



Member Handbook

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Table of Contents

Section	
Table of Contents	1
Section 1: Handbook Introduction	3
1:1 Welcome to Sierra Commons	3
1:2 About Sierra Commons	3
1:3 Purpose of This Handbook	3
Section 2: Member Benefits	3
2:1 Levels of Membership	3
Levels of Month-to-Month Access	3
2:2 Memberships	4
2:4 Members Commitment to Equal Opportunity	4
2:5 Membership Is At Will	4
Section 3: Membership Policies	5
3:1 Payments	5
3:2 Cancellation of Membership	5
3:3 Cancellation or termination of membership by Sierra Commons	5
Section 4: Facility Accessibility, Member Responsibility & Important Information	5
4:1 Hours of Work	6
4:2 Holidays	6
4:3 Alarm System	6
4:4 Parking	6
4:6 Your Personal Work Area and Common Areas	7
4:7 Snail Mail	7
4:8 Green Policy	7
5:1 Connecting to our Internet Network	8
5:2 Information Resources	8
Section 6: Use of Sierra Commons Property	8
6:1 Sierra Commons Property	8
6:2 Telephone System	9
6:3 Return of Sierra Commons Property	9
Section 7: Conference Room	9
7:1 Member Rental and Use	9
7:2 Equipment Instructions	10
Section 8: Workplace Behavior	10
8:1 Noise & Consideration	10
8:2 Discipline	10
8:3 Diversity	11
8:3 Professionalism	11
Section 9: Health and Safety	11
9:1 Workplace Security and Procedures	11
9:3 Insurance Coverage	12
Section 10: Member Internet Privacy	13
10:1 Internet Use	13
10:2 Software Use	13
Section 11: Member Records	13
11:1 Confidentiality of Member Files	13
11:2 Please Notify Us If Contact Information Changes	13
Section 12: Confidentiality	13
12:1 Confidentiality and Trade Secrets	13
12:2 Confidentiality Best Practices	14
Section 13: Discrimination and Harassment	14
13:1 Our Commitment to Equal Membership Opportunity	14
Section 14: Complaint Procedures	15
14:1 Complaint Procedures	15
14:2 Our Doors Are Open to You	15
14:2 Board of Directors Membership	16

Section 1: Handbook Introduction

1:1 Welcome to our Community

It's our pleasure to welcome you to Sierra Commons. We're an energetic and creative bunch dedicated to high standards of excellence and quality. We value each of our members, and we hope you find your work here rewarding and satisfying.

1:2 About Sierra Commons

Founded in 2009, Sierra Commons is a not-for-profit business education center and coworking space, providing entrepreneurs and small businesses with a platform to succeed. We are conveniently located in the 7 Hills Business District in Nevada City, California.

We are here to help strengthen the local economy through job creation, retention, and increased local revenue. We support business owners, freelancers, and remote workers. We do this by providing business education, turn-key infrastructure, and business acumen through mentoring and networking. We are a diverse organization focusing on the many layers of Nevada County and surrounding economies.

1:3 Purpose of This Handbook

We think that members are happier if they know what they can expect from Sierra Commons and what Sierra Commons expects from them. The rest of this Handbook will familiarize you with the privileges, benefits, and responsibilities of being a member at Sierra Commons. Please understand that this Handbook can only highlight and summarize our policies and practices. Please talk to your fellow coworkers, Sierra Commons' Board Members or the Executive Director for detailed information.

At Sierra Commons, as in the rest of the world, circumstances are constantly changing. As a result, **the policies can change at any time, for any reason, without warning.**

We are always looking for ways to improve communication with our members. If you have suggestions for improving this Handbook in particular or member relations in general, please feel free to bring them to the Executive Director. A hard copy of the most current Handbook is available for your review at the front desk

1:4 Social Justice Statement

Our thoughts and support are with all those adversely affected by the continued structural discrimination and acts of violence toward the African American community and other marginalized groups in this country. May we each examine our own conditioning and encourage others to do the same.

