

# Community

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# Code of Conduct

Accepted: 4.01.2024

These rules and policies are subject to change. Changes will become effective immediately upon successful vote of adoption by the Board of Directors.

## Core Values

Protohaven supports a maker space that values:

**Inclusion:** We strive to create an environment where all feel welcome and are treated with dignity and respect.

**Empowerment:** We share our knowledge, resources, tools, and space to build the capacity of others.

**Collaboration:** We are a shared learning community that offers various levels of engagement to honor the creative aspirations of everyone.

**Agility:** We shift our focus and resources based on the needs of our members and the community.

**Sustainability:** We intentionally plan for the financial future of our organization and the environmental future of our planet.

## Community Guidelines

We ask that our members:

**Be Respectful:** Our students, members, instructors, Shop Techs, and partners bring with them a rich variety of experiences, perspectives, and aspirations. What brings us together is a shared interest in the process of making things. To create a welcoming, supportive environment, we ask each individual to treat one another with care and openness to diversity of race, gender, orientation, age, identity, and ability.

**Take Responsibility:** Protohaven is built around shared resources – space, tools, knowledge, and the community itself. To preserve these communal assets, each individual is asked to take responsibility for their own actions and to be mindful of how they impact those around them. We are each accountable for ourselves, and don't expect others to bear the costs of our actions.

**Help Out:** Protohaven is a public charity and is made possible only by people giving more than they take. In this spirit, we ask each individual to find opportunities to help each other, the organization, and our broader community. We also ask each individual to recognize that assistance is not always sought, to seek consent before providing aid, and to provide opportunity for others' work and discovery.

# Safety Rules

Report all injuries and incidents:

- Immediately report all accidents, injuries, or incidents to the nearest Protohaven Shop Tech or Instructor.
- Immediately discontinue use of the tool(s) or equipment if it becomes unsafe, damaged, or is not working properly. Notify the nearest Protohaven Shop Tech.

Safe conduct:

- Use the space and equipment safely and leave the space and equipment in clean and working condition.
- Work and behave in a way that protects your own safety and the safety of others.
- Children under the age of 18 must be accompanied and supervised by an adult at all times.
- Ask for help when you are uncertain how to use equipment.

Prepare:

- Safety is your top priority when using the makerspace. If you are not sure what to do, ask.
- Be aware of locations of emergency exits, first aid, fire, and safety equipment.
- Never use a tool unless you have been trained to use it safely and have received the appropriate clearance(s).
- Use a step stool to reach extension cords or tools which are out of reach. Do not climb on tables or chairs to reach for something.
- Do not work when tired, in a hurry, or under the influence of drugs, alcohol, or other judgment-altering substances.
- Do not cause a distraction, fool around, or startle anyone while either one of you is using a tool or equipment.
- Use protective gear and dress right.
- Do not wear loose-fitting clothing around moving or rotating machinery.
- Remove ties, jewelry, lanyards, etc., especially around moving or rotating machinery.
- Tie back long hair.
- Wear suitable gloves when handling hot objects or sharp-edged items. Do not wear gloves around spinning equipment.
- Wear goggles where deemed necessary.
- Wear appropriate ear protection when using or around loud equipment.

- Obey special machine guidelines when available.

Use tools correctly:

- Use tools how they are designed to be used.
- Never use a broken tool. Report any broken tools or machinery to a Protohaven Shop Tech immediately.
- Do not remove tools from Protohaven premises.
- Never walk away from a tool that is still on or spinning down.
- Never tamper with a tool's safety features. Operate machinery according to recommended procedures and with safety guards in place, as applicable.
- Do not modify Protohaven tools or equipment unless you have received approval from Protohaven staff or leadership to do so.

