

**Code of Conduct and Conflict Resolution Policy**

**Declaration**

Madison House of The Arts is a “Safe and Sober” environment in which all individuals, and volunteers, and stakeholders collectively agree to communication and act in a manner that emphasizes mutual respect, fairness, equality. Individual needs and differences are recognized as being part of the collective process, and all stakeholders are required to seek out clear and reasonable ways of addressing concerns.

Madison House of The Arts will not tolerate incidents of expressed bias, discrimination, and prejudice of harassment. Madison House of The Arts will act to eliminate all forms of discrimination and bias on the part of Staff, participants, children, and families using the center. Individuals are expected to abide by the Code of Conduct and verbal, physical and gestural altercations are not permitted on the premises. No drugs or alcohol are allowed on the premises or at any Madison House of The Arts events.

**Definitions:**

**Drugs & Alcohol:** of any kind are not allowed there is a NO TOLERENCE POLICY

**Pornography:** including sexting, photos, comics, videos of any kind is not allowed there is a NO TOLERENCE POLICY

**SAFE BEAHVIOR:** any behavior or series of behaviors that is conducive to the safety of all children and adults in the center

**VERBAL ALTERCATION:** highly inappropriate language and/ or methods of communication that makes another person feel threatened or out of control with the situation

**PHYSICAL ALTERCATION:** any act taken to deliberately inflict physical hurt or injury upon another person or him/ herself

**GESTURAL AGGRESSION:** highly inappropriate gestures, body language or invasion of another person’s physical space causing the other person to feel threatened or out of control with the situation

**SOCIAL MEDIA:** Some examples of Social Media Outlets: include Facebook, Instagram, SNAPChat, and YouTube, ect… This is implemented because these are forms of appropriate communication between stakeholders and staff; between the hours of 4:00pm and 10:00pm Monday – Friday and 1:00pm to 4:00pm on Saturday and Sunday and the hours of 7:30 pm to 11:30pm on Saturday and Sunday during events. If you do have information you would like to share please feel free to exchange you email address and contact us through our website and communicate that way!

**LEAVING THE PREMISES/CHILDCARE**: \*\*\*\* ALL kids under the ages of 15 must be accompanied by an ADULT\*\*\*

**OVERNIGHT EVENTS:** Leaving will not be allowed during any overnight event, must have a singed consent by legal guardian or parent.

**EXPRESSION OF BIAS OR DISCRIMINATION:** incidents may be intentional or can take verbal, written, non-verbal, or physical form. They may be subtle or passive, or they can be overt. Avoidance, rude behavior, stereotyping, name-calling, jokes, non-approved graffiti, insults, threats or intimidation are typical expressions of bias and discrimination.

**PROCEDURES: AVENUES TO ADDRESS CONCERNS:**

1. Directly with the person (s) involved
2. Contact the Executive Director
3. Contact the Advisory Board

**TERMS:**

All stakeholders agree to:

* Support a friendly and supportive environment
* Strive to ensure positive communications during interactions
* Follow the recommended procedures for addressing concerns
* Participate in all meetings and allow careful documentation of these meetings
* Abide by the final decision of MHOTA

If any stakeholders fail to abide by the Code of Conduct the following procedure will apply:

1. The concern and inappropriate behavior will be documented and presented to the Executive Director.
2. The Executive Director will set up an initial meeting as required with the parties concerned, to gather more information and determine if the Code of Conduct was violated.
3. If no resolution can be found executive director may refer to the Advisory Board.
4. In some incidents or cases if actions are warranted Authorities may be notified.

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**POSSIBLE OUTCOMES**

1. Person 1 on 1 Resolved
2. Executive Director
   1. Verbal warning
   2. Written warning (time out from center)
3. Advisory Board
   1. May result in a ban for a period of time

**APPEAL PROCESS**

* Individuals may call a meeting with the Advisory Board and present their case.

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