

Safety First PDX Training

Codes of Conduct and Incident Response

Today we'll cover:

- What's a code of conduct?
- What makes it effective and enforceable?
- Microaggressions and how to interrupt them
- Incident response plans
 - Taking reports
 - Resolving incidents
 - Dealing with complications
- Conflict resolution
- Community accountability
- How to get involved with Safety First PDX

Last revised 07 May 2017

Citizen Code of Conduct

1. Purpose

A primary goal of the Stumptown Syndicate is to be inclusive to the largest number of participants, with the most varied and diverse backgrounds possible. As such, we are committed to providing a friendly, safe and welcoming environment for all, regardless of gender, sexual orientation, ability, ethnicity, socioeconomic status, and religion (or lack thereof).

This code of conduct outlines our expectations for all those who participate in our community, as well as the consequences for unacceptable behavior.

We invite all those who participate in Stumptown Syndicate activities to help us create safe and positive experiences for everyone.

2. Open Source & Culture Citizenship

A supplemental goal of this Code of Conduct is to increase open source and culture citizenship by encouraging participants to recognize and strengthen the relationships between our actions and their effects on our community.

Communities mirror the societies in which they exist and positive action is essential to counteract the many forms of inequality and abuses of power that exist in society.

If you see someone who is making an extra effort to ensure our community is welcoming, friendly, and encourages all participants to contribute to the fullest extent, please recognize their efforts.

3. Expected Behavior

The following behaviors are expected and requested of all community members:

- Participate in an authentic and active way. In doing so, you contribute to the health and longevity of this community.
- Exercise consideration and respect in your speech and actions.
- Attempt collaboration before conflict.

- Refrain from demeaning, discriminatory, or harassing behavior and speech.
- Be mindful of your surroundings and of your fellow participants. Alert community leaders if you notice a dangerous situation, someone in distress, or violations of this Code of Conduct, even if they seem inconsequential.
- Remember that community event venues may be shared with members of the public; please be respectful to all patrons of these locations.

4. Unacceptable Behavior

The following behaviors are considered harassment and are unacceptable within our community:

- Violence, threats of violence or violent language directed against another person.
- Sexist, racist, homophobic, transphobic, ableist or otherwise discriminatory jokes and language.
- Posting or displaying sexually explicit or violent material.
- Posting or threatening to post other people's personally identifying information ("doxing").
- Personal insults, particularly those related to gender, sexual orientation, race, religion, or disability.
- Inappropriate photography or recording.
- Inappropriate physical contact. You should have someone's consent before touching them.
- Unwelcome sexual attention. This includes, sexualized comments or jokes; inappropriate touching, groping, and unwelcomed sexual advances.
- Deliberate intimidation, stalking or following (online or in person).
- Advocating for, or encouraging, any of the above behavior.
- Sustained disruption of community events, including talks and presentations.

5. Weapons Policy

No weapons will be allowed at Stumptown Syndicate events, community spaces, or in other spaces covered by the scope of this Code of Conduct. Weapons include but are not limited to guns, explosives (including fireworks), and large knives such as those used for hunting or display, as well as any other item used for the purpose of causing injury or harm to others. Anyone seen in possession of one of these items will be asked to leave immediately, and will only be allowed to return without the weapon. Attendees are further expected to comply with all state and local laws on this matter.

6. Consequences of Unacceptable Behavior

Unacceptable behavior from any community member, including sponsors and those with decision-making authority, will not be tolerated.

Anyone asked to stop unacceptable behavior is expected to comply immediately.

If a community member engages in unacceptable behavior, we may take any action deemed appropriate, up to and including a temporary ban or permanent expulsion from the community without warning (and without refund in the case of a paid event).

7. Reporting Guidelines

If you are subject to or witness unacceptable behavior, or have any other concerns, please notify us as soon as possible by emailing conduct@stumptownsyndicate.org. Please read [Reporting Guidelines](#) for details.

Additionally, community organizers are available to help community members engage with local law enforcement or to otherwise help those experiencing unacceptable behavior feel safe. In the context of in-person events, organizers will also provide escorts as desired by the person experiencing distress.

8. Addressing Grievances

Only permanent resolutions (such as bans) may be appealed. To appeal a decision of the working group, contact the Stumptown Syndicate Board at board@stumptownsyndicate.org with your appeal and the Syndicate board will review the case.

