



## THE SHAAR CODE OF CONDUCT

Shaar Shalom Congregation and its management are committed to providing a synagogue environment that is free from aggressive and inappropriate behaviours, and that fosters respect, collaboration, and openness. We operate from the Jewish principle that all people are created in the image of God and deserve to be treated with dignity. This code should be evident in the behaviour of all members of the Shaar (including rabbinic leadership, members at large, the Board, volunteers, and staff), and governs interactions that take place both inside and outside the synagogue building.

### HALLMARKS OF A RESPECTFUL ENVIRONMENT

A respectful worship, working, and learning environment is one in which we value each other's contributions, respect our similarities and differences, treat each other with dignity and respect, and can in turn expect to be treated with dignity and respect.

At the Shaar we strive to:

- Communicate effectively and courteously
- Speak without judging, blaming, shaming, or name-calling
- Listen to what others have to say and be open-minded about their ideas, comments, and suggestions
- Address conflicts positively and directly

### BOARD RESPONSIBILITIES

The Board of Directors and others in positions of authority are responsible to ensure that healthy and appropriate behaviours are being exhibited and that complaints to the contrary are addressed speedily. To this end, the Board and management will:

- Provide good examples by treating all with courtesy and respect
- Promote awareness of the policy and complaint procedures
- Be vigilant for signs of inappropriate behaviours through observation and information seeking, and take action to resolve the behaviour before it escalates

- Ensure that anyone making a complaint is not victimized for doing so.
- Monitor and follow up the situation after a complaint is made to prevent recurrence of the behaviour

## COMPLAINTS

No matter how diligently we may strive to behave respectfully with everyone, conflicts will sometimes arise. The main focus of the Shaar Code of Conduct is to identify and resolve the problems causing negative behaviour. It is not to embarrass or offend.

If you witness or are the target of disrespectful behaviour, you should speak first to the person exhibiting the behaviour and remind them of the Code of Conduct. This interaction should itself be respectful and may help uncover misunderstandings and resolve tensions. If the negative behaviour continues to offend the recipient, that person should report the issue to a member of the Board with whom they feel comfortable, even if some other member of the Board is involved.

The Code of Conduct ensures that no one will be penalized in any way for coming forward. The Shaar believes mediation with a trusted third person is the way to resolve issues to the satisfaction of all parties. To that end, the Board will appoint a member volunteer to be a Mediator. This person will be impartial, and will have experience in listening, interpreting, and understanding behaviour and conflict.

All aspects of the process between the parties will be strictly confidential. The Mediator may report to the Board on the resolution of the conflict, or on a deadlock, but is not required to give confidential details of the process by which resolution is obtained or recommendations for action are made.

If a resolution cannot be obtained between the parties, the Mediator may recommend further action by the Board, which may include curtailment of volunteer activities; displacement from the Board; or escalation of the complaint to be dealt with under the Shaar's *Workplace Violence Policy* or *Workplace Harassment and Discrimination Policy* protecting employees.

We believe this last step to be extreme, and hope and trust that we will never need to reach that point.