Clean up:

- Clean up after yourself; leave the area clean and tidy.
- Clean and return all tools to where you got them.
- Shut off and unplug machines when cleaning.
- Never use a rag near moving machinery.
- Use a brush, hook, or a special tool to remove chips, shavings, etc., from the work area. Never use your hands.
- Keep fingers clear of the point of operation of machines by using special tools or devices, such as push sticks, hooks, pliers, etc.
- Keep the floor around machinery clean, dry, and free from trip hazards.
- Clean up spills immediately and put a chair or cone over them if they are wet enough to cause someone to slip.

## Non-Discrimination Policy

Protohaven does not promote or discriminate against any person, population group, or organization with regard to categories protected by applicable United States law. These include, but are not limited to race, color, religion, sex, gender identity and expression, physical appearance, language, education background, national origin, age, disability, and veteran status.

## Anti-Harassment Policy

Harassment is prohibited and will not be tolerated. Any person who feels they have been the victim of harassment should ask the harasser to cease the behavior if they feel safe doing so. Members or guests asked to stop any harassing behavior are expected to comply immediately. Harassment includes the following, without limitation:

- Offensive comments related to race, religion, gender, gender identity and expression, sexual orientation, disability, or physical appearance
- Gratuitous sexual or obscene images or behavior
- Unwelcome physical contact or sexual attention without consent or after a request to stop
- Threats or incitement of violence towards any individual, including encouraging a person to engage in self-harm
- Deliberate intimidation by words, gestures, body language, or menacing behavior
- Stalking
- Harassing photography or recording, including logging online activity for harassment purposes
- Continued one-on-one contact or communication after requests to cease
- Deliberate “outing” of a sensitive aspect of a person’s identity without their consent
- Deliberate misgendering. This includes deadnaming or persistently using a pronoun that does not correctly reflect a person's gender identity

## Formal Complaints

The formal complaint process exists for members to request a discussion be held by the Board of Directors regarding specific actions of another member. Members are expected to discuss their complaints in a calm and polite manner. Mediation is available to resolve issues without the need of a formal complaint.

- Formal complaints against another member must be submitted, in writing, to the Board of Directors or to any member of the Board of Directors. The complaint must have two parts outlined at minimum, a “Complaint” part and a “Recommended Solution” part.
- The Board of Directors will consider the complaint at the next, appropriate meeting. Identifying information will be scrubbed from meeting minutes, and documentation of the complaint will be appropriately logged in Neon.
- The board reserves the right to address the conduct as they deem most appropriate and violators will be notified in writing.

## Code of Conduct Violations

Any member or guest who violates any part of the Protohaven Code of Conduct will be asked to stop or leave. Violations will be logged in the member’s Neon profile by a Protohaven Shop Tech, Staff, or Board of Director Member. Based on the frequency or severity of the violation(s), Protohaven Board of Directors reserve the right to suspend or terminate the violator’s membership. Notice of suspension or termination will be made in writing. Unsafe use of tools or equipment may also result in removal of clearances, requiring remedial training via classes or private instruction at the violator’s expense.

Members may appeal a suspension or termination of membership in writing to the Board of Directors within 30 calendar days of receipt of notification. Membership will remain in suspension or termination until the appeal is closed.

# COVID-19 & Other Illness Protocols

## 06/12/23 Update

Protohaven follows the health department guidelines regarding masking and does not require masks for fully vaccinated users when community levels are medium or low. You are welcome to continue to wear a mask if you choose.

<https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html>

## Before Coming

Before coming to Protohaven, we ask that members and visitors you:

Pass a self-screen for common symptoms of COVID and other illnesses such as the flu or common cold, including, but not limited to:

- Fever
- Cough or shortness of breath
- Change in sense of taste or smell, and
- Have not had close contact with someone who has tested positive for COVID in the last 10 days
- If anyone coming into Protohaven has had symptoms of any illnesses or has been in contact with someone who tested positive for COVID, we ask that they not return to the shop until they either receive a negative COVID test result, or wait 10 days after their last symptoms or contact.

## While Here

While using the shop, we ask everyone to:

- Wear a cloth facemask if not vaccinated
- Respect other's comfort levels regarding mask wearing and space
- Regularly wash their hands
- Ask for any necessary cleaning supplies to disinfect any areas of use, if necessary.

