OPERATING GUIDELINES

Centre de femmes La Moisson

A Violence-Free Environment

1. **Violent or aggressive words or actions are not tolerated.**
2. I refrain from violent or discriminatory behaviour, such as rolling my eyes when someone is speaking, raising my voice, swearing or using derogatory language, banging on the table, handling objects roughly, etc.
3. **Racist, homophobic, sexist, or other discriminatory comments are not tolerated.**
4. I respect differences and remain open-minded.

Respect and Inclusion

5. **I respect other people's ideas. Even when I do not share them, I refrain from judging others.**
6. I am patient with myself and with others.
7. I do not make comparisons.
8. I help foster an inclusive group, without exclusion or cliques.

Communication, Taking Turns, and Listening

9. I use "I" statements.
10. **I respect the person who is speaking, pay attention and listen while they are speaking, and do not interrupt**.
11. When I want to speak, I raise my hand.
12. **I do not hold side conversations.**
13. I respect moments of silence.
14. **I am mindful that it is important for all participants to have an opportunity to speak, and I help ensure that speaking time is shared fairly.**
15. I share my experiences and ideas without imposing solutions or giving advice. I recognize that each woman is the expert on her own life and is free to make her own choices.

Managing Difficult Situations

16. **I express my concerns respectfully and bring them to the attention of a staff member.**
17. I refrain from engaging in confrontational discussions or gossip at the Centre in order to maintain a respectful and safe environment.

Participation and Activity Guidelines

18. **I respect the confidentiality of everything shared at the Centre.**
19. **I commit to attending the activities I register for.** I understand that the spot reserved for me prevents another participant from taking part in the workshop.

20. **I am punctual** and notify a staff member if I will be late or absent.
21. I pay attention to the facilitator's instructions during guided activities.
22. **I set my cell phone to vibrate.** If I am expecting an important call, I let the facilitator know beforehand and quietly leave the room to take the call.

Respect for the Premises and Equipment – This Is Our Home, and It Belongs to All of Us.

23. **I actively help maintain a pleasant, clean, and organized space. This means I am responsible for washing my dishes, putting away the materials I use, making coffee, etc.**
24. I understand that space at the Centre is limited, so I take home all the materials I bring in or create.

Solicitation

25. I avoid soliciting (selling, promoting, or recruiting) inside the Centre.