

# PSCC#75

## Code of Conduct

Adopted by Board Resolution on February 18, 2026.

### 1. Purpose

The purpose of the Code of Conduct (“the Code”) is to provide a clear framework that:

- Promotes respectful and constructive engagement within the community.
- Protects the safety and well-being of residents, volunteers, contractors, and management.
- Preserves the integrity of the Corporation’s governance processes.
- Ensures consistent and fair handling of inappropriate conduct.
- Reduces operational strain on volunteer directors and management.

The Code aligns with and operates alongside the Corporation’s Rule Against Harassment, Violence and Discrimination (effective 2023-05-15) as well as applicable legislation. Conduct that meets the definitions of harassment, violence, or discrimination is governed by that Rule in addition to the Code.

### 2. Scope

The Code applies to the following individuals and groups:

- All Owners
- Residents and tenants
- Guests and invitees
- Directors and committee members
- Contractors and service providers
- Property management representatives
- Nightingale Condominium Management representatives

The Code applies to conduct occurring in a range of settings, including:

- At owners' meetings and Board meetings (where applicable).
- On the common elements, including floating docks.
- In written or email correspondence.
- In electronic communications and social media platforms where the Corporation, its directors, management, or contractors are referenced.
- During in-person interactions within the community.

### 3. General Standards of Conduct

All persons interacting within the community are expected to:

- Conduct themselves in a respectful and constructive manner.
- Focus communications on issues, not individuals.
- Refrain from personal attacks, derogatory remarks, inflammatory language, or public disparagement.
- Refrain from harassment, intimidation, or threatening behaviour.
- Comply with the Corporation's Declaration, By-laws, Rules, and all applicable policies.

Disagreement is expected in a condominium environment. Disrespect is not.

### 4. Prohibited Conduct

The following behaviours are expressly prohibited:

- Personal insults or name-calling.
- Communications that are hostile, intimidating, or abusive.
- Threats of violence or implied threats.
- Discriminatory or abusive language.
- Repeated communications that are vexatious, excessive, or intended to disrupt operations.
- Public disparagement of directors, management, contractors, or other residents in a manner that undermines governance or community safety.
- Unauthorized attempts to access Corporation infrastructure or restricted areas.

## 5. Director Boundaries

Directors are volunteers elected to govern the Corporation and are not considered on-call operational staff. As such:

- Directors' private residences should not be used as points of contact for Corporation matters.
- Except in genuine emergencies affecting life or property, owners and residents must not attend a director's residence regarding Corporation business.
- All non-emergency matters must be directed to Nightingale Condominium Management.

Attendance at a director's residence regarding Corporation matters may be treated as a breach of the Code.

## 6. Access to Corporation Infrastructure and Operational Facilities

The Corporation maintains restricted-access infrastructure and operational facilities necessary for the safe and lawful operation of the property. For the purposes of this policy, "Corporation Infrastructure and Operational Facilities" includes, without limitation:

- Mechanical and utility spaces
- Water and wastewater systems
- Electrical and communications systems
- Shared service connections and distribution equipment
- Storage and maintenance facilities
- Any other restricted operational areas

Access to these areas:

- May only be authorized by the Board of Directors or property management.
- Must comply with all safety, regulatory, and insurance requirements.
- May not be arranged, facilitated, or granted by any owner or resident.

Owners may engage telecommunications or similar service providers for services specific to their unit. Where access to shared communications equipment or related facilities is required, reasonable advance notice must be provided, and access must be arranged through the designated site contact. Service appointments requiring access to shared communications equipment must be scheduled in coordination with the designated site contact and may not be

accommodated on demand. All other Corporation infrastructure and operational facilities are restricted areas and may only be accessed or authorized by the Board or property management. Unauthorized access, attempted access, or attempts to independently engage third parties regarding such facilities may result in enforcement action. This provision is in place to protect safety, regulatory compliance, insurance coverage, and the Corporation's legal obligations.

## 7. Communication Protocol

To promote efficiency and fairness in communications:

- Operational concerns must be directed to Nightingale Condominium Management.
- Board members will not respond to individual operational requests outside established channels.
- The Board may decline to respond to communications that breach the Code.
- Where appropriate, the Board may require communications to be submitted in written or email form only.

The Corporation is not obligated to engage in prolonged or repetitive exchanges once a matter has been addressed.

## 8. Meeting Conduct

To ensure meetings are orderly and productive, the following rules apply:

- The Chair will recognize speakers.
- Speakers must address their comments through the Chair.
- Interruptions and personal remarks are not permitted.
- Time limits may be imposed to allow equal participation.
- The Chair may rule comments out of order.
- Individuals who refuse to comply with the Chair's directions regarding meeting conduct may be required to leave the meeting.

These measures are intended to protect fairness and safety, not to suppress legitimate discussion.

## 9. Enforcement and Consequences

The Board may respond to breaches of the Code in a manner that is proportionate to the severity and frequency of the conduct. Possible actions include, but are not limited to:

1. Informal reminder of expectations.
2. Written warning.
3. Restriction of communication to written or email submissions only.
4. Requiring an individual to leave a meeting due to non-compliance with meeting conduct expectations.
5. Mediation or compliance proceedings.
6. Legal remedies available under the Condominium Act and governing documents.

Where conduct may also constitute harassment, violence, or discrimination, the Corporation may proceed under the Rule Against Harassment, Violence and Discrimination. The Board retains discretion to assess risk and determine the appropriate response. Nothing in the Code limits the Corporation's right to act immediately in circumstances involving safety or legal exposure.

## 10. Respectful Raising of Concerns

The Corporation supports residents and owners in raising questions, concerns, or feedback in good faith and in a respectful manner. No individual will face adverse treatment from the Corporation or Board for doing so. All individuals remain subject to the Code in their conduct and communications.

## 11. Ongoing Review

The Code may be amended by Board resolution as governance needs evolve.