1:5 Land Acknowledgement

We acknowledge that the Nisenan people are still here among us today, though nearly invisible.

We understand that we are on Nisenan land that was never ceded, and the original tribal families have yet to recover from the near genocide of their people.

As a resident or visitor in Nisenan land, we support the Nevada City Rancheria Nisenan tribe in efforts to stabilize their people as well as their campaign to restore federal recognition.

For more information and to support the Tribe visit Nisenan.org

Section 2: Member Benefits

2:1 Levels of Membership

Currently, Sierra Commons offers several types of memberships, each with various levels of access to the facilities and benefits of our office community.

Due to frequently changing health, environmental, and economic situations, our membership offerings change regularly. Please refer to our website and the Membership Agreement document for current information.

Standard Monthly Membership Features

- Desk and chair
- High-speed Internet
- Printer/scanner/copier*
- Security alarm
- Parking
- Outdoor meeting spaces
- Education and networking events
- Mentoring (through our SBDC partnership)
- 6 am-10 pm building access

*Light BUSINESS use of printer and copier included (not for personal use). Please contact us for information on medium and heavy use requirements.

All memberships are individual and non-transferable regardless of level.

2:2 Members Commitment to Equal Opportunity

Sierra Commons believes that all people are entitled to equal membership opportunity. We follow state and federal laws prohibiting discrimination in membership. We do not discriminate against members or applicants in violation of those laws.

A strong community is the foundation of Sierra Commons. We strive to nurture a productive, professional, and friendly atmosphere. Part of our success is based on maintaining a respectful relationship amongst members. To maintain a strong community, **Sierra Commons reserves the right to refuse service to anyone.**

Refusal of service is warranted where a person's presence in Sierra Commons is anticipated to or detracts from the safety, welfare, productivity, and well-being of other patrons and Sierra Commons itself.

2:3 Membership Is At Will

Sierra Commons cannot make any guarantees about your continued membership at Sierra Commons. Your membership here is at will. This means that you are free to quit at any time, for any reason, just as we are free to terminate your membership at any time, for any reason with or without notice, with or without cause. As a courtesy, we ask that members give at least 15-day notice when termination of membership is known or planned.

No member or Sierra Commons representative, other than the Board, has the authority to change the at-will membership relationship or contract with any member for different terms of membership. Furthermore, the Board may change the at-will membership relationship only in a written contract signed by a Board representative and the member. Nothing in this Handbook constitutes a contract or promise of continued membership.

Sierra Commons does not offer refunds for partially used membership terms.

2:4 Leave of absence

If a member leaves for an extended amount of time, the Executive Director must be notified. Depending on what level of membership is maintained and the duration of the absence, space is not guaranteed.

Section 3: Membership Policies

3:1 Payments

Payment is due on the 1st of each month.

An invoice may be sent out via email only as a courtesy when requested by a member. Payments are late after the 5th and will be penalized with a \$25 late fee. If payments aren't received by the 5th, please make special arrangements with the Executive Director or otherwise vacate the premises.

3:2 Cancellation of Membership

A member may cancel membership for any reason with ten days written notice. To cancel membership, members will:

- Give Sierra Commons written notice ten days before cancellation.
- Remove all personal and business items from the office.

Be advised that any items left will become the property of Sierra Commons.

3:3 cancellation or termination of membership by Sierra Commons

Membership is a privilege, and Sierra Commons has the right to terminate membership at will. Sierra Commons is not responsible for refunding or prorating any prepaid membership fees at the termination of membership.

Sierra Commons may cancel membership:

- For violation of Sierra Commons rules and procedures.
- For misuse and/or neglect of equipment or the office in general.
- For failure to be respectful to other members, their work, or their privacy.
- For bringing or consuming illegal drugs at Sierra Commons.
- For any illegal activity.
- For not paying account balance according to the terms listed above.
- For stealing from Sierra Commons or anyone else at the office.
- For other activities that are contrary to our community standards
- For violating the membership agreement
- Without cause

We *may* ask to hold an exit interview with members who leave Sierra Commons. During the interview, you will have the opportunity to tell us about your membership experience here: what you liked, what you didn't like, and where you think we can improve. We greatly value these comments.

