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| 1. **NAME** of the resource / tool | **Best Start Palmdale Code of Conduct** |
| 1. **WHAT** is the purpose of the resource / tool? | A code of conduct helps groups establish formal guidelines for expected behavior during Partnership meetings and activities, or when representing the group elsewhere. It also outlines consequences for violating conduct guidelines, including a process for reviewing and addressing incidents. |
| 1. **WHO** developed the resource / tool? (If it was adapted from an existing document, please include a citation for the original source.) | This document was developed by Partnership members with support for the Capacity Building team. Priorities included creating an environment for respectful exchange and mutual learning, and also minimizing disruptive conflict. |
| 1. **HOW** should the resource / tool be used? 2. *What circumstances are ideal/appropriate?* 3. *By whom and when?* 4. *Is a particular skill set or special preparation needed?* | 1. This tool can be used by a group as a template to adapt for their own group. It is used to manage recurring conflict and inappropriate behavior by members. 2. For the tool to be effective it must be adapted and approved by the group members that will be upholding their behavior to it, and all members are asked to affirm their commitment by signing the form.   When the code of conduct is violated, the group facilitator and/or leaders (chairs) are responsible for following through with implementation, by giving warnings and establishing the mediation panel if needed.   1. Ideally, the group facilitator would have experience managing conflict, and following these types of protocols. If the group facilitator does not have experience, it is recommended to partner with others (supervisors, and group leaders) to plan and coordinate how to carry it out, prepare to respond to different reactions they may get from the individual involved, and the other community members. |
| 1. **WHY** is this resource being recommended? (What makes is especially effective or useful for community-based work?) | Conflict is a natural occurrence in groups. Without a code of conduct, groups may find it difficult to address or resolve persistent conflict and unacceptable behavior in a fair, objective manner. Without such a policy, members behaving inappropriately can claim they are being singled out or discriminated against when the group tries to discipline them or revoke membership. Having a policy and implementing it uniformly, protects the group from such claims. |

**BEST START CIVILITY CODE MANUAL**

This civility code manual is to be adhered to by Best Start Palmdale Guidance Body, Committees, and Community Partnership members. This manual not only designates the policies and procedures, but will reduce variation within a given process and communicate the expectations of humanity in all aspects of mission and vision of Best Start.

I. Code of Conduct Committee will consist of a seven members. Two seats are permanently reserved for the following:

1. President of Best Start Palmdale
2. Governance Committee Chair

The other five seats will be made up of some combination of Guidance Body, Committee members and other community members. These seats are filled by volunteers appointed by the Guidance Body.

II. Duties of the Conduct Code Committee

This committee will receive all civility violations from any member, committee, or partnership individual or through an anonymous Box that will be in place at each meeting.

* 1. Violations will be kept confidential
  2. Violation will be discussed in closed session
  3. Violator will be notified by certified letter of the date and time of resolution hearing.
  4. Violator will be allowed to bring one person to resolution hearing. (This person can be a support person or a witness)

**All members of Best Start Palmdale agree to participate in an arbitration hearing prior to obtaining any outside legal action.**

III. **Meeting Procedure**

All dealings within the meeting will be maintained through written minutes. All conversations and findings will be maintained in and handled in a confidential manner.

The final determination will be presented verbally to violator(s) and in writing. The resolution will also be maintained in a file and the resolution will be given to the person who brought the charge to the committee.

A final determination meeting will not be called until all pertinent data and information has be collected. All witness statements must be presented in writing.

Complaint should be submitted using the designated form attached to this document **(SEE REPORTING FORM FOR CIVILITY VIOLATION)**.

If all items delivered are in the hands of the Code of Conduct Committee, a resolution hearing will be scheduled within a seven-day time period.

If at any point in time physical confrontation is imminent and immediate resolution must occur, a meeting via conference call can be called by chairperson of the Conduct Code Committee.

**Please note that there is Zero Tolerance concerning physical confrontation and there is a high probability that police will be contacted.**

III. **INDIVIDUAL POLICIES AND PROCEDURE OF CIVILITY** **CODE**

Civility is the way people treat each other with respect, even when they disagree. The Best Start Palmdale Community Partnership will provide a safe, secure, and respectful environment in all aspects of activities, regardless whether it is at training, an event, meeting or a conference. All participants must abide by the following code:

1. I will conduct myself in a professional and civil manner at all times as a participant in any event, meeting, or subgroup in which Best Start of Palmdale is involved.