If you have any questions about these protocols, please contact us at [hello@protohaven.org](mailto:hello@protohaven.org).

# After Leaving

If, after leaving the shop, a visitor develops common COVID symptoms, we ask that they get tested for Covid-19 and share the results with us. This allows us to take the appropriate cleaning, testing, and notification measures if the test comes back positive.

## **6/28/21 Update**

Masks requirements at Protohaven significantly reduced, some still in place

Starting today, June 28, 2021, members, students, and guests of Protohaven who are fully vaccinated may choose to remove their masks in the space if they remain more than 6 feet away from anyone who is wearing a mask.

If you are vaccinated: this means you must still bring a mask to Protohaven, but may choose to remove it if you maintain social distance of six feet from anyone wearing a mask. You are also more than welcome to continue to wear a mask if you choose.

If you are not yet fully vaccinated (including children): this means you must continue to wear a mask at Protohaven until further notice.

This policy update was made in light of loosening Pennsylvania Department of Health requirements regarding mask wearing, while recognizing that some members of our community may not be able to receive a vaccine for medical reasons. Others may be fully vaccinated, but may not yet be comfortable being in public without their mask, or in close proximity to others not wearing masks.

We ask each member of our community to mindfully follow these new guidelines out of respect for each other, and in the effort to continue the path to a healthy and more equitable society.

Protohaven's number one shop rule is Safety, and we treat the COVID-19 pandemic as a serious health concern affecting not only those who use the shop, but those they come in contact with outside of the shop.

We also recognize the important role the shop plays in the work and lives of our students, members, and partners.

In order to allow us to remain open in a limited capacity and to mitigate health risks to a reasonable level, we follow all applicable Federal, State, and Municipal health guidelines and have instituted the following visitor expectations and additional protocols.

# Visitor Expectations



Before you come to the shop Before coming to Protohaven, we ask everyone to verify that they:

- Pass a self-screen for common Covid symptoms, meaning
- No fever
- No cough or shortness of breath
- No change in sense of taste or smell, and
- Have not had close contact with someone who has tested positive for Covid in the last 10 days
- Use the online calendar to schedule a time to visit the shop, so we have a record of all visitors
- If someone has had symptoms or contact, we ask that they not return to the shop until they either receive a negative Covid test result, or wait 10 days after their last symptoms or contact.

## While at the shop

While using the shop, we ask everyone to:

- Wear a cloth facemask, unless they are both fully vaccinated and more that six feet from anyone wearing a mask
- Regularly wash their hands, and
- Carry a supplied cleaning kit and wipe down commonly-touched surfaces before and after use

## After leaving the shop

If, after leaving the shop, a visitor develops common Covid symptoms, we ask that they get tested for Covid-19 and share the results with us. This allows us to take the appropriate cleaning, testing, and notification measures if the test comes back positive.

## Additional Protocols

In addition to the listed visitor expectations, we have also put in place the following protocols:

- Limit overall building occupancy to 18 people (30% of capacity for the 12,000 sf building)
- Limit individual area occupancy to 1-5 people (depending on area size)
- Limit class size to 5 people (4 students and 1 instructor)
- Provide weekly professional cleaning of the building

In the event of a positive Covid test by a visitor to the space, the space will also temporarily close until:

- All those present in the space at the same time as the infected person have been notified,
- All those determined to have been a close contact with the infected person in the space either test negative or begin a 10 day quarantine before returning, and
- A professional cleaning of the building has been completed

If you have any questions about these protocols, please contact us at [hello@protohaven.org](mailto:hello@protohaven.org).

# Noise Policy

Playing or streaming radio/video/podcasts and the like in a manner or volume that is distracting to shop users is a safety risk to members and equipment.

Therefore, playing media in a way that can reasonably be considered distracting is prohibited, unless otherwise permitted by Protohaven.

