

Implementing a Code of Conduct

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What We're Covering Today!

- Our Code of Conduct
- In-taking Harassment Reports
- Responding to Reports
- Enforcing a Code of Conduct
- Practicing Mitigation and De-Escalation

Two Helpful Tips

- the best way to implement a code of conduct and understand a code of conduct is to....just read it over and over again. (It's like muscle memory!) you want to be able to know it well enough to talk to people about it.
- and remember, we are HOSTS at our events. Let's try to be helpful, courteous and listen to our attendees :)

Our Code of Conduct

- what does a Code of Conduct do? it helps us create a safe space and maintain a fun and productive space.
- Our Code of Conduct refers to our events, and how we run our events and maintain our space. It does not necessarily extend to events or activities outside our community.
- Remember: a code of conduct is not about shaming or policing attendees or ourselves, it's about education and boundaries. It's about protecting all attendees and our community.

Our Code of Conduct

- Where is our code of conduct?
- At an event, when should we talk about our code of conduct?

Our Code of Conduct

- Where is our code of conduct?
https://meta.wikimedia.org/wiki/Wikimedia_New_York_City/Code_of_Conduct
- At an event, when should we talk about our code of conduct? We should announce it at the start of every event. If an event holds a main event with break out sessions or multiple talks in different rooms, we should announce the CoC at the very first event, and then at the start of those individual sessions.

Our Code of Conduct

- How do we announce it? This summary below is actually included in our CoC. Practice reading it out loud.
- like this “Hi everyone, welcome to the _____. I’m a volunteer from Wikimedia NYC. Our code of conduct can be find online from a hyperlink on the event page, and on our wiki-page. I just want to cover a few things.

Wikimedia NYC is dedicated to providing a harassment-free experience for everyone, regardless of age, ability, gender, gender identity and expression, sexual orientation, physical appearance, race, ethnicity, religion (or lack thereof), preferred intellectual property license, and technical ability or technology choices. We do not tolerate harassment of participants or volunteers in any form. Sexual language and imagery is not appropriate for any event unless it relates to the focus of the event (i.e. history of gender in images, HIV awareness). This includes talks, workshops, parties, Wikipedia talk pages, social networks and other online media. Additionally, any disparaging or harassing remarks made about other attendees while at the same event may result in expulsion from the event. Anyone violating these rules may be sanctioned or expelled from the event at the discretion of the organizers. If you have questions about the code of conduct or behavior, please ask a volunteer.

Additionally, Wikimedia projects and Wikimedia NYC honor the ability to be anonymous. If a person is going by their handle, a pseudonym, or doesn’t wish to use their name, please respect their wishes and privacy.”

Intaking a Harassment Report

- how do we think we should take a harassment report?
- there's no wrong answers but let's talk about it :)

Intaking a Harassment Report

- Ideally, we should create a list of volunteers to help intake harassment reports, and be present at events to help enforce the Code of Conduct.
- By having volunteers who specifically enforce the Code of Conduct, it ensures the Code of Conduct will actually be forced.
- So, these volunteers will be the people intaking harassment reports.

Intaking a Harassment Report

- How to get a report? Regardless of victim or harasser, be sure to identify yourself as a volunteer and ask if you can chat with the person privately. Find a quiet place to chat like a hallway outside of the room. Remember, we are here to not shame anyone but create a safe and supportive environment.

Intaking a Harassment Report

- NOTE: this page and the next pulls from of Valerie Aurora's suggestions on reporting harassment.
- We also need to get a report from the potential harasser.
- It's the same kind of information that we ask from the victim, reporter, or bystander.
- We will need: identifying information about the alleged harasser • the reporter's name • time and date • place • what happened • any one else involved.

Intaking a Harassment Report

- For intaking a report, it's good to have another volunteer with you. That person can write down information during the reporting process.
- Be sure to identify that person. Let's practice. "Hi, I'm _____ and I'm a volunteer with Wikimedia NYC. Can I ask you some questions about what happened?"
- "Hi, I'm _____, also a volunteer. Do you mind if I take notes? I want to make sure I get everything correct."
- Let the reporter know that this will be reviewed by the committee.

Intaking a Harassment Report

- Care and comfort can be hard, especially when a stranger. Be friendly not not overly friendly.
- These suggestions also come from Valeria Auora's work
- Care for the victim:
 - if it's appropriate, ask them if they would like to be in a private, safe space
 - if they have a friend or a trusted person they'd like to come sit with them
 - be mindful of space, and be sure to not over crowd them or invade their space.
 - Ask, "Is there anything that will make you feel safer that I can help with?"

What to NOT do when intaking a report

- This can be hard when comforting a victim but do not do the follow:
- Don't guarantee any kind of response or action
- Don't ask them for solutions or ideas on what to do or how to handle this case
- Don't pressure them to contact law enforcement

Responding to Harassment Reports

- make sure the reports are written down and saved immediately
- depending upon the severity of what has happened, either notify the institution hosting the event to have the harasser immediately removed, and/or notify the president or other harassment coordinator volunteers
- set a time and date for the meeting to discuss the harassment
- if there were bystanders, reach out to them for information
- compare all of the harassment reports
- check previous reports for related reports or events

Responding to Harassment Reports: Holding a Meeting

- In the meeting, discuss:
- What happened? Go through the report.
- Deliberate- decide what will be do.
- Due date- when will a decision be decided?
- Delivery- decide who will reach out- either the President or the harassment coordinators
- Don't wait too long! Make a date for responding and hit that date.

