

Band of Colours+ Drop-In

Policies & Expectations

Band of Colours+ Drop-In is a welcoming and affirming space to connect, socialize, access resources, and be yourself. Everyone attending is expected to help keep Drop-In safe, respectful, and inclusive.

Respect Identities

Everyone has the right to choose their name and pronouns. Respect how others identify and wish to be addressed.

Respect Each Other

Treat participants, volunteers, guests, and café staff with kindness and respect. Bullying, harassment, discrimination, threats, or behaviour that makes others feel unsafe will not be accepted.

Everyone Belongs

Everyone has the right to feel welcomed, included, heard, and able to access the resources and support available at Drop-In.

Keep Personal Conflicts Outside

Drop-In is a shared community space. Personal disagreements and ongoing conflicts should be kept outside of Drop-In and should not involve other participants.

Respect Privacy

Respect the personal information and experiences others share. Do not photograph, record, livestream, tag, or post others without their permission. Complete confidentiality cannot be guaranteed when there is a serious safety concern.

Respect Heartberry Café

Respect the café, its staff, furniture, equipment, and property. Stay within designated Drop-In areas, clean up after yourself, and let a volunteer know about spills or damage.

Substance-Free Drop-In

Alcohol, cannabis, and illegal substances are not permitted during Drop-In. Everyone attending must be able to participate safely and respectfully.

Follow Volunteer Direction

Participants are expected to follow reasonable directions from Band of Colours+ volunteers regarding safety, behaviour, and use of the space.

When Expectations Aren't Followed

Whenever appropriate, concerns will first be addressed respectfully and participants will be given an opportunity to correct their behaviour. Depending on the situation, a participant may receive a warning, be asked to take space, be asked to leave for the evening, or have their Drop-In access temporarily or permanently restricted.

Serious safety concerns may result in immediate removal. Permission to return following a restriction will be determined by Band of Colours+ leadership on a case-by-case basis.

Everyone deserves to feel safe, respected, included, and welcome at Band of Colours+ Drop-In.