

---

# Policies & Procedures

## 1. Statement of Confidentiality

The Billy DeFrank LGBTQ+ Community Center ('The Center') needs to be a safe place and to maintain the trust of the community. It is important for all volunteers, employees and members of the Board of Directors to maintain the confidentiality of all records, materials, photos, videos etc. and sensitive and personal information of our community, allies and supporters.

The Center ensures the confidentiality of all individuals served at the Center, and will never sell, lend or disclose anyone's e-mail or other personal information given to the Center.

*I will strictly adhere to established rules of confidentiality of all records, materials and knowledge concerning persons receiving services from the Center, in accordance with all current and future government regulations and Center standards.*

*I, as a volunteer or employee, agree that I will maintain everyone's confidentiality at the Center as well as out in the community. I agree that I will never sell, lend or disclose anyone's e-mail or other personal information given to the Center. I understand if I see or know of any violations of confidentiality it is my obligation to report it, either in writing as an incident report, or verbally to the Manager on Duty (MoD), Board President, Director or designee.*

*I as a volunteer or employee, agree that I will maintain everyone's confidentiality and will never disclose to anyone at the Center or out in the community anything discussed in closed, confidential conversations and/or meetings at the Center.*

*I understand the statements above and agree to comply with them. Failure to do so may result in my immediate termination as a volunteer or employee of the Center.*

---

## 2. Anti-Harassment, Anti-Bullying Policy:

The Billy DeFrank LGBTQ+ Community Center (“The Center”) is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, bullying, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on the following is strictly prohibited and will not be tolerated:

SEX, RELIGION, RACE, MARITAL STATUS, COLOR, DISABILITY, GENDER IDENTITY, MEDICAL CONDITION, NATIONAL ORIGIN, CASTE, SEXUAL ORIENTATION, ANCESTRY, PREGNANCY AND CHILDBIRTH, CITIZENSHIP STATUS,

and ANY OTHER BASIS PROTECTED BY LAW.

This policy applies to any and all acts of discrimination, harassment, bullying, and intimidation. It applies to all volunteers, employees, guests and patrons of the Center. This includes attendees at Center-related or sponsored events, and volunteers (employees) and guests traveling on Center-related business. This policy also applies to written communications about the Center, its events, its volunteers (employees), guests, in email, instant message, text message (SMS) or social networks.

## 3. Code of Ethics

Reflected in each principle of the Code of Ethics is the fundamental belief that the Billy DeFrank LGBTQ Community Center (referred to as ‘The Center’) Board Members, volunteers and employees will maintain a vital concern for the effects of their behavior on the lives and wellbeing of all persons.

1. I will strictly adhere to established rules of confidentiality of all records, materials and knowledge concerning persons receiving services from the Center, in accordance with all current and future government regulations and Center standards.
2. I will assist all persons regardless of race, color, creed, physical ability, sexual orientation, gender identity, HIV status, caste, political, and/or religious beliefs.
3. I will refrain from gossip and any other similar behaviors that undermine the unity of the leadership, the groups and individuals that utilize the Center and the people who support the Center. I will not only refrain from any divisive behaviors and will also actively intercept or report such behaviors to the Manager on Duty (MoD), Board President, Director or designee.
4. I will maintain an appropriate supportive relationship with all persons served.
5. I will practice caution and use good ethics before becoming financially or socially involved with fellow volunteers or patrons.
6. I understand that the Center is not a place to use for sexual 'hook-ups', however, if I do develop relationships, I will behave as I would if we worked in the same company and maintained workplace boundaries.
7. I will not engage in any activity where personal conduct, including inappropriate use of alcohol and other mind/mood altering drugs, is likely to result in inferior service or constitute the violation of the law.
8. I will abide by all rules, regulations, policies and procedures of the Center.
9. I will read and abide by the Center’s Standards of Conduct, Statement of Confidentiality, and Conflict of Interest Statement. As a Center Board Member/or volunteer (employee), I will strive to maintain the highest standards in all services I provide, valuing competency and integrity over expediency or ability, and provide services in those areas where my training and experience meet established standards.

---

## 4. Standards of Conduct

In order to provide a safe and pleasant environment for all who enter these premises, the Billy DeFrank LGBTQ+ Community Center (the Center) establishes the following code of conduct. At no time shall anyone entering the Center engage in any of the following behaviors:

### HARM TO OTHERS

- Physical or verbal threats of any kind
- Harassment, bullying or coercion of any person in any way
- Racial, religious, or ethnic slurs
- Possession of firearms, knives larger than a standard pocket knife, or any other instrument used as a weapon
- Defacing, damaging or destroying property
- Fighting, annoying others through noisy or boisterous activities, or in any other way creating a disturbance which is disruptive or dangerous to others or the business activities of the Center

### SEXUAL MISCONDUCT

- Sexually explicit language or obscene gestures
- Inappropriate or sexually explicit attire
- Nudity

### SUBSTANCE ABUSE

- Possession, use, sale or transfer of illegal drugs, marijuana, alcohol, weapons, or contraband  
***Note: this includes evidence of use such as smelling or displaying actions that can be determined as caused by prohibited substances.***
- Intoxication or evidence of use and/or influence of prohibited substances

### SOCIAL MEDIA

Volunteers and staff are prohibited from:

- Posting intentional attack, even by innuendo, about the people, the quality of programs, events, any of the volunteers, class of volunteers, staff etc. of the Center.
- Engaging in activities which involve the use of social media which violate other established Center policies and procedures.
- Putting the Center's reputation and brand at risk.

