

MARICOPA REGIONAL CONTINUUM OF CARE (COC) CODE OF CONDUCT

PURPOSE

The Maricopa Regional Continuum of Care (CoC) is committed to ensuring that all meetings and collaborative activities provide a safe, respectful, and productive environment for every participant. The CoC brings together people with diverse backgrounds—including individuals with lived experience of homelessness, nonprofit and government partners, advocates, and community members—and benefits from open dialogue, constructive problem-solving, and inclusive participation.

This Code of Conduct outlines expectations for behavior in all CoC-related spaces, as well as the process for addressing disruptive or harmful behavior.

SCOPE

This Code applies to all CoC participants, including:

- General Membership,
- Board members,
- Committee/subcommittee/workgroup members,
- Staff of designated staffing entities (Collaborative Applicants, HMIS Lead, and Coordinated Entry Lead), and
- Guests, presenters, partners, and members of the public who attend or participate in CoC activities.

It covers conduct in all CoC environments, including virtual meetings, in-person meetings, site visits, events, written communication, and any CoC-related interaction that could reasonably impact the safety, functioning, or integrity of CoC work.

EXPECTED BEHAVIOR

All participants are expected to:

1. Engage in respectful, constructive participation:
 - Listen without interrupting and avoid side conversations.
 - Speak from personal experience and allow space for others to contribute.
 - Share concerns or critiques in a constructive, problem-solving spirit.
2. Follow meeting processes and etiquette:
 - Arrive on time, stay on topic, and follow the agenda and chair's guidance.
 - Raise new topics appropriately during designated times or via follow-up.
 - Mute when not speaking during virtual meetings and use chat respectfully.

3. Support an inclusive and welcoming environment:

- Use respectful language and treat all participants with dignity.
- Be mindful that participants may include people with lived experience and individuals new to the CoC process.
- Assume positive intent, ask clarifying questions, and seek understanding.

4. Maintain privacy and confidentiality:

- Do not share personal information of others without their permission.
- Do not record or photograph meetings unless explicitly permitted.
- Treat draft materials and deliberative discussions as confidential unless noted.

5. Prioritize safety and well-being:

- Alert the meeting chair or staff if anyone appears unsafe, distressed, or violating this Code.
- Step out if feeling overwhelmed and request support as needed.

UNACCEPTABLE BEHAVIOR

The following behaviors are not permitted in any CoC space:

- Harassment or discrimination (e.g., verbal abuse, slurs, insults, sexualized comments, racist or discriminatory language);
- Yelling, intimidation, threats, or aggressive behavior;
- Repeated interruption or refusal to follow chair direction;
- Breach of confidentiality, including sharing personal information or draft materials without permission;
- Unauthorized recording or photography; and
- Violations of professional ethics.

ADDRESSING VIOLATIONS

1. Immediate Response: Meeting chairs or staff may provide a verbal reminder, redirect conversation, mute a participant in virtual meetings, or ask the individual to take a break.
2. Removal from a Meeting: Individuals engaging in unsafe, harassing, or significantly disruptive behavior may be asked to leave the meeting.
3. Follow-Up Action: Depending on severity, actions may include temporary suspension from meetings, removal from General Membership, a Board, and/or a Committee, referral to the CoC Board for further action, or notification to an employer if appropriate. All incidents will be documented by the Collaborative Applicant.

REPORTING CONCERNS

Participants who witness or experience violations of this Code should report concerns to the meeting chair, Collaborative Applicant staff, or CoC Board Chairs. Reports may be made during or after the meeting, and all reports will be reviewed promptly with support provided to those affected.

COMMITMENT TO CONTINUOUS IMPROVEMENT

The Maricopa CoC is committed to fostering a culture of respect, inclusion, and collaboration. This Code of Conduct may be refined over time to respond to emerging needs and ensure that our governance process remains accessible, safe, and effective.