9. Scope

We expect all community participants (contributors, paid or otherwise; sponsors; and other guests) to abide by this Code of Conduct in all community venues--online and in-person--as well as in all one-on-one communications pertaining to community business.

This code of conduct and its related procedures also applies to unacceptable behavior occurring outside the scope of community activities when such behavior has the potential to adversely affect the safety and well-being of community members.

10. Contact info

[Primary response team contact / board member goes here]

10. License and attribution

The Citizen Code of Conduct is distributed by [Stumptown Syndicate](#) under a [Creative Commons Attribution-ShareAlike license](#).

Portions of text derived from the [Django Code of Conduct](<https://www.djangoproject.com/conduct/>) and the [Geek Feminism Anti-Harassment Policy](#).

Revision 2.2. Posted 4 February 2016.

Revision 2.1, proposed June 2014

Revision 2.0, adopted by the [Stumptown Syndicate](#) board on 10 January 2013. Posted 17 March 2013.

Elements of a Code of Conduct

Required:

- a statement of intent reflecting community values such as diversity, equal participation, safety
- a list of inappropriate behaviors
- a list of particular groups or personal characteristics that are most likely to be targeted by these behaviors
- actions that will be taken if the Code of Conduct is violated
- the scope of the policy (who does it affect, when, and where?)
- contact information for responsible parties such as the project maintainers or conference organizers

Optional:

- lists of expected or encouraged behaviors for participants
- reporting guidelines that explain what to report, detailed steps for reporting, and steps organizers will take in order to assess and respond to a report about Code of Conduct violations
- a revision history or “last updated” date
- resources such as medical emergency phone numbers, crisis line numbers, other services or websites for crisis response and victim support, anything that will support people whether or not they decide to make a report

Code of Conduct example 1

Conduct

Contact: xxx@example.com

- We are committed to providing a friendly, safe and welcoming environment for all, regardless of level of experience, gender, gender identity and expression, sexual orientation, disability, personal appearance, body size, race, ethnicity, age, religion, nationality, or other similar characteristic.
- On IRC, please avoid using overtly sexual nicknames or other nicknames that might detract from a friendly, safe and welcoming environment for all.
- Please be kind and courteous. There's no need to be mean or rude.
- Respect that people have differences of opinion and that every design or implementation choice carries a trade-off and numerous costs. There is seldom a right answer.
- Please keep unstructured critique to a minimum. If you have solid ideas you want to experiment with, make a fork and see how it works.
- We will exclude you from interaction if you insult, demean or harass anyone. That is not welcome behaviour. We interpret the term "harassment" as including the definition in the [Citizen Code of Conduct](#); if you have any lack of clarity about what might be included in that concept, please read their definition. In particular, we don't tolerate behavior that excludes people in socially marginalized groups.
- Private harassment is also unacceptable. No matter who you are, if you feel you have been or are being harassed or made uncomfortable by a community member, please contact one of the channel ops or any of the XXX moderation team immediately. Whether you're a regular contributor or a newcomer, we care about making this community a safe place for you and we've got your back.
- Likewise any spamming, trolling, flaming, baiting or other attention-stealing behaviour is not welcome.

Moderation

These are the policies for upholding our community's standards of conduct. If you feel that a thread needs moderation, please contact the PROJECT moderation team.

1. Remarks that violate the PROJECT standards of conduct, including hateful, hurtful, oppressive, or exclusionary remarks, are not allowed. (Cursing is allowed, but never targeting another user, and never in a hateful manner.)
2. Remarks that moderators find inappropriate, whether listed in the code of conduct or not, are also not allowed.
3. Moderators will first respond to such remarks with a warning.
4. If the warning is unheeded, the user will be "kicked," i.e., kicked out of the communication channel to cool off.

5. If the user comes back and continues to make trouble, they will be banned, i.e., indefinitely excluded.
6. Moderators may choose at their discretion to un-ban the user if it was a first offense and they offer the offended party a genuine apology.
7. If a moderator bans someone and you think it was unjustified, please take it up with that moderator, or with a different moderator, **in private**. Complaints about bans in-channel are not allowed.
8. Moderators are held to a higher standard than other community members. If a moderator creates an inappropriate situation, they should expect less leeway than others.