The exit interview also gives us a chance to handle some practical matters relating to the end of your membership. You will be expected to return all Sierra Commons property at the interview. You will also have an opportunity to ask any questions you might have about references or any other matter relating to your membership.

Section 4: Facility Accessibility, Member Responsibility & Important Information

4:1 Hours of Work

Ideally, Sierra Commons hours of business are from 8:30 am to 5:00 pm, Monday thru Friday, but access to the building is generally limited to 6:00 am-10:00 pm. This is determined by the availability of the Executive Director, other personnel, or members with key and alarm access code and is in no way a guarantee that these are 'regular' operating hours for Sierra Commons. We understand that remote work can demand access outside of this window. We are always willing to work with you concerning your needs, but the office closes at 10:00 pm as a general rule. Exceptions are made on a case-by-case basis.

Outdoor-only members *may* not have bathroom access after the last monthly member vacates the building.

4:2 Holidays and Emergencies

We observe all national holidays. Sierra Commons does not guarantee access to the building on any observed federal holidays.

Sierra Commons may close without advance notice due to emergencies such as fire, earthquake, and health situations. Sierra Commons may also need to close due to power and internet outages. No financial compensation will be offered to members due to loss of office use.

4:3 Alarm System

The security alarm is located on the inside wall by the stairwell. The Executive Director will give the alarm code to monthly members only. Alarm codes may be changed periodically and with as much frequency as the Board of Directors or Executive Director determines is necessary for safety. Alarm codes should never be shared with any outside party.

Upon entering the building, you will have 40 seconds to disarm the alarm; otherwise, the police will be alerted.

Even if you are leaving for a short time, the last person to leave the building must set the alarm.

Before setting the security alarm, you are asked to follow these steps:

- Leave your work area neat and clean.
- Turn off all electronics and power strips in your work area.
- Turn off the interior lights (leaving porch lights on for added security).
- Turn on outside light (switch located inside, next to the front door)
- Make sure all persons have vacated the building.
- Make sure that all doors and windows are closed and locked.

The alarm will not set if the doors are left open or motion is detected on the premises.

Once these tasks are completed, stand in front of the alarm and wait for the alarm system to display the message "Ready to Arm." The security code that is needed to activate the alarm when exiting the building is 1793. You will have 40 seconds from the time of activating the alarm to exit the building and lock the front door.

4:4 Parking

Parking is not assigned and is first-come, first-served. Other than handicap parking, our member parking does not include the upper lot or the NV5 lot. However, there is plenty of street parking should our designated spaces be full. Please do not leave your car in the lot at other times.

4:5 ADA Accessibility

Our coworking space is ADA accessible and in compliance with all current state and federal laws.

4:6 Your Work Area and Common Areas

You are responsible for cleaning up after yourself. You are also responsible for keeping a neat and orderly workspace. Every member is responsible for the physical appeal of the overall workplace. You are empowered to keep your coworking space clean and take responsibility for shared areas' cleanliness. It is never appropriate to leave dishes in the sink, at your desk, or on the stove for any length of time. All food items kept overnight or at a resident desk must be non-perishable, accurately labeled, and in a sealed, air-tight container.

The floors, kitchen, and bathrooms will get a general cleaning twice a month, so please be courteous. If an issue arises between scheduled office cleanings, such as full garbage, please take the initiative to remedy the problem.

The fridge will be cleaned out each week at the end of the week, and all unlabeled food will be thrown away.

Monthly members may store supplies at their own designated desk only or in shared cupboards/shelves provided and only in a tidy fashion. Supplies and goods are not permitted on the floor. It is essential that resident members use only their designated workspace and not use other member desks or place belongings on other member desks or anywhere else in the building without written consent from the Executive Director or other board member. All belongings must be stored and put away in a tidy fashion. Non-Monthly members may not store belongings anywhere on the premises or at any time without prior written consent.