2. I will listen to everyone’s ideas, skills contributions, and opinions.

3. I will encourage others to ask questions and listen intently to answers.

4. I will ensure each participant has equal access to express thoughts, opinions and ideas.

5. I will ensure that communication channels between attendees, ethnic groups, community members, parents, stakeholders, First 5 LA staff, contractors, and community partners are respectful.

6. I will ensure that all public environments hosted by the Best Start Palmdale will be free from discrimination and harassment.

7. I will ensure that representation of all ethnic groups as stakeholders, meaning any person(s) who are or can be affected, have equal representation in planning, design, and implementation of Best Start Palmdale’s goals for the Palmdale Community Partnership.

8. No participant of Best Start Palmdale committees, meetings, or events is to serve any legal documents to another participant at any committee, meeting, or event.

9. I will adhere to all anti-harassment policies set by Best Start Palmdale policies against any harassment towards:

Gender identity; sexual orientation; persons with disabilities; physical appearance of body size, race, age, or religion.

No harassment will be tolerated against any member, staff, or presenter.

Any person in violation of this policy is subject to disciplinary hearing by the Code of Conduct Committee which could include a formal reprimand, suspension or even expulsion.

10. I will commit and adhere to all resolution strategies and summaries determined, and expressed from the Code of Conduct Committee.

11. I will not engage in disruptive behavior of physical violence, verbal attacks of profanity, intimidation, or threats.

12. As a participant, I will identify patterns of aggressive behavior, such as:

* + 1. Sarcasm that offends others
    2. Persistent complaining
    3. Selective defiance
    4. Use of repugnant, abusive language

and report such behavior immediately to the Best Start Palmdale President, Sergeant at Arms, or Chairperson of Code of Conduct Committee.

13. Best Start of Palmdale will mandate Zero-tolerance for any use of coercive language or threatening behavior.

14. All participants and members of Best Start Palmdale should be cognizant of their body language and strive to ensure that it is not intended to intimidate or dissuade anyone else from participating.

***Signature to this document mandates your adherence to all policies and procedures set down in this civility document.***

Signature of all Participants of Best Start Palmdale is mandated:

Please Print Your Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please Note:** For each listed civility code will have a series of consequences should be written which will enable your Conflict Resolution Committee to function with authority under fair and equitable code for all.

Example:

A violation of # 1 would constitute a certified letter stating the violation and how the violation went against the code. It is coupled with a warning that we hope this warning clarifies the problem and that the infraction will not occur again.

2. Depending on the gathered information a warning may not be adequate; therefore, the individual will need to come to the Resolution committee to have a conversation about the violation. It could even be offered that the violator request to speak to only one of the members of the conflict resolution committee, but the committee has to agree to this alternative.

3. Suspension is always an option but it should always be the last alternative. And it should be considered if the violator is uncooperative in the resolution of code violation.

**Working Committee Members:**

1. Ms. Yvette Crayon

2. Ms Sabrina Whigham

3. Ms Doris Guzman

4. Mr. Francisco Sanchez

5. Dr. Jenneth King

**REPORTING FORM FOR CIVILITY VIOLATION**

Reporting Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Incident Date: \_\_\_\_\_\_\_\_\_\_\_\_

Name: (first & Last)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_City:\_\_\_\_\_\_\_\_\_\_\_\_\_

Zip Code:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- |
| Incident Type  \_\_\_\_\_Inappropriate Language Property Damage\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_Harassment/tease/bullying \_\_\_\_\_\_Disrespect/Defiance  \_\_\_\_\_\_Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| --- |
| Please write a complete incident reporting indicating the events leading up to the violation.  How did the civility infraction affect you personally?  What would like to see happen to resolve this situation?  Please list all witnesses that observed the infraction along with their contact information.  If any financial lost occurred please provide documentation. |

Resolution Intervention Option Request

Please view the options below to request the resolution option that best relate to your complaint.

Mediation Meeting

Written Warning

Participation Suspension

Intervention Workshop

Voting Suspension

Participation Termination

Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complainant Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complaint Received By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HEARING NOTES

Date \_\_\_\_\_\_\_\_\_\_\_

Time: \_\_\_\_\_\_\_\_\_\_

Board Attendees

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Support

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Committee Hearing Notes**

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**COMMITTEE**

**FINAL**

**RESOLUTION SUMMARY**

Date \_\_\_\_\_\_\_\_\_\_\_

Time: \_\_\_\_\_\_\_\_\_\_

Board Attendees

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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**FINAL RESULUTION SUMMARY**

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