

## Regional Warm Line Code of Conduct

The Regional Warm Line is a telephone-based peer support service operated by NISA/Northern Initiative for Social Action. The service runs from 6pm until midnight, every day of the week. Employees on the Warm Line all have lived experience of mental illness, and use this lens to provide peer support to those who call. Callers can receive support for a range of challenges, including things they may be struggling with, or simply to share some good news. This service is open to anyone who is looking for peer support, and is not limited to only those who have lived experience of mental illness.

With this in mind, there is a general code of conduct we ask callers to follow when accessing the Regional Warm Line.

- Respect the workers who provide peer support to callers. Refrain from using language that is emotionally, verbally or sexually abusive. This includes making defamatory remarks.
- Respect the privacy rights of others, and the confidentiality of their personal information.
- Respect and abide by the laws of Canada and of the province of Ontario.

NISA does not tolerate unlawful discrimination on the basis of race, national or ethnic origin, citizenship, colour, religion, sex, gender identity, age, mental or physical ability, political beliefs, socio-economic status, health-related status, sexual orientation, marital status, or any other grounds enumerated in the human rights legislation of the province of Ontario.

NISA/Northern Initialize for Social Action (the operator of the Regional Warm Line) reserves the right to take action regarding any breach of the Code of Conduct including but not limited to the severance of all services to callers who continue to breach this Code of Conduct.

Any questions or clarification regarding this Code of Conduct can be directed to the Regional Warm Line Coordinator at 705-222-6472 ext. 320.