



THE UNIVERSITY OF THE THIRD AGE

Glasgow West End

## Glasgow West End u3a Members Code of Conduct

- 1. Overall conduct:** Glasgow West End u3a's members must be courteous to and respectful of each other and members' views at all times and treat the staff at any venues you are visiting with respect. You must not exhibit any form of abuse or inappropriate behaviour either face to face or as electronic communications or via u3a social media platforms. Abuse or inappropriate behaviour includes bullying, aggression or violent behaviour, harassment and/or discrimination, unwanted actions including sexual advances and any adverse comments about a member's ethnicity, gender, sexuality, marital or civil partnership status, impairment or disability, age and religious or cultural background.
- 2. Email contact:** If you have given us an email address this will be our main method of communication with you. We have many groups and these only work because of the commitment and hard work of all our activity group coordinators who are not expected to make arrangements by phoning every member in their group. If you have given us an email address then please **check your emails frequently** and at least every other day as activity group coordinators often require a quick response.
- 3. Email replies:** If you are asked to reply to an email, then please do so. If the activity group coordinator does not receive a response, they often then have to follow it up in some way. If you do not reply to emails you may be removed from the group.
- 4. Group attendance:** If you wish to attend a group for the first time. please contact the activity group coordinator for that group by using the Message Bird on that particular group's web page. It is not appropriate to just turn up at the group because some group numbers are limited by their accommodation or other constraints. If you are not a regular member of a group, but see something that appeals to you, then again please contact the group activity group coordinator as above to find out if you could be included in that particular activity.
- 5. Visitors:** You may, occasionally, bring a visitor to a group meeting if the activity group coordinator has agreed in advance, and the visitor is of eligible status to join the u3a. If you need a carer to accompany you to a meeting, they can attend with you.
- 6. Photos and videos:** During the activities of the Glasgow West End u3a, photographs and/or videos may be taken which can be used on our website and/or in our newsletter and/or in wider u3a marketing. If you do not want to be included in these it is your responsibility to ensure that you remove yourself when photos and/or videos are being taken and so ensure that you are not included.

**7. Venue reservations:** Many of our groups visit venues where tickets have to be bought and/or tables booked in a restaurant and/or coaches for excursions. Often these require a deposit or payment in advance. It is important that you respond quickly to emails from these groups so that appropriate bookings can be made. You should also appreciate that if you commit to going to an event and then find yourself unable to attend, you should let the activity group coordinator know as soon as possible and you may still be liable to pay unless your place or ticket can be used by another member.

**8. Outings:** All our outings are arranged by the activity group coordinator on behalf of our u3a, and if you have a complaint about any aspect of an outing, you must address it to the activity group coordinator and not to the venue as a private individual.

**9. Car sharing:** This is used by some groups at the driver's own risk and payments should not be offered to the drivers and they should not expect any payment. Of course, you can travel independently to and from a venue but you must let the activity group coordinator know where you will meet the group and if you are not returning with the group..

**10. Covid-19:** You must consider the contents of our Personal Risk Assessment Form before attending each meeting. If you develop Covid-19 within 10 days of attending a meeting, you must inform the activity group coordinator(s) of the group(s) you attended or the secretary in the case of a monthly meeting.

We hope that these guidelines will help to ensure the successful running, as well as your enjoyment, of our u3a and its groups.

**Document approved by Committee – October 2022**

**Next review date – October 2024**