

Code of Conduct

Revision 2 - June 11, 2024

outdoor
service
guides



Outdoor Service Guides (OSG) is dedicated to creating a welcoming, affirming, and inclusive environment for everyone, regardless of race, ethnicity, religion, color, national origin, age, ability¹, sexual orientation, gender identity, parental status, marital status, political affiliation, gender expression, socioeconomic status or background, neurospecificity², or physical appearance. Outdoor Service Guides' values, codified in the Scout Promise and Law, unite us, and we celebrate our unique differences.

Scout Law, based on 1938 PO&R

1. A scout's honor is to be trusted.
2. A scout is loyal.
3. A scout's duty is to be useful and help others.
4. A scout is a friend to all and a sibling to every other scout, no matter to what class, country, or creed the other may belong.
5. A scout is courteous.
6. A scout is kind to animals.
7. A scout obeys orders.
8. A scout smiles and whistles under all difficulties.
9. A scout is thrifty.
10. A scout is clean in thought, word, and deed.

Modified Outlander Scout Promise

"On my honor, I promise that I will do my best
To render service to my Community,
To help other people at all times,
And to obey the Scout Law."

We put forth this code of conduct because we believe in the exceptional level of respect among our members.

¹ Embracing clinical or perceived physical and mental exceptions

² Neurotypical and / or varying levels of neurodiversity

We believe that articulating our accountabilities to one another reinforces that respect and provides us with clear avenues to correct our culture should it ever stray. We commit to enforcing and evolving this code as our organization grows.

Like the Scout Law and Promise, the contents of this code of conduct are concepts we expect all members to work to apply to their daily lives in and outside of OSG. Specifically, the code of conduct applies to member interactions in various areas of our shared lives as members, including all events hosted by Outdoor Service Guides, shared online spaces (video calls, chat, text, email, etc.), social media, and other activities or other events where we, as members, represent Outdoor Service Guides.

Expected behaviors

Every Outdoor Service Guides volunteer staff member and leader at any level (*national, regional, group, etc.*) is expected to be considerate of their fellow scouts, and contribute to a collaborative, positive, and healthy environment in which we can all thrive, learn, and have fun. Specifically:

- **Be empathetic.** Consider that others have different lived experiences and may respond differently to use of language or tone. Our culture of empathy demands that we consider others' well being and sense of safety as a foundation of our engagements.
- **Be welcoming.** Go above and beyond to ensure that everyone is invited and considered in your planning. Extend additional communication to individuals who might not have been welcomed into scouting or the outdoors. Avoid cliques or closed communication.
- **Be supportive of your colleagues, both proactively and responsively.** Offer to help if you see someone struggling or otherwise in need of assistance (taking care not to be patronizing or disrespectful). If someone approaches you looking for help, be generous with your time; if you're under a deadline, let them know when you will be able to help or direct them to someone else who may be of assistance. Be an ally to teammates when you see a need.
- **Be inclusive.** Go out of your way and across cultures to include people in team jokes or memes; we want to build an environment of open circles. Avoid slang or idioms that might not translate across cultures, or be deliberate in explaining them to share our diverse cultures and languages. Speak plainly and avoid acronyms and jargon that not everyone may understand.
- **Be collaborative.** Involve your teammates in brainstorming sessions, code reviews, planning documents, and the like. It's part of our values to share early and ask for feedback often. Don't succumb to either impostor syndrome (believing that

you don't deserve to be here) or the Dunning-Kruger Effect (believing you can do no wrong).

- **Be generous in both giving and accepting feedback.** Feedback is a gift, and is a natural and important part of our culture. Good feedback is kind, respectful, clear, and constructive, and focused on goals and values rather than personal preferences. You are expected to give and receive feedback with gratitude and a growth mindset. Recognize that in addition to asking for feedback, you are similarly obligated to give it
- **Be respectful toward all time zones.** Embrace habits that are inclusive and productive for team members wherever they are: make liberal use of asynchronous communication tools, document syncs and decisions thoroughly, and pay attention to time zones when scheduling events.
- **Be kind.** Be polite and friendly in all forms of communication – especially remote communication, where opportunities for misunderstanding are greater. Avoid sarcasm. Tone is hard to decipher online; make liberal use of emoji, GIFs and Bitmoji to aid in communication. Use video hangouts when it makes sense; face-to-face discussion benefits from all kinds of social cues that may go missing in other forms of communication.

Unacceptable behaviors

The Outdoor Service Guides team is committed to providing a welcoming and safe environment for all. Discrimination and harassment are expressly prohibited.

Furthermore, any unwelcoming behavior or language—whether or not it rises to the level of harassment—is also strongly discouraged and may be subject to Disciplinary Action.

Responsibilities

Members and volunteers on staff at any level of the organization are critical to our success in providing a program that meets our mission. As key critical staff, there are additional considerations.

Treat others with respect and dignity, regardless of their position, role, or background.

“All OSG employees, contractors and volunteers are committed to communicate in a professional and respectful manner, avoiding harassment, discrimination, and bullying with particular sensitivity toward protected classes, including but not limited to women, BIPOC, LGBTQIA+ individuals.”

Confidentiality: All employees, volunteers, and members are expected to maintain the confidentiality of sensitive information, including member information, internal financial data, and proprietary information.

Conflict of Interest: Any employee, volunteer, or member with a conflict of interest must disclose the conflict and recuse themselves from any decision-making process related to the conflict.

Reporting Misconduct: Any individual who witnesses or experiences misconduct, including harassment, discrimination, or retaliation, must report the incident through the Board of Directors. The organization will investigate and address the incident promptly and fairly.

Consultation Rights

Discover and Own personal insight; facilitate collaboration without prejudice.

Entitlement to Consultation: All members of the organization holding positions of responsibility, including but not limited to officers, directors, and committee members, are entitled to seek personal consultation to aid in performing their duties and decision-making processes.

Sources of Consultation: Personal consultation may be sought from any source deemed appropriate by the member, including but not limited to discussions with friends and family, personal education, advice from mentors, information from books, articles, and multimedia sources.

Presentation to the Board: Members are encouraged to bring personal information and insights to the board. The validity and value of the presented information shall be considered based on its merits and relevance to the issue at hand, without questioning the nature or origin of the source.

Respect for Diverse Perspectives: This clause upholds the principle that diverse perspectives and sources of knowledge can contribute valuable insights and enhance decision-making processes. OSG commits to respecting and considering such contributions in a non-discriminatory and inclusive manner.