No member should touch another member's equipment or personal workstation without prior written consent. Please do not move, borrow, unplug, or in any other way adjust another member's supplies or work station without prior written consent.

Please report any pest, mold, or unhealthy conditions to the Executive Director.

On rare occasions, the office and your desk and personal items may be rearranged to accommodate special events. Advance notice will be given before your items are temporarily moved.

4:7 Snail Mail

Members have the option to use our mailing address for their business. If you plan to do this, please let us know in advance.

4:8 Green Policy

We encourage you to follow these simple guidelines to keep a more positive and environmentally friendly atmosphere at Sierra Commons.

- Recycle all recyclable materials
- Use reusable lunch bags, food containers, and shopping bags
- Reuse envelopes you receive by covering up the old address and postage and affix new
- Provide your own beverage containers: water bottles and coffee mugs
- Set all multi-page documents and defaults on printers and copiers to be double-sided (See special instructions attached.)

- Set document defaults to minimal margins
- Use computer fax modems that allow faxing directly from computers without printing or use email faxing
- Select products shipped with less packaging or that are shipped in returnable, reusable, or recyclable containers
- Purchase reusable rather than disposable office items (refillable pens, erasable whiteboards & wall calendars)
- Rinse food waste and empty liquids such as leftover beverages before placing containers in recycling or garbage containers
- Turn off all lighting in non-occupied rooms and at night
- Turn off all electronic devices; for example, computers and coffee pots should be turned off when not in use
- Use power strips, and when not in use, turn them off

Section 5: Technical/Digital Access

5:1 Connecting to our Internet Network

NOTE: Sierra commons network is a password-protected network that will populate automatically as an available network. Please ask for the password.

To Connect:

1. Find *Sierra Commons* in your network options and connect.
2. A new browser window will open
3. Scroll to the bottom of the page and click the option "Access Code
4. Enter your access code as provided by Sierra Commons.

Please note that the access code may change monthly, and you will receive updates on all changes on the first of every month.

5:2 Information Resources

There are several ways to share or gather information:

- **Sierracommons.org**
All things Sierra Commons. This is the primary source of information for events, member profiles, blogs, and community resources.
- **Social Media**
 - facebook.com/sierra.common
 - instagram.com/sierracommons/

Section 6: Use of Sierra Commons Property

6:1 Sierra Commons Property

We ask all members to take care of Sierra Commons property and report any problems to the Director. If a piece of equipment or property is unsafe for use, please report it immediately to the Executive Director or other board member.

Please use the property only in the manner intended and as instructed.

All desks and furniture are considered the property of Sierra Commons and are used by the members with the permission of Sierra Commons. No furniture may be moved, altered, or transferred without the explicit written consent of Sierra Commons. Sierra Commons reserves the right to move, replace, or rearrange any or all of Sierra Commons property or furniture at any time, with or without prior notification. At no time is furniture guaranteed, and all furniture may be traded or replaced without warning.

We do not allow personal use of Sierra Commons property unless specifically authorized in writing.

Failure to use Sierra Commons property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action up to and including termination.

For information on the use of computers, the Internet, and software, see Section 5 of this Handbook.

6:2 Telephone System

The Sierra Commons telephone system is for Sierra Commons business use only. Our VOIP system does not make connections to local emergency services. **USE YOUR PERSONAL CELL PHONE TO CALL 911 or OTHER EMERGENCY SERVICES.**

6:3 Return of Sierra Commons Property

When your membership with Sierra Commons ends, we expect you to return Sierra Commons property and return it clean and in good repair. This includes this Member Handbook, all manuals and guides, documents, phones, computers, equipment, keys, and tools.

Section 7: Conference Room

The conference room (The Studio at Sierra Commons) has limited member access. Please contact the Executive Director for more details.

