

# CENTER ON 3656 N. HALSTED

## CODE OF CONDUCT

Center on Halsted welcomes, affirms and celebrates diversity in all its forms. Every member of staff is bound by a Code of Conduct to respect and honor the dignity of every person in the Center. We require adherence to those principles from Center patrons and visitors alike.

### MISSION

Center on Halsted advances community and secures the health and well-being of the LGBTQ people of Chicagoland.

### VALUES

<b>Excellence</b>	We strive to learn from our experiences, foster innovation and creative thinking, and provide exceptional service. We are deeply committed to listening, making a difference and delivering on a promise of constant improvement.
<b>Integrity</b>	We lead by example through our ethical behavior which emphasizes soundness, complete honesty and sincerity. We keep our commitments and fulfill the trust others place in us.
<b>Respect</b>	We conduct ourselves in a spirit that acknowledges and honors the dignity and self-esteem of ourselves and others.
<b>Diversity</b>	We search out and acknowledge the power that comes from difference and inclusiveness. We embrace change and challenge the status quo.
<b>Inclusion</b>	We work to eliminate differential barriers to accessing services.
<b>Accountability</b>	We accept and embrace personal responsibility for fulfilling the Center's mission and exceeding expectations.

### EXPECTATIONS YOU CAN COUNT ON

- Considerate and respectful treatment and care
- Experienced, professional and responsive staff
- Participation in services and programs without regard to race, color, sex, gender identity, gender expression, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status or source of income
- A clean, safe and welcoming facility

### PATRON EXPECTATIONS

Each individual at the Center has the responsibility to behave in a manner that is respectful and courteous and does not disrupt others or the operations of the Center. Organizations hosting events at the Center are responsible for monitoring and controlling the behavior of those attending their events.

### UNACCEPTABLE BEHAVIOR

The following examples are not acceptable behavior at the Center. Individuals engaging in these behaviors will be asked and required to leave. Illegal activities are reported to the Chicago Police Department.

- Rude, discourteous or raucous behavior
- Sexual harassment or inappropriate touching
- Smoking
- Sleeping
- Sexual or financial solicitation
- Use of inappropriate or discriminatory language
- Photographing or filming without authorization
- Listening to music/videos without headphones
- Possession, sale or use of illegal substances
- Possession or use of weapons
- Loitering inside or outside the Center
- Theft
- Vandalism
- Physical violence or threat of physical violence
- Any behavior that endangers the safety of any individual or group

Building problems or observance of any activities against our Code of Conduct should be reported. Anyone who feels they have been treated unreasonably by Center staff or security may file a grievance. Please see the first floor receptionist to report a problem or ask for a grievance form.