

ICAA CODE OF CONDUCT

International Council on Active Aging (ICAA) brings together a community of professionals for education, connection and mutual support. ICAA's Code of Conduct guides the actions of all attendees, presenters, sponsors, exhibitors, staff and guests at ICAA-hosted meetings, presentations and professional networking opportunities ("events") to ensure a professional and collegial environment. ICAA expects all participants in any ICAA-hosted event will abide by the Code of Conduct.

Consideration and respect for others. Participants in ICAA-hosted events, in-person or virtual, respect the opinions and rights of others, and foster a spirit of collaboration and open communication. Consider language before speaking or writing.

An inclusive environment. We welcome and support people of all backgrounds and identities. This includes, but is not limited to, members of any sexual orientation, gender identity and expression, race, ethnicity, culture, national origin, social and economic class, educational level, color, immigration status, sex, age, size, family status, political belief, religion, and mental and physical ability. Behaviors that will not be tolerated include personal attacks, physical or verbal harassment and bullying. Inappropriate sexual language and imagery is not to be used. Avoid ageist language.

An educational environment. Disrupting a presentation with telephone calls, side conversations or inappropriate comments is not acceptable. Presenters, sponsors and attendees are prohibited from promoting their products and services during any presentation, chat message, posting or other medium that is part of the educational program. This includes displaying hard cover books, videos, CDs or any other materials during an educational presentation. Selling and promotion is welcome in the Expo and in designated opportunities assigned by ICAA.

Diversity of opinion is respected. ICAA creates a forum for the exchange of ideas, experiences and practices. In a collaborative environment, disagreements may occur. You may courteously express an opinion, raise research or describe an experience that is at odds with the opinions of or is offensive to others—as long as your point of view is directly relevant to the topic and is stated in a calm and respectful manner that allows for others' reasonable ability to

receive the comment. Do not insult or put down others. Harassment and exclusionary behavior are not acceptable.

Permissions granted by participants. Registration for an event constitutes permission for audio and visual recording of the event by International Council on Active Aging, which retains the right to use and alter such recording. Recordings may include the presentation, verbal exchanges, chat box writings and any associated contributions.

Intellectual property rights are protected. No audio or visual recordings or photographs of any portion of a presentation or event are permitted in any medium, and there is no sharing of presentations via social media, in-house systems or other means. Participants who wish additional information from a presenter should contact that person directly.

Enrollment of individuals is protected. Only paid, registered individuals are authorized to attend an in-person or virtual event. There is no sharing of handouts, recordings or virtual sessions among team members or clients until all persons are registered. Contact ICAA for information on group rates by emailing info@icaa.cc or calling 1-866-335-9777 or (604-734-4466).

Applicable policies and laws are supported. Abide by the rules and policies of the meeting venue and the virtual meeting platforms, including Zoom, Whova and any other web-based or digital platform being used.

How to report misconduct. If you witness or are the target of unacceptable behavior, contact ICAA on-site staff or email the specific incident to info@icaa.cc for virtual events.

Consequences of misconduct. Any person who receives a request to stop unacceptable behaviors should do so immediately. ICAA staff and contractors may warn a person violating the Code of Conduct and, when deemed necessary, remove a person who engages in any behavior that violates the Code of Conduct. No refund will be given. At its discretion, ICAA may choose to prohibit the person from attending future ICAA in-person or virtual events.