

## CORE VALUES

### ACCEPTANCE

We welcome and embrace inclusivity and diversity of all people, ideas and perspectives in building community.

### INTEGRITY

We believe in mutual trust, honesty, transparency, and accountability amongst ourselves, allies and stakeholders.

### RESPECT

We treat one another and all people with empathy, courtesy and kindness.

## Terms & Conditions for Autism Edmonton Membership

### MEMBERSHIP

1. To be a Member of Autism Edmonton, you must:
  - a. Be an individual of 16 years or older;
  - b. Express an interest in furthering the work of Autism Edmonton;
  - c. Be an individual who has voluntarily signed up to become a Member of Autism Edmonton and is identified as such within Autism Edmonton's records.
2. Only Members have voting privileges.
3. The membership list for Autism Edmonton is kept updated annually or more frequently as required.

### FEES

1. Members are not required to pay any fees to maintain membership.

### RESIGNATION, SUSPENSION, AND REMOVAL

1. Any Member wishing to withdraw from membership may do so upon a notice in writing (hard copy or electronically) to Autism Edmonton.
2. Any Member whose actions have been deemed detrimental to Autism Edmonton may be expelled upon majority agreement of the Board

**AUTISM EDMONTON STAFF ARE HERE TO HELP AND WILL ALWAYS TREAT YOU WITH COURTESY AND RESPECT. WE ASK ALL THOSE WORKING WITH OUR STAFF MEMBERS TO TREAT THEM WITH COURTESY AND RESPECT.**

Autism Edmonton is committed to providing a safe and supportive workplace in which all individuals' diversity, dignity, and perspectives are valued and respected. Our staff come to work to serve the autistic community and provide exemplary client support, and it is important for all members of the public and our staff to be treated with courtesy and respect.

Autism Edmonton has implemented a Zero Tolerance Policy to treat all staff with dignity and respect. This means that abusive or aggressive language or violent behaviour towards our staff or any public member within our workplace will not be tolerated under any circumstances.

Anyone verbally abusing staff members, either in person, by email or over the telephone, will be sent a letter from the Executive Director advising that this behaviour will not be tolerated. Any future violation of this policy will result in our refusing to conduct business in person, by email or telephonically with the offender and only transacting with the offender in writing. Any instances of written abuse will be handled with the same level of severity correspondence received by our office will be retained for reference should the matter persist and need to be referred to the police.

## **CLIENT CODE OF CONDUCT**

Employees of Autism Edmonton have the right to be treated with respect. Zero tolerance of occupational aggression and violence is vital in providing a safe and healthy working environment. Aggressive and violent behaviour toward any staff member is unacceptable and will not be tolerated.

Occupational violence and aggression is any incident in which a worker is threatened, abused or assaulted in circumstances arising out of, or during the course of, their work and includes:

- Threats or other intimidating behaviours that causes a person to believe they are in danger of being physically attacked. It may involve an actual or implied threat to safety, health, or well-being.
- Abusive language and yelling
- Disrespectful or demeaning language/comments
- Remarks, jokes or innuendos that degrade, ridicule or offend
- Discriminatory remarks
- Bullying
- Physical attack, such as pushing, shoving, tripping, grabbing, hitting, pinching, scratching, kicking, biting, spitting or any other type of direct physical contact.
- Aggravated assault, such as attacking with a weapon (knives, guns, clubs) or any other type of weapon (thrown object, furniture etc.)
- Sexual harassment and sexual assault.

**AUTISM EDMONTON RESERVES THE RIGHT TO REQUEST THAT AGGRESSIVE OR ABUSIVE PERSONS LEAVE OUR OFFICE. REFUSAL TO LEAVE UPON REQUEST MAY RESULT IN THE POLICE BEING CALLED.**