



PARTAGEONS L'ESPOIR
SHARE THE WARMTH

CODE OF CONDUCT

*This Code of Conduct comes into effect on **July 1, 2025**.*

It may be revised as needed to reflect changes in Share the Warmth's practices, legislative requirements, or any other circumstances requiring an update.

Any amendments to this Code of Conduct must be approved through the organization's governance process.

*For this document, the term **member** refers to any person participating in Share the Warmth's services*

Our Commitment

Share the Warmth is committed to providing a welcoming, safe, and respectful environment for everyone who is part of our community, including members, volunteers, employees, and visitors.

Everyone has a responsibility to contribute to this respectful environment. This Code of Conduct outlines the expected standards of behaviour and the consequences that may apply when these standards are not respected.

The rules are applied fairly, consistently, and equitably, while respecting the dignity of every individual.

Unacceptable Behaviour

A. Any Form of Violence (Zero Tolerance)

Everyone has the right to feel safe. Share the Warmth has a zero-tolerance policy for all forms of violence.

The following are considered acts of violence:

1. Physical violence

- Hitting, pushing, shoving, kicking, slapping, or threatening physical violence.

2. Verbal violence

- Threatening, insulting, intimidating, harassing, or using offensive, racist, or discriminatory language.

3. Psychological or emotional violence

- Intimidating, humiliating, harassing, coercing, or engaging in any behaviour intended to frighten or control another person.

4. Damage to property

- Intentionally damaging property belonging to the organization or to another member.

5. Sexual violence

- Sexual harassment, sexual assault, or any non-consensual sexual behaviour.

6. Discriminatory violence

- Any form of violence or harassment based on race, ethnic origin, sex, gender identity, sexual orientation, religion, disability, or any other protected characteristic.

7. Threatening or dangerous behaviour

- Any action or behaviour that places another person's safety at risk.

Consequences

Offence	Consequence
First offence	Immediate suspension for the remainder of the current month and the entire following month.
Second offence	Permanent prohibition from entering Share the Warmth premises.

B. Theft

Respect for the property of other members and of the organization is essential to the proper operation of our services.

The following behaviours are prohibited:

1. Stealing another member's personal belongings.
2. Stealing equipment or materials belonging to Share the Warmth.
3. Taking donations or items intended for distribution without authorization.

Consequences

Offence	Consequence
First offence	Return the stolen item and receive a written warning.
Second offence	Return the stolen item and receive an immediate suspension for the remainder of the current month and the entire following month.
Third offence	Permanent prohibition from entering Share the Warmth premises.

C. Alcohol or Drug Use on the Premises

To help ensure a safe environment for everyone, the use of alcohol or drugs is prohibited on the premises of Share the Warmth.

Consequences

Offence	Consequence
First offence	Written warning.
Second offence	Immediate suspension for the remainder of the current month and the entire following month.
Third offence	Permanent prohibition from entering Share the Warmth premises.

D. Other Unacceptable Behaviour

The following behaviours interfere with the proper operation of the organization and are not permitted.

1. Creating excessive noise (shouting, disrupting activities, etc.).
2. Arriving under the influence of alcohol or drugs and engaging in disruptive behaviour.
3. Failing to respect designated waiting areas, dining areas, or other designated spaces.
4. Failing to help keep shared spaces clean (leaving garbage behind, not cleaning up after meals, etc.).
5. Attempting to bypass the line, cut in front of others, or reserve a place in line by leaving bags or other personal belongings.
6. Repeatedly demanding special treatment or behaving disrespectfully toward volunteers or employees.
7. Reselling food received from Share the Warmth.
8. Providing false information or false documents to access services.

9. Taking advantage of another person's vulnerability for personal gain.
10. Taking more food than the allocated amount.
11. Arriving in a state of personal hygiene that compromises the well-being or safety of others.

Consequences

Offence	Consequence
First offence	Verbal warning.
Second offence	Written warning.
Third offence	Immediate suspension for the remainder of the current month and the entire following month.
Fourth offence	Permanent prohibition from entering Share the Warmth premises.

Returning After a Suspension

Before returning to the program, the member must meet with the Program Coordinator and the Executive Director.

During this meeting, the member will be required to sign a **Behaviour Agreement**. This agreement outlines the expected behaviours and may include follow-up measures to support a successful return to the program.

Enforcement of Sanctions

Each incident is documented in the member's file.

The following information is recorded:

- the date of the incident;
- the behaviour observed;
- the person who observed the incident;
- the disciplinary measure applied;
- any follow-up actions, where applicable.

These records are retained in the member's file and updated following each new incident.

When appropriate, follow-up meetings may be arranged to support the member in complying with this Code of Conduct.

Interventions are carried out with respect for the dignity of the individual and, whenever possible, in a confidential manner.

Where a behaviour presents an immediate risk to the safety of individuals or property, or where the seriousness of the incident warrants it, Share the Warmth reserves the right to impose a more severe disciplinary measure than those outlined in this Code of Conduct.

Final Provisions

Respecting this Code of Conduct helps ensure that everyone can participate in Share the Warmth's programs and services in a safe, welcoming, and respectful environment.

Each member is responsible for their actions and behaviour. The rules are applied fairly, consistently, and with sound judgment to promote the well-being of everyone who is part of Share the Warmth's community.