

# Code of Conduct for a Respectful Environment

The Richmond Public Library and the City of Richmond are committed to providing a safe, welcoming and respectful environment for all visitors, staff and volunteers.

Unacceptable behaviour may include such conduct as:

- A display of racist or sexually explicit images;
- Abusive, offensive or foul language, or name calling on telephone, in person or in writing;
- Behaviour that is illegal or violates policies and procedures of the Richmond Public Library or City of Richmond;
- Hurtful or humiliating comments, jokes or taunting about a person's race, skin colour, anatomy, sexual attractiveness, attire, age, gender, marital status, sexual orientation, mental or physical disability, etc.;
- Intimidation that includes staring or stalking;
- Persistent rudeness, bullying, taunting or patronizing behaviour;
- Physical assault or violence;
- Refusal to follow the directions of staff;
- Unwelcome physical contact including sexual advances;
- Vandalizing personal belongings or property of the City of Richmond or Richmond Public Library;
- Words, gestures, actions, images or displays that may humiliate, ridicule, insult or degrade.

Please report unacceptable behaviour to library staff.

All visitors are expected to behave respectfully towards others. Failure to comply with the Code of Conduct may result in being asked to leave, and possible suspension.