

Ajax Senior Citizen Friendship Centre  
Pickering Village Senior Citizen Centre

**CODE OF CONDUCT**

The goal of the Ajax Senior Citizens Friendship Centre and The Pickering and Village Senior Citizen Centre is to promote an inclusive, welcoming, respectful and safe environment for its members.

The Ajax Senior Friendship Centre and Pickering Village Senior Centre request that everyone using either facility must comply with the code of conduct listed below.

Non-compliance may result in suspension or membership termination from either Centre.

Behavior which may interfere with the enjoyment of the facilities for other members is prohibited.

**Inappropriate behavior includes:**

- Discrimination or harassment of any kind towards members.
- Behavior that demeans, threatens, or humiliates a person or group of people
- Verbal and/or physical threats
- Comments or conduct that ridicules or disparages members, even if they are not directed at any individual
  - Acceptance and appreciation of others is expected by all members regarding race, religion, sexual orientation, intellectual/physical ability or marital status.
  - Members must comply with the Smoke-Free Ontario Act and the Town of Ajax Smoking Policy.
  - As a member it is your responsibility to report any harassment or discrimination, **in a timely manner**, to either an executive board member or the activity coordinator.

**RESOLUTION PROCESS**

In the event that inappropriate behaviour does occur, all efforts should be made to resolve conflict within the group. Please report the situation to the appropriate person (convenor/instructor/Executive member). This person will take steps to document and resolve the situation.

Should the situation remain unresolved, then there should be consultation with the Club President. Further investigation into the issue will be pursued by the board. This may result in meeting, verbal and/or written warnings with the expectation that the behaviour does not continue. If the behaviour does continue, it may result in the removal of the disruptive member from the program and/or loss of membership.