



Participant Code of Conduct & Zero Tolerance Policy

Hill House programs are meant to provide a safe and supportive environment for its youth to participate and learn. As a community, it is our job to serve as positive role models and to help provide that setting through nothing but encouragement and focusing on positivity only. The mission of Hill House is to provide programs, services and activities to meet the diverse social, educational, cultural and recreational needs of individuals and families residing in Boston's downtown neighborhoods. Through quality programs, collaborative partnerships and volunteer support, Hill House seeks to build and foster a strong sense of urban community and improve the quality of life for residents of all ages. Through this Code of Conduct, Hill House hopes to establish expectations and standards for behavior for all participants and community members.

While some programs introduce competition, we want this to be done so in a healthy and productive manner so our children can take away all the positive lessons that are to be learned from participation through sports, enrichment, and summer camp. Families and participants are expected to be respectful to each other, staff and the space. Disruptive or inappropriate behavior will not be tolerated. Hill House reserves the right to determine what actions are constituted as, "disruptive or inappropriate behavior."

Included in this Code of Conduct and Zero Tolerance Policy ensures that, at all times, we are supportive of Hill House instructors, volunteers, referees (including umpires, officials, etc. – dependent upon the activity), coaches, and any members of Hill House staff. Failure to do has the potential of creating a hostile environment for the participants, spectators, and families. Furthermore, Hill House reserves the right to dismiss a child from participation in programs, without refund, if the participant/participant's guardians violate the Code of Conduct and Zero Tolerance Policy stated below, or if pertinent information is not disclosed to Hill House's admin team at the time of registration.

Consequently, Hill House has adopted and modified the following rules for all participants and families:

1. There shall be no negative comments, abusive language, intimidation, or harassment directed towards other participants, players, coaches, instructors, other spectators, referees, parents, siblings, volunteers, counselors, or staff at any Hill House programs/camp. Violators are subject to the Actions for Zero Tolerance Violations listed below.
2. For athletics-specific programs and leagues:
 - No one, except the players, is to speak to the referee before/during/after programs. Exceptions: Coaches may ask questions before the game, call for substitutions and point out emergencies during the game, or respond to the referee if addressed. Violators are subject to the Actions for Zero Tolerance Violations listed below.
 - Absolutely no disputing calls, during or after the game, no remarks to the referee or coaches to watch certain players or attend to rough play. **NO YELLING** at the referee, **EVER**, and no criticism, sarcasm, harassment, intimidation, or feedback of any kind during or after the game. Violators are subject to the Actions for Zero Tolerance Violations listed below.
3. Anyone that would like to provide feedback to or about any instructor, volunteer, referee coaches, staff, **AFTER** the program or game, please reach out to our leadership staff in a constructive manner. Violators are subject to the Actions for Zero Tolerance Violations listed below.
 - Please reach out to one of the following leadership team members - Program Director, Camp Director, Athletics Manager, or Program Manager.

Actions for Zero Tolerance (ZT) Violations:

Please note that a violator of our Code of Conduct/Zero Tolerance Policies can include- a participant, participant's family/family member, coach, referee, volunteer, instructor, spectator, counselor, etc.

- 1st ZT violation: Hill House will place violator in question on parole to monitor future conduct at Hill House programs, camp, athletics.
- 2nd ZT violation: Hill House will suspend violator in question from attending programs for an appropriate amount of time.
- 3rd ZT violation: Hill House will suspend violator in question from attending programs for the remainder of the season, or longer, if deemed necessary.
- Beyond 3 violations, or if any suspension is not followed: removal from programs entirely may be explored.

Acknowledgement via registration:

By registering for any Hill House program, an acknowledgement of this policy is automatically included and thus acknowledged by you and your family. This policy applies to any and all Hill House programming and events.