Train Mountain

Code of Conduct

This Code of Conduct presents a summary of the shared values and "common sense" thinking in the Train Mountain (TM) community. The basic social ingredients that hold our project together include:

> Be considerate
> Be respectful
> Be collaborative
> Be pragmatic
> Support others in the TM community

Be considerate

- Remember that others will depend on the volunteer work that you do at TM and you in turn will depend on the volunteer work done by others.
- Give full credit for the work of others.
- Remember that everyone works hard on their part of TM and take great pride in it.
- If you are frustrated your problems are more likely to be resolved if you can give accurate and well-mannered information to all concerned.

Be respectful

In order for the TM community to stay healthy its members must feel comfortable and accepted. Treating one another with respect is absolutely necessary for this. In a disagreement, in the first instance assume that people mean well. We do not tolerate personal attacks, racism, sexism or any other form of discrimination. Disagreement is inevitable, from time to time, but respect for the views of others will go a long way to winning respect for your own view. Respecting other people, their work, their contributions and assuming well-meaning motivation will make community members feel comfortable and safe and will result in motivation and productivity. We expect members of our community to be respectful when dealing with other volunteers, members, guests, visitors, students, and the surrounding community. Always assume in the first instance that people mean well.

Be collaborative

Train Mountain and the Miniature Railroad Hobby depends on volunteer collaboration:

- Work with others.
- Share your skills.
- Try to make work fun.
- Avoid misunderstandings :
  - Try to be clear and concise when requesting help or giving it.
  - Remember it is easy to misunderstand others... especially in email
    - Ask for clarifications if unsure how something is meant.
    - Assume in the first instance that people mean well.
- Be transparent and help others learn about what you are doing.
- Keep the community informed on issues affecting it.

- Work with respect, concern, courtesy, and responsiveness in carrying out Train Mountain's mission.
- Report your volunteer hours.
- Try not to waste other people's time.
- Volunteers on every project come and go. When you leave or disengage from the project, in whole or in part, you should do so with pride about what you have achieved and by acting responsibly towards others who come after you to continue the project.
- Your feedback is important, as is its form. Poorly thought out comments can cause pain and the demotivation of other community members, but considerate discussion of problems can bring positive results. Try to accompany any criticism with constructive suggestions. An encouraging word works wonders.

Be pragmatic

Train Mountain is a pragmatic community. We value tangible results. We defend our core values like respectful collaboration, but we don't let arguments about minor issues get in the way of achieving more important results. We are open to suggestions and welcome solutions regardless of their origin. When in doubt support a solution which helps getting things done over one which has theoretical merits. Use the approach and methods which help getting the job done. Let decisions be taken by those who do the work in consultation with the board. Get permits and obey the laws and regulations.

Support others in the community

Our community is made strong by mutual respect, collaboration and pragmatic, responsible behavior. Sometimes there are situations where this has to be defended and other Train Mountain community members need help. If you witness others being attacked, think first about how you can offer them personal support. If you feel that the situation is beyond your ability to help individually, go privately to the victim and ask if some form of official intervention is needed. Similarly you should support anyone who appears to be in danger of burning out, either through work-related stress or personal problems. When problems do arise, consider respectfully reminding those involved of our shared Code of Conduct as a first action. Leaders are defined by their actions, and can help set a good example by working to resolve issues in the spirit of this Code of Conduct before they escalate.

Get support from others in the community

Occasional disagreements are inevitable. Our community is no exception to the rule. The goal is not to avoid disagreements or differing views but to resolve them constructively. Where possible consult the team most directly involved. Consider raising the issue with the board. Think deeply before turning a disagreement into a public dispute. Try to resolve differences in a less highly-emotional medium. If you do feel that you or your work is being attacked, take your time to breathe before writing heated replies. Consider a 24-hour moratorium if emotional language is being used — a cooling off period is sometimes all that is needed.

Remember - Train Mountain was created by the community working together.

Train Mountain : Where Friends Share Skills