



BIAN Code of Conduct

Oasis Clubhouse

BIAN's Oasis Clubhouse is a community centre for people living with brain injury. It is a safe place where people get together to share their ideas, skills, and interests. The Clubhouse is an active, 'doer' environment where members can expand their horizons, establish new friendships, and achieve their potential.

Service

BIAN membership is available to any individual living with the effects of acquired brain injury. To have access to the Oasis Clubhouse, yearly membership fees must be paid in January of each year. If this is a barrier to accessing BIAN's programs, please contact Rachel at rachel@bianiagara.org or (905) 646-2426 x 3.

Members are required to be independent in their own care to attend the Oasis Clubhouse independently. Members requiring additional assistance, are asked to make their own arrangements to obtain additional support prior to attending. Staff members of BIAN are not medical or paramedical personnel or therapists. They are not here to provide counselling or monitor behaviour; rather they work in partnership with members to assist in feeling comfortable during programming.

Confidentiality

BIAN's staff, volunteers, and board members will respect your right to privacy and confidentiality. They do however have a duty to report and must comply with the limits of confidentiality which may require them to disclose information to authorities or legally appointed power of attorney. Limits of confidentiality can be defined as any time it is believed there is a threat of harm to yourself, others, or when children are involved also including the report of physical and/or criminal activity.

No member may at any time make unauthorized disclosures or unauthorized use of any information that is proprietary or confidential by BIAN. Confidential information includes any personal information of any BIAN 'member' ('member' includes all survivor members, caregivers, and their guests), employee, volunteer, agency partner, or donor, whether in written, oral, or electronic form. No member will disclose any confidential information,



purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside BIAN.

Harassment

BIAN has a zero-tolerance policy with respect to harassment. Harassment in any form is strictly prohibited and can result in immediate dismissal from programming and may lead to suspension and/or termination of rights to access the Brain Injury of Niagara programming and/or services without notice or in lieu of notice.

Sexual harassment can be defined as any conduct, comment, gesture, or contact (including but not limited to touch) of a sexual nature that one would find to be unwanted or unwelcome by any individual, or that might, on reasonable grounds, be perceived by that individual as placing a condition of sexual nature on continuing with future endeavours.

Personal harassment can be defined as any conduct whether verbal or physical that is discriminatory in nature, based upon another individual's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age, or sexual orientation. Discriminatory behaviour is directed at an individual, that is unwanted or unwelcome and causes substantial distress in that person and serves no legitimate work-related purpose.

Substance Use

In accordance with *Smoke Free Ontario Act* and *Cannabis Act*, we require that you smoke 9 metres from the entrance/exit of the building. To maintain the safety of all members, staff, and volunteers, we require that members do not attend programming under the influence of drugs or alcohol. We reserve the right to ask you to leave the premises where BIAN is operating programming if we suspect you may be under the influence of drugs and/or alcohol.

Breach of Code of Conduct:

Any breach of BIAN's Code of Conduct may result in immediate dismissal from services where the breach occurred as directed by BIAN staff and/or a Board President without notice or in lieu of notice.

A second breach of BIAN's Code of Conduct will result in a possible suspension period and a formal meeting with BIAN's Executive Team to review Code of Conduct and Group Rules. If



disciplinary action is required, the member in breach of BIAN's Code of Conduct shall attend a formal meeting with BIAN's Executive Team after fulfilling the disciplinary action as directed by BIAN staff and/or a Board President.

A third breach of BIAN's Code of Conduct will result in further disciplinary action, suspension, or termination of rights from membership. A disciplinary meeting will be scheduled with the member in breach of BIAN's Code of Conduct with the Executive Team. A formal letter will be given to the member detailing the disciplinary action served. After disciplinary action is served, the person will be required to undergo a formal application process and attend a meeting with Executive Team prior to regaining membership. The governing body at the time of review will determine if the participant is able to return to program or if the participant is terminated from accessing BIAN programs and/or services indefinitely.