



Communities of Practice: Engagement Parameters and Code of Conduct

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Purpose

The Addictions and Mental Health Ontario (AMHO) Community of Practice (CoP) is a place to learn from your peers from across the province about how they have addressed and surpassed challenges and about the latest and greatest in the sector. It is also a place where you can reflect on how your work affects others, and how others affect your work.

The AMHO Community of Practice is a place for thought provoking ideas and conversations, and these cannot happen unless everyone feels safe and respected. AMHO is committed to providing a safe and inclusive space for all participants, and developed a Code of Conduct—outlining expectations for all participants, as well as the consequences for unacceptable behavior—to provide a clear set of guidelines for all who will join the Community of Practice.

Before joining the CoP, please review the Code of Conduct and Use & Acceptance. We appreciate you joining us and upholding our Code of Conduct and terms of use.

By participating in the CoP you are agreeing to adhere to the Code of Conduct and Use & Acceptance terms.

Values

AMHO believes the Community of Practice should be open for everyone and is committed to providing a friendly, safe, and welcoming environment for all, regardless of race, ethnicity, gender identity and expression, sexual orientation, disability, religion, age, nation of origin, or use of drugs.

Code of Conduct

- I. Be respectful. Disagreeing with other Members should be done in a civil, non-offensive way. Content shall remain free from racist, sexist, homophobic, ableist, ageist content or other defamatory, personal attacks that intimidate others.
- II. Protect client information. You or your organization may be custodians of personal health information (PHI) and must ensure that PHI in your custody or control is protected from theft, loss and unauthorized use or disclosure. In addition, AMHO is not permitted to collect any personal health information (PHI) about individuals. Disclosure of identifying PHI is strictly prohibited. Members must be mindful of using specific dates, times and locations whereby members could reasonably deduce identification of involved parties.
- III. Respect workplace confidentiality. Don't refer to or reveal organizational proprietary information without first speaking to your employer. This extends to all media uploaded, including photos and video, whereby consent from all involved parties must be obtained before posting.

- IV. Provide relevant advice and comments in response to the topic at hand, by aiming to build upon previous discussion content to limit duplication of information.
- V. Accuracy counts. Provide references where available and indicate the source for your comments. If your response is an opinion, please clearly state this. This will limit the potential for the spreading of inaccurate information within the community and beyond.
- VI. Respect ownership of intellectual property. Don't copy or post work contributed by someone else without their authorization and if required, attribution.
- VII. Avoid inappropriate topics. While the platform encourages innovative and lively discussions, all policies and laws relating to harassment and discrimination also apply to the Community of Practice. Members must not post content that is discriminatory in nature, promotes violence or hatred, or incites criminal behaviour.
- VIII. Remain non-partisan. The Community's focus is on the responsible exchange of ideas about community mental health and addictions and is therefore not an avenue for discussing topics that are partisan in nature. As such, ensure your content does not contain partisan messages.
- IX. Maintain safety. Users shall not upload any malicious files, like viruses or worms, or post any unfamiliar links.
- X. Don't post spam or other commercial messages. Content posted must not be for the purposes of revenue/traffic generation or marketing. Exceptions include: promotion of annual general meetings and fundraising activities that benefit clients.

Expectations of Behaviour

We ask all participants to abide by our values and code of conduct.

Unacceptable Behavior

- a) Unacceptable behaviors include: intimidating, harassing, abusive, discriminatory, derogatory, or demeaning conduct by anyone participating in the CoP.
- b) Harassment includes: offensive verbal comments related to gender, sexual orientation, race, religion, disability; inappropriate use of nudity and/or sexual images in the CoP; deliberate intimidation, stalking, or following; harassing photography or recording.

Consequences of Unacceptable Behavior

- a) Unacceptable behavior will not be tolerated.
- b) Anyone asked to stop unacceptable behavior is expected to comply immediately.
- c) If someone engages in unacceptable behavior, AMHO reserves the right to take steps to resolve the situation, up to and including expulsion from the CoP.

What to Do If You Are Subject to Unacceptable Behavior

- a) If you are subject to unacceptable behavior, notice that someone else is being subject to unacceptable behavior, or have any other concerns, please notify AMHO (hilary.leung@amho.ca) as soon as possible.
- b) *Confidentiality and Follow-Up:* Our team will do our best to work with you to identify next steps while ensuring as much confidentiality as is feasible.

Use and Acceptance

- I. Members must comply with all applicable federal and provincial laws including, but not limited to, those relating to harassment, libel, slander, privacy, copyright, trademark, and obscenity. Members must not infringe on the rights of others as specified in the Ontario Human Rights Code and Canadian Charter of Rights and Freedoms.
- II. External content: AMHO connects Members to content we feel they will benefit from, are accurate and relevant, and we have curated our content as such. While we do our best to ensure the accuracy and veracity of materials, AMHO is not responsible for errors, inaccuracies or availability of information therein.
- III. Member-submitted content: AMHO does not pre-screen or approve content submitted by members but reserves the right to remove content found to be in violation of these terms. AMHO does not officially endorse, sponsor, or approve of third-party content submitted by Members within the Community of Practice.
- IV. The Community or Practice may contain links to third-party websites. These links are provided solely as a convenience and for your information and not as an endorsement by AMHO of any third-party Website or the content thereof.

- V. You will be able to post or upload written content or other content (collectively "User Content"). You are solely responsible for your own User Content and the consequences of posting or publishing it. By uploading or posting User Content, you automatically grant AMHO permission to reproduce, modify, translate into different languages or formats, and publish such User Content for the purpose of sharing the User Content with users of the Community of Practice.

- VI. You specifically acknowledge that AMHO and its employees shall not be liable for user content or the defamatory, offensive, or illegal conduct of any third party and that the risk of harm or damage from the foregoing rests entirely with you.

References:

Ontario Health Quorum Terms of Use

International Healthcare Institute (IHI) 2020 Virtual Conference Code of Conduct for Participants