

# CODE OF CONDUCT

East Mississauga Community Health Centre - A Branch of LAMP Community Health Centre



**R**espect, cooperation, and understanding.  
EMCHC celebrates diversity and welcomes everyone.

**E**veryone has rights: to be treated with dignity and respect; to be free from discrimination and harassment; to ask questions; to confidentiality; and to give feedback without fear of consequences.

**S**taff, clients, and volunteers will create a welcoming and safe place for all.

Harassment, discrimination, violence, threats and abusive behavior will not be tolerated or permitted and may result in suspension from EMCHC.

All complaints are taken seriously and will receive a timely response.

**P**lease follow the rules of EMCHC.

EMCHC is a scent free building, trading or selling drugs, or possession of weapons is not permitted.

**E**xpectations at EMCHC include all members holding each other responsible for upholding this code.

**C**onsider that we may be obligated to report to the appropriate authorities

if we are aware: that you are going to try to hurt yourself, or someone else; that you are in danger; about abuse of a person; or if you threaten, harass, or discriminate against another person.

**T**hose who wish to help EMCHC build a healthy community are encouraged to participate, take leadership, join LAMP membership, or volunteer.

## HOW TO GIVE FEEDBACK

*If you have a complaint, compliment, or suggestion for EMCHC, you can: talk to a program supervisor or manager or fill out a comment card and put it in the boxes provided on location. All clients, staff, and students are invited to give feedback or make a complaint without fear of consequences.*

## DEFINITIONS

- *Harassment is any behaviour, conduct, or gesture that is directed toward a person or group which is insulting, intimidating, malicious, degrading, offensive, or should be reasonably known to be unwelcome.*
- *Discrimination is when a person or group is intentionally or unintentionally treated differently because of their race, religion, ethnicity, age, sex, gender identity, sexual orientation or disability.*
- *Violence is any action, conduct, threat or gesture of a person towards another that can reasonably be expected to cause harm, injury or illness.*



Ontario's Community  
Health Centres

7 - 2555 Dixie Rd., Mississauga ON L4Y 4C4  
Tel: 905.602.4082 Fax: 905.602.5432  
[www.eastmississaugachc.org](http://www.eastmississaugachc.org)



Ontario