Section 8: Workplace Behavior

8:1 Noise & Consideration

We kindly ask that you be considerate of your co-members and remain aware of noise when speaking on the phone, etc. Please do not create any unnecessary noise in the office using a speakerphone feature, dictating text messages, or using electronic devices without headphones.

Please clean up after yourself in the kitchen area and at your workstation.

8:2 Discipline

In the opinion of Sierra Commons, any member conduct that interferes with or adversely affects our environment is sufficient grounds for disciplinary action.

Disciplinary action can range from oral warnings to cancellation of membership. Our general policy is to take corrective steps in the following order:

- Oral warning(s)
- Written reprimand(s)
- Termination of membership

However, we reserve the right to alter the order described above, skip disciplinary steps, eliminate corrective actions, or create new or additional disciplinary actions.

In choosing the appropriate disciplinary action, we may consider any number of the following things:

- The seriousness of your conduct
- Your history of misconduct
- Your membership record
- Your length of membership with Sierra Commons
- The strength of the evidence against you
- Your ability to correct the conduct
- Your attitude about the conduct
- Actions we have taken for similar conduct by other members
- How your conduct affects Sierra Commons, its customers, and your coworkers
- Any other circumstances related to the nature of the misconduct, to your membership with Sierra Commons, and the effect of the misconduct on the business of Sierra Commons.

We will give those considerations whatever weight we deem appropriate. Depending on the circumstances, we may give some considerations more weight than others

Some conduct may result in the immediate cancellation of membership. Here are some examples:

- Theft of Sierra Commons property
- Arguing or fighting with coworkers, managers, or supervisors
- Any illegal conduct at work
- Unlawful discrimination or harassment.

Of course, it is impossible to compile an exhaustive list of the types of conduct that will result in immediate membership termination. The ones listed above are merely illustrations.

8:3 Diversity

Sierra Commons values cooperation and collaboration. We expect our members to be able to communicate respectfully and effectively. We honor diversity in the workplace and expect our coworkers to behave appropriately to that effect.

8:3 Professionalism

Sierra Commons is a professional workplace. Our coworking space and campus are for professional use only. Any use of the facility must be used in compliance with professional office activity. Activities conducted on the Sierra Commons campus are strictly limited to professional development, reasonable office use, and workflow. Professional development may include working, networking, education, and research. Do not use Sierra Commons for activities outside the scope of your professional development. Doing so will result in the termination of your membership.

Section 9: Health and Safety

9:1 Workplace Security and Procedures

We strive to follow the best practice of keeping the doors locked at all times. This prevents unannounced visitors from entering the building.

If you are the last to leave the workplace for the evening, you are responsible for following the procedures:

- Turn off lights
- Make sure windows are closed
- Set the alarm per procedures detailed in Section 4:3

9:2 What to Do in an Emergency

Your priority should be your safety in case of an emergency such as a fire, earthquake, or accident. In the event of an emergency threatening serious injury, use your personal cell phone and *IMMEDIATELY DIAL 9-1-1* to alert police and rescue workers of the situation.

If you hear a fire alarm or an emergency arises that requires evacuation, please proceed quickly and calmly to the fire exit. There is a fire ladder kept in the cupboard next to the door to the second-story balcony. Remember that every second may count, don't return to the workplace to retrieve personal belongings or work-related items. Once you have exited the building, please meet on the sidewalk in front of the Sierra Commons billboard, staying away from the driveway, which may need to be accessed by emergency personnel.

Sierra Commons keeps emergency supplies on hand. A first aid kit is located in the downstairs bathroom. Fire extinguishers can be found in the upstairs bathroom, under the stairs, next to the back kitchen door, and in the large conference room.

9:3 Insurance Coverage

Sierra Commons maintains a General Liability coverage policy. Please refer any specific questions or concerns about our policy to the Executive Director or other board members.

If not already in place, it is highly recommended that your business obtains a General Liability policy of its own. All members of Sierra Commons should carry their own renter's insurance policy to cover loss, damage, or liability as related to your personal and/or business equipment housed or stored at Sierra Commons.

