

Niagara-on-the-Lake Residents Association (NOTLRA)

Members Code of Conduct

1. Purpose

The Niagara-on-the-Lake Residents Association (NOTLRA) exists to represent, inform, and advocate for residents on matters affecting the community, including governance, development, heritage, environment, and quality of life. This Code of Conduct establishes clear expectations for all members to ensure respectful, ethical, and constructive participation consistent with NOTLRA's mission, values, and credibility.

2. Scope

This Code applies to all NOTLRA members, including:

- General members
- Committee members
- Board members (in addition to any Board-specific policies)
- Volunteers and representatives acting on behalf of NOTLRA

It applies to conduct during:

- Meetings (in-person or virtual)
- Online forums, social media, and email communications
- Public events, delegations, or correspondence where members identify with NOTLRA

3. Core Principles

All members are expected to uphold the following principles:

- **Respect** – Treat others with courtesy, dignity, and fairness
- **Integrity** – Act honestly and in good faith
- **Civility** – Engage in respectful dialogue, even when opinions differ
- **Transparency** – Support open, factual, and accountable discussion
- **Community Focus** – Act in the best interests of Niagara-on-the-Lake residents

4. Expected Standards of Conduct

Members shall:

- Conduct themselves in a respectful and professional manner
- Listen to differing viewpoints and engage constructively
- Base advocacy and commentary on facts, evidence, and reasoned opinion
- Follow meeting procedures and respect the role of meeting chairs and facilitators
- Respect confidential or sensitive information shared in confidence
- Comply with NOTLRA bylaws, policies, and procedures
- Represent NOTLRA positions accurately when authorized to do so

5. Prohibited Conduct

The following behaviors are not permitted:

- Harassment, intimidation, discrimination, or bullying of any kind
- Personal attacks, defamatory statements, or abusive language
- Disruptive behavior that interferes with meetings or association activities
- Knowingly spreading false or misleading information under the NOTLRA name
- Using NOTLRA platforms to advance personal, commercial, or political interests unrelated to NOTLRA's mandate
- Misrepresentation of NOTLRA positions or authority
- Retaliation against individuals who raise concerns or complaints in good faith

6. Use of Communications and Social Media

When communicating publicly or online in connection with NOTLRA, members shall:

- Clearly distinguish personal opinions from official NOTLRA positions
- Avoid inflammatory, disrespectful, or misleading statements
- Not disclose confidential information
- Not use NOTLRA logos, branding, or platforms without authorization

7. Conflict of Interest

Members must disclose any real or perceived conflicts of interest that could influence their participation or decision-making within NOTLRA. Members with conflicts may be asked to refrain from discussion or voting on specific matters.

8. Complaints and Enforcement

8.1 Reporting

Concerns regarding alleged breaches of this Code may be submitted in writing to the NOTLRA Board or a designated Ethics or Governance Committee.

8.2 Review Process

- Complaints will be reviewed fairly, confidentially, and without bias
- The member involved will be informed of the concern and given an opportunity to respond
- The Board or designated committee may seek additional information as required

8.3 Possible Outcomes

Depending on the severity and circumstances, actions may include:

- Informal discussion or warning
- Formal written warning
- Temporary suspension of membership privileges
- Removal from committees or volunteer roles
- Termination of membership

9. Fairness and Natural Justice

NOTLRA is committed to ensuring that all enforcement actions are:

- Proportionate
- Consistent
- Respectful of due process
- Focused on maintaining the integrity and effectiveness of the association

10. Acknowledgement

Membership in NOTLRA signifies acceptance of this Code of Conduct. Members are expected to review and comply with it as a condition of participation.

11. Review and Amendments

This Code of Conduct shall be reviewed periodically by the NOTLRA Board and may be amended as required to reflect best practices and evolving organizational needs.

Approved by the NOTLRA Board: _____
Effective Date: _____ January 15, 2026 _____