



Code of Conduct

The members and staff of Rainbow Heights Club worked together to develop these guidelines.

To ensure the safety and comfort of our community, please...

Respect yourself and others:

- Be patient with and kind to everyone. Be courteous and respectful to staff and other club members. Respect people's boundaries and personal space.
- Members live with a variety of mental health symptoms. Be patient with and understanding of each other.
- Don't direct profanities toward others.
- Act like you're in a professional environment, because you are. Dress accordingly. Do not wear clothing with drug logos, hate speech, or profanity. Images of the confederate flag, whether on one's clothing or on one's body, should not be displayed while at Rainbow Heights Club. Your clothing should cover your private parts.
- Members come from a variety of identities and experiences, and we support and respect these identities here. Please always respect and use the chosen names, pronouns (e.g. he, she, or something else), and identities (e.g. lesbian, bisexual, transgender, queer, same gender loving, gay, etc.) that people have.
- Staff members are not allowed to date or have relationships with club members, socialize with members outside the club, participate in social networks (facebook, chat lines, or twitter) with members, or visit members at their homes. Staff may not do business with members, or lend or give money or anything of monetary value (cigarettes, stamps, coffee, cellphones, etc.) to members.
- The only physical contact staff may have with members is a handshake.
- Members may not do business, or exchange money or goods (cigarettes, stamps, coffee, cellphones, etc.) with others at the club. Members may not ask for money or goods from others at the club.

Help make this a safe space, emotionally and physically:

- Help keep each other safe. Notify staff immediately if you feel unsafe, either physically or emotionally.
- Protect everyone's confidentiality, inside and outside of the club. Don't gossip.
- Agree to disagree.
- Some members of our community have experienced sexual trauma, so we work to prevent sexual harassment or sexual behavior of any kind while we are at the club. If you talk about sex and relationships, be respectful of the people around you.
- Don't engage in any kind of intimate behavior at the club. This requirement includes people who are in a relationship with another person who is a club member.
- Some members of our community have experienced physical abuse and/or violence. Please don't trigger people with violent words or threats. We avoid depictions of explicit violence in movies that we watch, and the music that we play.
- If we do show a movie that has violence in it, we will screen it in the Club Room and post a sign to let members know about that. Members can watch it at their own risk.

- If you are physically or medically ill, don't come to the club. Go see a doctor.
- Wash your hands regularly, and use hand sanitizer available in the kitchen and in the Community Room.
- Use proper hygiene at all times when working in the kitchen. Take off your coat and wash your hands before handling food or entering the kitchen. Don't wear flipflops when volunteering in the kitchen. (See guidelines posted in kitchen for details.)
- Don't come to the club if you are under the influence of alcohol or drugs, or are coming down. Rainbow Heights Club maintains a drug- and alcohol-free environment to support our members who are reducing or abstaining from use.
- Keep a low profile as you enter and leave the building, to maintain confidentiality and safety.
- Don't stand in front of the building to smoke; walk down the block or to the curb.
- Children are not permitted at the club. All guests must be 21 or older.
- To help staff get their paperwork done in a busy office, members may not meet with staff in the peer office.
- Staff members are responsible for the safety of everyone at the Club. Sometimes staff members have to ask people to do things they don't want to do. For EVERYONE's safety, everyone needs to either follow staff's directions, or leave the building for the day. If at any time you don't want follow staff directions or talk to staff, just say, "I am leaving now," and then leave right away. You can discuss the issue with staff the next day.

Help make this a fun place we all can enjoy:

- Good hygiene is important in a community setting. Maintain good personal hygiene by taking a shower and laundering your clothes regularly.
- Keep your valuables on you at all times, or lock them in a locker. Rainbow Heights Club cannot be responsible for your personal belongings

Help make this a fair place where you belong:

- Always clean up after yourself promptly in all areas of the club. Throw away garbage and wipe down tables if necessary.
- All food in the kitchen is reserved for meals. Please do not use any food without checking with staff first.
- If you use a locker, take your belongings and your lock home with you at the end of the day. Locks left on lockers overnight may be cut. Any items left in a locker overnight will be discarded. If you don't have a lock, put your belongings in the Day Room closet.
- You may bring a visitor as a guest to the club up to once a month. You should explain to them that this is a club for LGBTQ people who are mental health consumers, and you should introduce your guest to a staff member. Your guest can come to the club only once a month and may not use a computer or be in the computer room. You must remain with your guest at all times.

The following rules are very important for everyone's safety. If you break one of these, you risk termination of your membership from the club.

- ***Don't*** bring weapons, street drugs or alcohol to the club
- ***Don't*** engage in any criminal activity, including theft, or the use or sale of drugs
- ***Don't*** engage in any kind of violence or the threat of violence
- ***Don't*** engage in any kind of sexual or intimate behavior at the club

- ***Don't*** use the Internet to view sexually explicit images or content, including sexually explicit chat rooms
- ***Don't*** engage in any kind of racist, sexist, homophobic, heterophobic, biphobic, or transphobic behavior or speech. The club has a zero tolerance policy for this behavior.
- Criminal behavior will be reported to the police and prosecuted to the fullest extent of the law.