9:4 No Smoking Inside

It is illegal in California to smoke inside a public facility. Please smoke outside. Please dispose of all cigarette remnants safely and adequately.

9:5 Violence & Weapons policy

Our goal is to maintain a co-shared work environment free from intimidation, threats, or violent acts. To that end, Sierra Commons has adopted a zero-tolerance policy regarding violence in the workplace. This includes but is not limited to intimidating, threatening, or hostile behaviors; physical abuse; vandalism; arson; sabotage; use of weapons; carrying weapons of any kind onto company property regardless of possession of a lawful permit; or any other aggressive act, which, in management's opinion, is inappropriate to our place of business.

9:5 Guests

It is recommended that you meet with your guests outdoors. Guests are allowed indoors as long as they follow our health protocols outlined in this document.

All guests to Sierra Commons need to be hosted by a member. The member must be present at all times with their guest(s).

9:6 Pets

Sierra Commons is a pet-friendly coworking space, and we generally welcome well-behaved dogs. However, this policy may be changed, reviewed, or revoked without explanation or without notice at any time. Whether visiting or a regular guest, all dogs must be current on all vaccinations and shots and must have documentation to verify. Documentation must be provided in writing and kept on file.

All pets should also be clean, housebroken, free of fleas, and are subject to a trial/introductory period. Please no squeaky toys indoors. Pet owners are responsible for picking up after their pets, both indoors and out. Sierra Commons reserves the right to charge a fee for cleaning should problems arise. Pet owners will be charged for the entire liability of cleaning or damage due to the pet on the premises. Sierra Commons reserves the right to revoke pet visitation rights on an individual or exclusive basis, with or without notice, and with or without explanation.

Humans take ultimate precedence. While this is a dog-friendly environment, if this policy negatively affects membership (or members), this policy will be revoked. Pet owners take full responsibility for liability and/or problems resulting from having their pet on the premises. Pet owners and members agree to indemnify and hold harmless Sierra Commons, its officers, employees, and directors from any problems related to pet visitation on the Sierra Commons campus. Pet owners are responsible for carrying their own liability policy as it relates to pet ownership.

If a dues-paying member of Sierra Commons is adverse or allergic to dogs or pets in general, this policy may be revised, and all animal privileges may be revoked without warning.

Section 10: Member Internet Privacy

10:1 Internet Use

Sierra Commons offers Internet connectivity with all levels of membership. We do not monitor your usage. However, members may not access the Internet to download or upload software, articles, or other digital materials in violation of copyright laws. Also, members are discouraged from visiting websites that are inappropriate in the workplace. Membership will be terminated immediately for any unlawful use of internet access.

10:2 Software Use

It is our policy to use licensed software only in accordance with the terms of its license agreement. Violating a license agreement is not only unethical; it is also illegal and can subject Sierra Commons to criminal prosecution and substantial monetary penalties.

To help us adhere to this policy, members may not do any of the following without permission from the Executive Director or other board member:

- Make a copy of any Sierra Commons software program for any reason.
- Install a Sierra Commons software program on a non-Sierra Commons-owned computer.
- Install a personal software program (that is, software owned by the member) on any Sierra Commons computer.

Section 11: Member Records

11:1 Confidentiality of Member Files

Because the information in your member file is personal, we keep the file as confidential as possible. Members should do the same with their own sensitive files.

11:2 Please Notify Us If Contact Information Changes

Because we use the information in your personnel file to act on your behalf, the data in that file must be accurate. Please notify the office manager whenever any of the following changes:

- your name, mailing address, phone number, email address, or the name and phone number of the individual we should notify in case of an emergency.