In the PROJECT community we strive to go the extra step to look out for each other. Don't just aim to be technically unimpeachable, try to be your best self. In particular, avoid flirting with offensive or sensitive issues, particularly if they're off-topic; this all too often leads to unnecessary fights, hurt feelings, and damaged trust; worse, it can drive people away from the community entirely. And if someone takes issue with something you said or did, resist the urge to be defensive. Just stop doing what it was they complained about and apologize. Even if you feel you were misinterpreted or unfairly accused, chances are good there was something you could've communicated better — remember that it's your responsibility to make your fellow community members comfortable. Everyone wants to get along and we are all here first and foremost because we want to talk about cool technology. You will find that people will be eager to assume good intent and forgive as long as you earn their trust.

The enforcement policies listed above apply to all official PROJECT venues; including official IRC channels; GitHub repositories; and all forums under example.com. For other projects adopting the PROJECT Code of Conduct, please contact the maintainers of those projects for enforcement. If you wish to use this code of conduct for your own project, consider explicitly mentioning your moderation policy or making a copy with your own moderation policy so as to avoid confusion.

Adapted from the [Node.js Policy on Trolling](#) as well as the [Contributor Covenant v1.3.0](#).

Code of Conduct example 2

The PROJECT development effort is a very personal process compared to "traditional" ways of developing software. Your code and ideas behind it will be carefully reviewed, often resulting in critique and criticism. The review will almost always require improvements to the code before it can be included in the project. Know that this happens because everyone involved wants to see the best possible solution for the overall success of PROJECT. This development process has been proven to create the most robust PROJECT ever, and we do not want to do anything to cause the quality of submission and eventual result to ever decrease.

If however, anyone feels personally abused, threatened, or otherwise uncomfortable due to this process, that is not acceptable. If so, please contact the PROJECT Board at board@example.com, or the individual members, and they will work to resolve the issue to the best of their ability. For more information on who is on the PROJECT Board and what their role is, please see:

<http://www.example.com>

As a reviewer of code, please strive to keep things civil and focused on the technical issues involved. We are all humans, and frustrations can be high on both sides of the process. Try to keep in mind the immortal words of Bill and Ted, "Be excellent to each other."

Code of Conduct example 3

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact the Code of Conduct committee at CONF by emailing coc@example.com or by reaching out to one of the conference organizers on site. If there is an emergency, please contact a CONF board member (NAME) at NUMBER. If your physical safety or the physical safety of others is at risk, please dial 911.

Code of Conduct

CONF is a community conference intended for networking and collaboration in the developer community.

We value the participation of each member of the CONF community and want all attendees to have an enjoyable and fulfilling experience. Accordingly, all attendees are expected to show respect and courtesy to other attendees throughout the conference, at all conference events, and in all conference online spaces (such as Slack), whether officially sponsored by CONF or not.

To make clear what is expected, all delegates/attendees, speakers, exhibitors, organizers and volunteers at any CONF event are required to conform to the following Code of Conduct. Organizers will enforce this code throughout the event.

THE SHORT VERSION

CONF is dedicated to providing a harassment-free conference experience for everyone, regardless of gender, gender identity, sexual orientation, disability, physical appearance, body size, race, or religion. We do not tolerate harassment of conference participants in any form. All communication should be appropriate for a professional audience including people of many different backgrounds. Sexual language and imagery is not appropriate for any conference venue, including talks.

Be kind to others. Do not insult or put down other attendees. Behave professionally. Remember that harassment and sexist, racist, or exclusionary jokes are not appropriate for CONF.

Attendees violating these rules may be asked to leave the conference without a refund at the sole discretion of the conference organizers.

Thank you for helping make this a welcoming, friendly event for all.

THE LONGER VERSION

Harassment includes offensive verbal comments related to gender, gender identity, sexual orientation, disability, physical appearance, body size, race, religion, sexual images in public spaces, deliberate intimidation, stalking, following, harassing photography or recording,

sustained disruption of talks or other events, inappropriate physical contact, and unwelcome sexual attention.

Participants asked to stop any harassing behavior are expected to comply immediately.

Exhibitors in the expo hall, sponsor or vendor booths, or similar activities are also subject to the anti-harassment policy. In particular, exhibitors should not use sexualized images, activities, or other material. Booth staff (including volunteers) should not use sexualized clothing/uniforms/costumes, or otherwise create a sexualized environment.

Be careful in the words that you choose. Remember that sexist, racist, and other exclusionary jokes can be offensive to those around you. Excessive swearing and offensive jokes are not appropriate for CONF.

