



CODE of CONDUCT: MEMBERS & STAFF

Our goal at the Sarah Heinz House Association is to provide a healthy, safe, secure environment for all members to Laugh, Learn, and Lead. Sarah Heinz House teaches the core values of safety, dignity & respect, character, responsibility, and service. Our youth and by extension their families, along with staff are asked to follow the Code of Conduct below and to model the behaviors exemplary of those values.

Safety First. Members may not go to any restricted areas of the campus or facility without proper permission and supervision from staff.

- Keep Sarah Heinz House a safe space for everyone.
- Contribute positively to your experience and to those of your fellow members.
- No member shall intimidate, harass, or bully* another member through words or actions.

*Such behavior includes: direct physical contact, such as hitting or shoving; verbal assaults, such as teasing or name-calling; and social isolation or manipulation.

Dignity & Respect. We believe that everyone person is entitled to be treated with dignity and respect. The below is what that means for us here at the House:

- Respect other people and the environment.
- Respect staff and cooperate fully with their instructions, unless considered harmful to your person. The staff's instructions are designed to maximize everyone's safety.
- Respect and be kind to members and staff.
- Respect the property of others and refrain from taking things that do not belong to you.
- Respect all Sarah Heinz House property, equipment, facilities, and supplies.

Character. We adhere to the platinum rule at the Sarah Heinz House; *we treat everyone as they would have you treat them.*

- Honesty will be the basis for all relationships and interactions.
- Communicate in an appropriate manner. **No use of foul language, gestures, or harsh words. Threats, foul language, or inappropriate gestures will not be tolerated.**
- We honor differences and celebrate uniqueness.

Responsibility. We hold ourselves responsible for our words and actions; striving to treat others with courtesy and consideration.

- Be enthusiastic, thoughtful, open-minded, and involved.
- If we make a mistake, we own it and commit to doing better the next time.
- We hold ourselves and others accountable for being their best.

Service. At Sarah Heinz House we always strive to:

- Leave any space we occupy nicer than we found it!