---

## Standards of Conduct (cont'd)

### GENERAL CONDUCT

- Assembling with the purpose of disturbing the public peace.
- Running, skating, rollerblading, skateboarding, bicycling, or any conduct which may impede the free flow of pedestrian traffic.
- Using Center facilities or property for other than their intended purpose.
- Bringing animals into Center property, not including officially designated service animals.
- Smoking indoors or closer than 25 feet from entrances.
- Use of fire.
- Excessive use of scents including but not limited to perfumes, candles, and incense.
- Sleeping on premises or storing overnight equipment.
- Use of visual or audio recording equipment unless such activity has been approved.
- Posting or distributing flyers or notices without prior approval from the Center.
- Any acts in violation of municipal, county, state or federal law including but not limited to:
  - Soliciting, for any purpose, including asking for money, contributions or donations unless such activity has been approved by the Center.
  - Gambling, littering, defacing, damaging, or destroying property.

## 5. Conflict of Interest Policy

A conflict of interest is defined as an actual or perceived interest by a volunteer (employee) or Board member in an action that results in, or has the appearance of resulting in, personal, organizational, or professional gain.

- Board members, volunteers and employees have an obligation not to engage in any activity of a nature that is in some way hostile or adverse to the Center.
- Board members, volunteers and employees should neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, vendors, the community or allies. This is not intended to preclude bona-fide Center fundraising activities.
- Board members, volunteers and employees are obligated to act in the best interests of the Center. This obligation requires that any Board member, volunteer and employee, in performance of their duties, seek only to further the mission of the Center.
- No Board member, volunteer, employee, their partner or members of their immediate family, may directly or indirectly borrow from, lend to, invest in or engage in any substantial financial transaction with a potential or current vendor, supplier, donor, or participant/guest of the Center.
- At all times, Board members, volunteers and employees are prohibited from using their job title or the Center's name or property for private profit or benefit.
- No outside work or monetary benefit from that work may be done during the time on or off duty at the Center, nor can the volunteer or employee use the Center's facilities, equipment, labor or supplies to conduct this outside activity/job/work.
- Any possible conflict of interest should be disclosed by the person or persons concerned and discussed with the Board of Directors.
- Failure to disclose or discuss information related to any of the above points may lead to the immediate termination of a Board term, volunteer engagement or employment.

---

## 6. Media Policy

The President of the Board of Directors shall serve as the main spokesperson of the Billy DeFrank LGBTQ+ Community Center.

- Any and all requests FOR or FROM media (written, telephone, electronic, photographic, video, etc.) shall be referred to the President who may refer the request to a designee as appropriate. This applies to all requests, including those from a Board Member, volunteer or employee.
- Written notices to the media such as, but not limited to: Press Releases, Event, Program or Service Announcements and Public Service Announcements MUST have prior approval of the President of the Board before being released.
- Volunteers and employees SHALL NOT make statements to the media nor post any Center related information in any form to social media unless so designated by the Board President or designee. Media contact, interaction, submission, posting, etc. in violation of this policy is grounds for dismissal of the volunteer or employee.

Media are welcome to interview individuals at the Center provided they agree to the following terms and conditions:

- Media representatives are to remain in the front lobby until invited and escorted by the President of the Board to other areas of the Center.
- No one is to be photographed or filmed without their express permission to both the President of the Board and to the media contact.
- No filming or photographing of anyone under 18 years of age will be permitted without express written permission from their parent or legal guardian.
- President of the Board may grant exceptions on a case-by-case basis.

**Billy DeFrank LGBTQ+ Community Center**

938 The Alameda, San José, CA 95126 / Phone (408) 293-3040

[www.defrank.org](http://www.defrank.org)

Facebook, Instagram, Twitter: [billydefrank](#)



---

*My signature below indicates my agreement to comply with the Billy DeFrank LGBTQ+ Community Center's Statement of Confidentiality, Anti-Harassment & Anti-Bullying, Code of Ethics, Standards of Conduct, Conflict of Interest, and Media Policies.*

\_\_\_\_\_ Signature

\_\_\_\_\_ Print name

\_\_\_\_\_ Date