If a participant engages in behavior that violates this code of conduct, the conference organizers may take any action they deem appropriate, including warning the offender or expulsion from the conference with no refund.

IMPORTANT NUMBERS

Conference staff will be happy to help participants contact venue security or local law enforcement, provide escorts, or otherwise assist those experiencing harassment to feel safe for the duration of the conference. We value your attendance.

- [University of Pennsylvania Division of Public Safety](#): 215-898-8611
- [University of Pennsylvania Division of Public Safety - Special Services](#): 215-573-3333 (Emergencies), and 215-898-7297 (General Information)
- [Penn Women's Center](#): 215-898-8611
- [Penn Medicine](#): 215-662-4000

PHOTOS

In order to make CONF US 2016 a great experience for everyone, do not photograph, video, or audio record anyone at CONF without their express permission, sought in advance. If someone does not want to be photographed, video or audio recorded, please respect their wishes.

Crowd shots are permitted, but when only the faces of a few people are visible, permission should be sought from all of those individuals.

LICENSE

This Code of Conduct was forked from the example policy from the [Geek Feminism wiki](#), created by the Ada Initiative and other volunteers. which is under a Creative Commons Zero license.

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Microaggressions

"everyday insults, indignities and demeaning messages sent to people of color by well-intentioned white people who are unaware of the hidden messages being sent to them"
— Derald Wing Sue

"Where are you from/what are you?"

"You're so articulate!" / "Your English is really great."

"I never really think of you as a woman — you're just one of the guys."

"Oh, but you look white." / "You sound so white."

"What was your name before?" / "I can't remember/pronounce that, I'll just call you Sam."

"You couldn't be gay/trans because you look so masculine/feminine."

"Oh, women are like that."

Misgendering, deadnaming, intrusive questions, bad assumptions about who's in charge or has a particular job role, ignoring/overlooking people categorically, casual ableism: "Lame!"

Ways to respond

In the conversation:

- it's not appropriate to make categorical statements about [people] like that
- what you're saying makes people feel unwelcome
- that's so weird
- what did you say?
- that's not okay

Afterward:

- The thing you said earlier is
 - Excluding [a set of people]
 - Not appropriate
 - Makes people feel unwelcome

People targeted by microaggressions do not have a duty to respond if it feels unsafe. Bystanders should intervene if safe and they understand how. Organizers *must* respond or lose confidence of marginalized attendees.

Reporting Guidelines

If you believe someone is violating the code of conduct we ask that you report it to the Stumptown Syndicate by emailing conduct@stumptownsyndicate.org.

All reports will be kept confidential. In some cases we may determine that a public statement will need to be made. If that's the case, the identities of all victims and reporters will remain confidential unless those individuals instruct us otherwise.

If you believe anyone is in physical danger, please notify appropriate emergency services first. If you are unsure what service or agency is appropriate to contact, include this in your report and we will attempt to notify them.

In your report please include:

- Your contact info for follow-up contact.
- Names (legal, nicknames, or pseudonyms) of any individuals involved.
 - If there were other witnesses besides you, please try to include them as well.
- When and where the incident occurred. Please be as specific as possible.
- Your account of what occurred.
 - If there is a publicly available record (e.g. a mailing list archive or a public IRC logger) please include a link.
- Any extra context you believe existed for the incident.
- If you believe this incident is ongoing.
- Any other information you believe we should have.

What happens after you file a report?

You will receive an email from the Stumptown Syndicate's Code of Conduct response team acknowledging receipt as soon as possible, but within 24 hours.

The working group will immediately meet to review the incident and determine:

- What happened.
- Whether this event constitutes a code of conduct violation.
- What kind of response is appropriate.

If this is determined to be an ongoing incident or a threat to physical safety, the team's immediate priority will be to protect everyone involved. This means we may delay an "official" response until we believe that the situation has ended and that everyone is physically safe.

Once the team has a complete account of the events they will make a decision as to how to respond. Responses may include:

- Nothing (if we determine no code of conduct violation occurred).
- A private reprimand from the Code of Conduct response team to the individual(s) involved.
- A public reprimand.
- An imposed vacation (i.e. asking someone to "take a week off" from a mailing list or IRC).

- A permanent or temporary ban from some or all Stumptown Syndicate spaces (events, meetings, mailing lists, IRC, etc.)
- A request to engage in mediation and/or an accountability plan.

