follow-up and must specify the specific behaviors expected.

**3rd offence:** Permanent ban on attending Share the Warmth.

## **C. USE OF DRUGS AND/OR ALCOHOL ON THE PREMISES OF SHARE THE WARMTH.**

### **Consequences:**

**1st infraction:** Receive a written warning (mentioning the violation, future expectations and possible consequences).

**2nd offence:** Immediate suspension beginning the current month and continuing the following month (e.g.: the behaviour is committed on November 6, the member may not return in November or December).

Upon return from suspension, the member must meet with the person in charge of the program, accompanied by general management, to reintegrate the department. A behavioral contract will be signed at this meeting: this is a formal agreement by

which the individual undertakes to respect the code of conduct. It may involve regular follow-up and must specify the specific behaviors expected.

**3rd offence:** Permanent ban on attending Share the Warmth.

#### **D. OTHER PROBLEM BEHAVIORS**

1. **Excessive noise:** Loud talking, shouting or disturbing the environment.
2. **Coming to Share the Warmth under the influence of alcohol or drugs and presenting disruptive behavior.**
3. **Failure to respect designated areas for waiting, eating, etc.** Failure to respect designated areas for taking meals and waiting one's turn for the food bank (e.g.: waiting on the stairs, in the entrance hall, etc.).
4. **Non-participation in the upkeep of the premises:** Leaving garbage lying around, not cleaning up after a meal, etc.
5. **Attempting to bypass the queue or to pass in front of it, or leaving bags or any other object to keep a place.**
6. **Unjustifiably and insistently demanding special treatment from volunteers and employees.**
7. **Reselling food products received.**
8. **Use of false documents:** Providing false information to gain access to the food bank.
9. **Exploitation of vulnerable people:** Manipulating or coercing vulnerable members to obtain benefits.
10. **Excessive food intake:** Taking more than the allotted portion when visiting the food bank.
11. **Inadequate personal hygiene:** Attending Share the Warmth without respecting basic personal hygiene standards.

#### **Consequences:**

**1st offence:** Verbal warning.

**2nd offence:** Written warning (mentioning the violation, future expectations and possible consequences).

**3rd offence:** Immediate suspension beginning the current month and continuing the following month (e.g.: the behaviour is committed on November 6, the member cannot return in November or December).

Upon return from suspension, the member must meet with the person in charge of the program, accompanied by general management, to reintegrate the department. A behavioral contract will be signed at this meeting: this is a formal agreement by which the individual undertakes to respect the code of conduct. It may involve regular follow-up and must specify the specific behaviors expected.

**4th offence:** Permanent ban on attending Share the Warmth.

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## **2. Sanctioning procedures**

**File notes:** Each infraction and action taken must be recorded chronologically in the member's file. This includes the date of the offence, the person who observed the offence, the behaviour complained of the sanction applied, and any follow-up action to be taken. Notes must not be deleted and must be updated with each new infraction.

**Sanction follow-up :** After each infraction, follow-ups can be organized with the person responsible for the program and general management to help the person respect the code of conduct and reintegrate the organization in a positive way.

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## **3. Final provisions**

Members of Share the Warmth are responsible for respecting these rules to maintain a respectful, safe and supportive environment. Behavior contrary to these rules will be dealt with strictly and fairly for all members.