

LUTHERAN URBAN MINISTRY CORPORATION
Policy and Procedure Manual

Draft 1 April 24, 2023

Policy 004

Code of Conduct

1. Effective Date

This policy shall become effective September 20, 2023.

2. Purpose and Scope

The purpose of this policy is to outline: (i) the expectations of Lutheran Urban Ministry ("LUM") regarding the behaviour of LUM employees, Contractors, volunteers and people who attend Programs offered by LUM; (ii) the reporting procedures for conduct that is inconsistent with this policy; (iii) disciplinary measures for conduct that is inconsistent with this policy.

3. Background

LUM has been a member of the Reconciling in Christ program since 2018. We welcome and encourage the participation of people of all ages, nationalities, ethnic origins, and abilities, sexual orientations, gender identities and expressions, religious backgrounds and socioeconomic situations, marital and family arrangements. In our behaviour towards each other, we believe in love and respect. Maintaining a safe space for all who administer or participate in LUM Programs is also a priority.

4. Definitions

The following capitalized words and phrases used in this policy will have the meanings specified below.

Contractor: means a person who is not a LUM employee but is paid by LUM on a fee for service basis to act as the leader or facilitator of a Program.

Board means: the board of directors of LUM as elected or appointed from time to time.

Ministry Manager: means the person retained and paid by LUM on a full-time or part-time basis to be primarily responsible for overseeing and administering LUM Programs.

Physical Abuse means: the infliction of physical harm on a member of the LUM community by a LUM employee or volunteer.

Program: means any goods, services or events administered or provided by LUM either on its rented premises or off-site, such as the provision of meals or food items, worship services, sharing circles, one-on-one counselling, and social events.

Sexual Abuse means: sexual behaviour or a sexual act exhibited or forced upon a person without their consent.

Sexual Harassment means: (a) objectionable or unwelcome sexual advances or solicitations; or (b) any sexual advances or solicitations made by a LUM employee, Contractor or LUM volunteer to a person attending LUM Programs.

5. Behavioural Expectations

5.1 Respectful Conduct

All LUM employees, Contractors, LUM volunteers and other people participating in LUM Programs must conduct themselves and communicate with each other in a respectful way. This includes respect for all nationalities, ethnic origins, gender identities, sexual orientations, age groups, abilities, and religions. *(Existing policies- not addressed except in general terms for intoxicated people)*

5.2 Violence and Threats

a. Violence towards others and threats of violence will not be tolerated during LUM Programs. This includes violent behaviour by LUM employees, Contractors, volunteers, and all those attending LUM Programs. *(Existing policy- not covered except for intoxicated people)*

b. LUM recognizes an association between gangs and violence. For this reason, LUM employees, Contractors, volunteers, and other persons attending LUM Programs are prohibited from wearing clothing or jewellery with gang insignias while attending Programs. Gang tattoos must be concealed, if possible. *(Existing policy has same requirement.)*

c. Weapons must not be carried by any LUM employee, LUM volunteer, Contractor or other person attending LUM Programs. *(Currently not in policies.)*

5.3 Alcohol and Drug Use

a. LUM employees, Contractors and volunteers are prohibited from being under the influence of alcohol or non-prescription drugs while administering or assisting with the administration of LUM Programs.

b. Members of the Urban community are not prohibited from attending LUM Programs while under the influence of alcohol or non-prescription drugs unless the person using alcohol or drugs becomes disrespectful, aggressive, or violent. *(Existing policies contradictory.)*

5.4 Sexual Abuse and Sexual Harassment

Sexual Abuse and Sexual Harassment by LUM employees, LUM volunteers, Contractors and other persons attending LUM Programs will not be tolerated during the administration of LUM Programs.

6. **Dealing with Inappropriate Conduct**

6.1 Ministry Manager Response

a. The Ministry Manager has the authority to take reasonable and immediate action to deal with behaviour that is considered to contravene this policy in cases where: (i) the behaviour is observed by the Ministry Manager or other LUM employee, Contractor or LUM volunteer; or (ii) if a verbal complaint has been made through the complaint procedure in section 6.2 below. This authority includes responding to the behaviour of LUM employees, Contractors, LUM volunteers and other persons attending LUM Programs. *(Nothing in existing policies.)*

b. Actions taken by the Ministry Manager should take into account the severity of the behaviour and may include:

- issuing a warning,
- mediating a resolution between the people involved,
- directing a person to leave LUM's premises or the place where the Program is taking place,
- suspending a person or banning a person from attending all or some LUM Programs.

c. For complaints against a LUM employee or volunteer alleging Physical Abuse or Sexual Abuse abused of a LUM community member, the Ministry Manager will temporarily suspend the LUM employee or volunteer from their position and proceed according to LUM Policy 002 by preparing a Suspected Abuse Report Form for the Board.

(Existing policies: (1) allow, but do not require, immediate expulsion for any act of violence; (2) contain conflicts about consequences of violence- a very serious threat to safety requires a one-year suspension, but also say a permanent ban unless exceptional circumstances; (3) generally requires a one- month suspension for refusal to follow policy, but not clear if only relates to gang policy.)

d. If a person's behaviour is violent, LUM employees, Contractors and volunteers should not attempt to physically intervene in a fight. Contacting the police should be carefully considered. *(Reflects existing policies.)*

e. the Ministry Manager may seek the advice of the Board before taking action or to confirm taking any action.

6.2 Complaint Procedure

- a. Complaints from a person attending a LUM Program that the behaviour of a LUM employee, Contractor, LUM volunteer, or other person attending a LUM Program, is contrary to this policy should first be directed to the Ministry Manager.
- b. Complaints may be made verbally or in writing, except for cases of alleged Physical Abuse or Sexual Abuse of a LUM community member by a LUM employee or volunteer. Complaints of this type must be made in writing and require completion of a Suspected Abuse Report Form in accordance with Policy 002. Other written complaints are not required to follow a specific format.
- c. Complaints regarding the behaviour of the Ministry Manager must be dealt with by the Board. To facilitate making the complaint, the Ministry Manager must provide the person making the complaint with contact information (phone and email) for the chairperson of the Board.

6.3 Incident Reports

- a. Any violent or serious incident that may lead to legal action or criminal charges, that has not already been reported in a Suspected Abuse Report Form, must be reported to the Board through an Incident Report that is forwarded by the Ministry Manager to all Directors within 2 business days of the incident happening.
- b. An Incident Report must be completed by the Ministry Manager or other LUM employee or LUM volunteer who witnessed or received complaint of the incident. The report must include:
 - the date and location of the incident,
 - a detailed description of the incident, including any actions taken or attempted by LUM employees or volunteers,
 - the names of people directly involved in the incident, including full names of LUM employees, Contractors and volunteers who witnessed the incident.

6.4 Board Response

- a. Written Complaints: All written complaints received by the Ministry Manager must be forwarded to the Board within 2 business days of being received.
- b. The Board, in consultation with the Ministry Manager where appropriate, will be responsible for determining any action to be taken in response to a written complaint made directly to them or forwarded to them by the Ministry Manager. The Board is also responsible for communicating with the person making the complaint.

c. The Board's role is to examine the nature and frequency of Incident Reports to determine if policy changes are warranted.

Date approved at Board of Director's Meeting: July 7, 2023