We'll respond within one week to the person who filed the report with either a resolution or an explanation of why the situation is not yet resolved.

Once we've determined our final action, we'll contact the original reporter to let them know what action (if any) we'll be taking. We'll take into account feedback from the reporter on the appropriateness of our response, but our response will be determined by what will be best for community safety.

Finally, the response team will make a report on the situation to the Stumptown Syndicate board. The board may choose to issue a public report of the incident or take additional actions.

Appealing the response

Only permanent resolutions (such as bans) may be appealed. To appeal a decision of the working group, contact the Stumptown Syndicate Board at board@stumptownsyndicate.org with your appeal and the Syndicate board will review the case.

Revision 1.0, DRAFT, proposed June 2014 Reporting Guidelines derived from those of the [Django Software Foundation](#).

Example incidents

Incident 1

Attendees come to you after a talk to report that the speaker made sexist jokes throughout, and included content on his slides intended to mock and humiliate women. They report that it made them very uncomfortable, and they don't want the speaker to be invited back.

(Consider whether your understanding and response will be different if you didn't see the talk yourself, or saw it but didn't realize the content had that impact on attendees.)

Incident 2

An event participant comes to you to say that she was sitting with a group in a casual conversation, and one of the other people started to give her a backrub without asking first. She told him to stop, and he did, but she remains concerned about the behavior.

Incident 3

Attendees walk out of a talk due to content, including images, that uses racial stereotypes, particularly focusing on black and Native people. You were outside at the registration desk, and did not witness the specific details, but saw it reported on Twitter.

Incident 4

An attendee approaches you to discuss a sexual assault that happened at your event. The person reporting this is not the victim but did observe the incident.

Incident 5

Your event Twitter feed is full of dicks — as in, the attendees are posting selfies of themselves with art from the venue, a museum, that includes nudity. Thankfully, you noticed before anyone complained directly.

Incident 6

The keynote speaker at your event uses the opportunity to try to solicit a date from audience members. Attendees start shouting at the speaker to leave the stage.

When to call the police

Calling the police should be reserved for direct interpersonal safety issues that can't be resolved otherwise, and for reporting crimes with consent of the victim(s).

- When a person is threatening others with a weapon, fire, or bomb (emergency)
- When the victim of a crime asks you to (non-emergency)
- When you need to report a theft or damage in order to file an insurance claim (non-emergency)
- When someone you have asked to leave the space repeatedly refuses and you have exhausted other ways to get them to leave (non-emergency)

You shouldn't call the police because

- They can make mental health crises worse, and may kill the person in crisis
- People of color are disproportionately likely to be charged with a crime, and to experience violence from the police, including death
- Arrests can be used to deport immigrants without legal documentation
- Police officers escalate the risk of violence in many situations
- Police presence excludes people who have suffered violence from them, may re-traumatize
- Other kinds of services and tactics are often more useful

Conflict resolution

Conflict is a normal part of community. It can be a healthy means for growth if you handle it well. Conflict does not have to violate the code of conduct or undermine group cohesion, but it can do that if you don't address it.

Conflict will happen when not everyone comes from the same perspective or experiences. It may affect your ability to resolve code of conduct violations and reassert community safety and stability.

- Spot the conflict
 - We disagree! People have strong feelings and opinions
- Acknowledge it needs fixing
 - We need to work together on this decision / come to terms with past decisions
- Reorient
 - Acknowledge your own perspective
 - See the other person's point of view
 - Empathize: why do they feel what they feel
- Figure out the root of the problem
 - unmet needs
 - differing perspectives
 - underlying assumptions
- Resolve / Compromise / Agree to disagree

Teaching your community about codes of conduct

- Ensure the CoC is posted publicly on your website and event pages, especially registration forms
- Refer back to it at the start of each event, meeting, etc. Remind people of their responsibility in building a welcoming space.
- Talk about how the code of conduct reflects the group's mission and values. If you're there for learning, talk about how you value making space to everyone to learn. If you're there to build something, talk about the value of all people being welcome to build together.
- Make it easy for people to come to you with questions about the policy and process: have contact info available, consider setting aside time at the end of in-person activities
- Post the reporting guidelines or other information that explains how you handle the reports you receive (keep the official incident response plan private)
- When you need to take public actions in response to an incident, be clear in describing how your response is tied to the code of conduct, and how the steps you took follow your reporting guidelines