Violation of this policy may result in a temporary suspension of membership, and repeated violation of this policy may result in permanent revocation of membership and removal from the premises.

# Enforcement

## Procedure for upholding policies

*Board approved 01/2024*

This is the procedure we follow for upholding Protohaven Policies to preserve a safe, clean, and equitable space where everyone can make things.

## Remediation

When an individual is discovered to be violating a policy while they are still in the shop, one of the board or staff will notify them and offer a path to resolution, e.g:

- if working on a prohibited project, suggest changing the design or removing the project from the premises
  - if causing a noise disturbance, offer them some headphones or ask them to turn off the noise

For violations not relating to storage and equipment damage:

- If the issue is not resolved or if it recurs within 3 days, they are asked to leave for the day and the violation is recorded on their account. Penalty steps (as below) are followed as needed.

Refer to the specific sections below for violations relating to storage and equipment damage.

## Penalties

In the event that remediation is not successful, penalties will be applied. The member is notified via a standardized email which includes the following:

- A copy of the relevant policy text
- A description of the violation that invoked that policy
- If applicable, a schedule of fees that will occur due to the violation
- If applicable, a duration during which their membership is suspended (see Suspension below)

If fees apply:

- Notify again when the violation is resolved, issuing an invoice and giving them a week to contact with an appeal or payment.
- At the end of the grace period, charge their card unless it's otherwise decided by the board.
- If their card is not on file, their membership is suspended until the fees are paid.

If suspension applies:

- Their membership is immediately suspended, however they are offered the ability to cancel storage subscriptions and remove any storage or materials they have left at the shop while escorted by an on-duty tech.
  - At the end of the suspension period, they are notified that the suspension period has ended and their membership can be resumed.

## Suspension

- If the member's history includes 3 violations within the past 3 months, their membership is suspended for 30 days.
- Every time the member exceeds this threshold (3 violations in 6 months) the suspension period will increase by 60 days. This means 90 days for the second violation, 150 days for the third violation, etc.
- Actions resulting in sustained damage to the equipment or imminent danger to members may result in a more severe suspension or potentially permanent revocation of membership.

## Appeals

- Members have 30 days to appeal decisions resulting in fees or suspension of membership. This is done by a submission in writing.
- 3 board members or staff uninvolved with the initial violation process then meet with the member to hear them out. The membership coordinator should always be in attendance.
- The committee reviews evidence and makes a decision on whether to uphold or change the outcome. They can solicit opinions from the rest of the board if desired.

## Special Cases

### Storage Violation

When improperly stored objects are found, a report is filed and a "paid storage required" tag posted at the location.

The report includes:

- a picture of the violation
- a description of the violation
- what the violation will be charged as

This report kicks off the following process:

- Automation posts this event to a new #storage channel to notify members.
- If a particular member is suspected, staff will attempt to reach out to the contact info they have on file to notify them of the storage issue directly.
- Daily summaries are posted to #storage of active storage violations and their accrued cost
- If the member reclaims their storage by paying the fee, the violation is closed and a record of the violation is stored in that user's Neon account.
- If nobody claims the violation after ~2 weeks, the objects are declared property of Protohaven and removed from the area.

Note that this process does not incur back fees for storage which was found to already be in violation for a period of time - the fee "timer" starts upon first report.

## Equipment Damage

When equipment damage is discovered, a tool report is filed (ideally with a picture).

The report kicks off the following process:

- Automation posts this tool report to #maintenance
- Video log is reviewed if needed, and a suspect is found. Fees and/or suspension are applied to this user per the general flow above.
- A record of the violation is stored in that user's Neon account.

# Privacy Policy

Our clients, members, and other parties with whom we do business entrust Protohaven with important information relating to their lives and business. It is our policy that all client and member information is considered confidential and will not be disclosed to external parties or to employees without a "need to know." If an employee questions whether certain information is considered confidential, the employee should first check with his or her immediate supervisor.

This policy is intended to alert employees to the need for discretion at all times, and is not intended to inhibit normal business communications.