

Purpose

The PCMA Canada East Chapter is committed to fostering a professional, inclusive, safe, and respectful environment for all members, partners, sponsors, and participants. This Code of Conduct outlines expectations for behavior and reinforces our commitment to diversity, equity, inclusion, belonging, and accessibility across all Chapter activities.

Scope

This Code applies to all individuals participating in PCMA Canada East Chapter activities, including but not limited to:

- Events, meetings, and programs (in-person or virtual)
- Chapter communications and digital platforms (e.g., event apps, online forums, social media)
- Informal or off-site gatherings connected to Chapter activities

This includes members, attendees, speakers, sponsors, partners, vendors, volunteers, and guests.

Expected Behavior

All participants are expected to:

- Demonstrate professionalism, integrity, and respect in all interactions
- Foster a welcoming, inclusive, and accessible environment for all
- Encourage diverse perspectives and constructive dialogue
- Communicate thoughtfully, focusing on ideas rather than individuals
- Respect personal boundaries, consent, and differing viewpoints
- Comply with all applicable laws, venue policies, and Chapter guidelines
- Act ethically, disclose conflicts of interest, and avoid inappropriate influence

Participants are also encouraged to support one another and speak up if they witness behavior inconsistent with this Code.

Unacceptable Behavior

The Chapter has zero tolerance for harassment, discrimination, or misconduct of any kind.

Unacceptable behavior includes, but is not limited to:

- Harassment, intimidation, threats, or discrimination based on characteristics including race, ethnicity, nationality, gender identity or expression, sexual orientation, age, disability, religion, or any other protected status
- Offensive, derogatory, or demeaning language or conduct
- Unwanted physical contact, inappropriate attention, or sustained disruption
- Sexual harassment or unwelcome advances
- Disruptive behavior that interferes with event participation or learning
- Recording, photographing, or sharing images, videos, or content depicting others, including their likeness or intellectual property, without consent where consent is required, after consent has been withheld, or after being asked not to do so or to stop
- Inappropriate or harmful use of Chapter platforms, including online harassment or misconduct via digital channels
- Sharing confidential or proprietary information without permission
- Retaliation against any individual who raises a concern or participates in an investigation

Reporting Concerns

If you feel unsafe or believe someone displayed unacceptable behaviour during a Chapter activity:

- Contact onsite event staff or a Board member for assistance
- In urgent situations, contact venue security or local emergency services
- If you wish to report a concern following an event, please submit details by email to canadaeast@pcma.org

Designated onsite contacts will be available at events to assist with concerns. All reports will be handled in accordance with Chapter governance practices and treated as confidentially as possible.

Investigation and Response

The Chapter is committed to reviewing all reports promptly, fairly, and respectfully.

- Reports will be reviewed by a Board-appointed committee, appropriate to the nature of, and individuals involved with the concern, and in alignment with Chapter governance practices
- Relevant parties may be contacted as part of the review process
- Confidentiality will be maintained to the extent possible; however, information may be shared when necessary to investigate, respond, or comply with legal obligations
- Appropriate action will be determined based on the severity and context of the situation

Consequences

Violations of this Code may result in actions including, but not limited to:

- Verbal or written warnings
- Removal from event(s)
- Suspension or termination of membership
- Restriction from future participation
- Notification to PCMA Global and/or employer where appropriate

Refund decisions, where applicable, will be made at the discretion of the Chapter based on the circumstances.

Non-Retaliation

Retaliation against any individual who reports a concern, provides information, or participates in an investigation is strictly prohibited and will be treated as a violation of this Code.

Accessibility and Inclusion

The Chapter is committed to supporting accessibility and inclusive participation. Attendees are encouraged to communicate accommodation needs in advance or onsite so reasonable efforts can be made to support full participation.

Grievance and Appeals Process

Individuals who believe they have been unfairly accused or subject to disciplinary action may submit a written appeal to the Chapter President or a designate. Appeals will be reviewed by a Board-appointed committee, appropriate to the nature of, and individuals involved with the concern, and in alignment with Chapter governance practices. All appeals will be evaluated in a fair, impartial, and confidential manner.

Commitment

By participating in PCMA Canada East Chapter activities, all individuals agree to abide by this Code of Conduct and contribute to a safe, inclusive, and professional community.