Responding to Harassment Reports: Deciding What to Do

- NOTE: this page pulls from of Valerie Aurora's suggestions on reporting harassment.
- Neither reporter nor alleged harasser should be present (if they are part of the committee or organizing body, they recuse themselves).
- The overriding goal and purpose is to protect the community from future harm.
- If at all possible, protect the reporter from retaliation- be discreet, and be mindful of how any information shared outside of this meeting can out the reporter.
- If these goals conflict, be creative and willing to change or obscure some of the details to protect those involved.

Enforcing a Code of Conduct

- Feel empowered to talk to people!
- Be aware mistakes happen, and that's okay. We are here to teach people.
- Be clear and concise, but do not promise any kind of action.

Enforcing a Code of Conduct

- There are different kinds of responses to different kinds of actions, depending upon the severity.

Enforcing a Code of Conduct

- Once more with feeling! We are not here to shame anyone.

Enforcing a Code of Conduct: Outcomes From Breaking the CoC

- A series of responses? We do...
- Nothing (there was a misunderstanding and the CoC wasn't broken)
- Have a chat with them
- Give them a warning (next time X will happen)

Enforcing a Code of Conduct: Outcomes From Breaking the CoC

- A series of responses? If the action is severe:
- Intervene- during, or after a talk
- Ask them to leave the event promptly
- Short term ban
- Long Term Ban
- Permanent ban

Mitigation and De-Escalation

- A great way to de-escalate is always being calm, and view most situations in good faith.
- This is could be a teaching moment.

Mitigation and De-Escalation

- Scenario time!
- and remember, some of your responses will be appropriate for ONE kind of action, but NOT appropriate for another kind of action.

Mitigation and De-Escalation

- What should we do if someone comes to you and says “omygosh, this specific person stole my phone!”

Mitigation and De-Escalation

- Let's work through a scenario: what if the situation is someone using casual language and making a joke about the following:
- Offensive comments related to gender, gender identity and expression, sexual orientation, disability, mental illness, physical appearance, body size, race, or religion, etc
- Engaging in micro-aggressions (such as touching someone's hair without asking, asking where someone "really comes from", etc all have racist undertones and are offensive)

Mitigation and De-Escalation

- What if they said it during a talk?
- Try saying: “Hey, what a great presentation, but can we chat about it really quickly over here?”
- Pull that person to the side so no one can over hear the conversation. Remember, it’s about education, not shame.
- Then say, “hey, so actually when you said _____ [name what they did], even if it was a joke, it broke our code of conduct. Next time, keep that in mind.”
- Then write this down for record keeping.

Mitigation and De-Escalation

- This same conversation structure can work if someone said it during a conversation. Let's say someone came up to you and reported it.
- Try saying: "Hey, how's it going? Can we have a quick chat about something?"
- Pull that person to the side so no one can over hear the conversation. Remember, it's about education, not shame.
- Then say, "hey, so actually, we got a report you broke the CoC. Can we chat about it? Did you say _____ [name what they did]?"
- Let them respond.
- Let's say they did say what was reported, you can respond with. "I understand, but even if it was a joke, it actually broke our code of conduct. Next time, keep that in mind."
- Then write this down for record keeping.

Mitigation and De-Escalation

- Remember, if these actions are persistent after you have told them to stop, the actions become more serious. Deliberate remarks or actions, after the person has been told to stop, is abusive. Any actions. Deliberate racist remarks or actions, or sexist jokes after the person has been told to stop, is abusive.

Mitigation and De-Escalation

- Let's work through a scenario: what if the situation is one of these?
- Not respecting physical boundaries. Ask before engaging in physical contact, and stop physical contact after being requested to. Ask someone and get consent if you can touch them (such as touching their arm), or touch their belongings, like a computer (even if it's to help!), or whatever they are working on (such as if they are looking up a reference in a book). Please respect people's personal space.
- Threats of violence, both online and offline
- Stalking or following- if someone walks away from you or asks you to stop engaging with them, stop immediately
- Deliberate misgendering or use of 'dead' or rejected names

Mitigation and De-Escalation

- In this case, I would say these are a bit of an escalation from the previous scenarios. You may have to ask someone to leave the event was particularly violent or harmful, or if it's been a persistent stalking or dead-naming.
- Bear in mind, the actions listed previously are much more harmful actions that can endanger and scare people.
- Dead naming in particular is extremely harmful, and abusive, to trans people.

Mitigation and De-Escalation

- Let's work through a scenario: what if the situation is one of these?
- Deliberate “outing” of any aspect of a person's identity without their consent
- Photographing, recording, or live ‘tweeting’ or blogging to intimidate, censor or harass attendees. This includes logging online activity

Mitigation and De-Escalation

- In this case, you should ask them once to stop. If they don't, I would recommend saying we will need to ask you to leave if you don't stop _____.
- Presenters and attendees deserve the right of autonomy, privacy and anonymity in our spaces.

But the best thing we can do
is...

- just read and re-read our CoC!
- and try our best to listen to our attendees to make sure we have a safe and helpful space :)