



Mission

Strengthening the Oaklands community by providing programs, services and resources for its residents, businesses and visitors.

Code of Conduct

Oaklands Community Association (OCA) Board, staff, volunteers and users will adhere to the following Code of Conduct to guide all behavior and activities related to OCA:

- We will interact with respect, courtesy, objectivity and inclusiveness.
- We will work towards the good of all community members, and not for personal benefit.
- We will promote collaboration, cooperation and partnership with each other and with other groups.
- We will promote health, wellness and safety for the entire community.

We will follow the policies that govern the operations of the Association.

If you are unsure of your actions or the actions of someone else, please ask. Concerns regarding the conduct of OCA Board and committee members, staff, contractors or volunteers may be taken to the Executive Director, or, in the case of a complaint against the Executive Director, the OCA Board President. Formal complaints must be submitted in writing to Oaklands Community Centre.

*Applies to all activities and functions of Oaklands Community Association.

*Informed by OCA bylaws, policies and guidelines including but not limited to the following topics: OCA Mission, harassment and bullying, conflict of interest, confidentiality, program/service/event guides, HR management, complaints, communications, staff discipline and volunteer management. Also informed by BC Human Rights Code, *BC Society Act* and other applicable provincial/federal laws.