Section 12: Confidentiality

12:1 Confidentiality and Trade Secrets

Sharing information is part of what makes Sierra Commons exciting. During your membership here, you will periodically learn sensitive information, either because you help develop that information, because you need that information to do your job, or simply overhear it. It is essential for the health of this business — and for the well-being of members who depend on this business for their livelihood — that you keep the information you learn through your membership confidential. Members who improperly disclose sensitive information, confidential information, proprietary information, or trade secret information to anyone outside Sierra Commons will have their membership terminated. Therefore, we encourage you to contact the Director if you would like to learn more about this policy or if you have any questions.

12:2 Confidentiality Best Practices

As a Sierra Commons member, be reminded that you are in a community work environment and use discretion when discussing business matters. Part of the hive energy is sharing and sparking new ideas. As a community member, you have access to information that carries an ethical responsibility not to reveal to other companies or individuals. Because of the grave importance of keeping certain information confidential, members should follow practices to alert members to sensitive and confidential information, limit access to that information, and inform members about what disclosures are and are not acceptable. We expect members to follow these procedures. If you have any questions about these procedures, contact the Director.

To help maintain confidentiality:

- Shred documents containing confidential information.
- Never discuss confidential Sierra Commons business outside the office unless the coworker is present or has given you specific authority to do so.
- Keep your voice low-pitched so that you won't be overheard when talking about your client's matters in public.
- Minimize client-related chitchat. Don't initiate discussion of sensitive client information with others.
- Be on guard at social functions. Any new acquaintance you talk to shouldn't be counted on to keep any information you may reveal in confidence.

By practicing discretion, you can help prevent sensitive information from leaking out. Sierra Commons is a public setting, and confidentiality isn't assumed. If sensitive information is being shared, preface it with a simple statement like, "What I am about to say is confidential." Use a written confidentiality agreement when appropriate.

Section 13: Discrimination and Harassment

13:1 Our Commitment to Equal Membership Opportunity

Sierra Commons is strongly committed to providing equal membership opportunities for all members and all applicants for membership. For us, this is the only acceptable way to do business.

All membership decisions at Sierra Commons will be made without regard to age, ancestry or national origin, disability – physical and mental, AIDS/HIV, gender, sex, marital status, pregnancy, childbirth and related medical conditions, race or color, religion, or creed, sexual orientation, genetic testing information, and political activities or affiliations.

Sierra Commons follows California, Nevada County, and Nevada City health guidelines to determine if someone's medical condition would prevent them from participating in activities at our physical location.

Any member or applicant who believes that he or she has been discriminated against in violation of this policy should immediately file a complaint with the Director, as explained in our Complaint Policy. We encourage you to come forward if you have suffered or witnessed what you believe to be discrimination, as we cannot solve the problem until you let us know about it. Sierra Commons will not retaliate or allow retaliation against any member or applicant who complains of discrimination, assisting in investigating possible discrimination, or files an administrative charge or lawsuit alleging discrimination.

It is our policy and our responsibility to provide our members with a workplace free from harassment. Harassment undermines our workplace morale and our commitment to treat each other with dignity and respect. Sierra Commons will not tolerate discrimination against any member or applicant. Members are required to report any discriminatory conduct or incidents, as described in our Complaint Policy. We will take immediate and appropriate disciplinary action against any member who violates this policy.

If you experience or witness any form of harassment in the workplace, please immediately notify Sierra Commons by following the steps outlined in our Complaint Procedures. We encourage you to come forward with complaints. The sooner we learn about the problem, the sooner we can take steps to resolve it. Sierra Commons will not retaliate or allow retaliation against anyone who complains of harassment, assists in a harassment investigation, or files an administrative charge or lawsuit alleging harassment. All managers are required to report any incidents of harassment immediately, as outlined in our Complaint Policy.

Complaints will be investigated quickly. Those who are found to have violated this policy will be subject to appropriate disciplinary action, up to and including termination.

Section 14: Complaint Procedures

14:1 Complaint Procedures

Sierra Commons is committed to providing a safe and productive work and educational environment, free of threats to our members' health, safety, and well-being. These threats include but are not limited to harassment, discrimination, violations of health and safety rules, and violence.

Any member who witnesses or is subject to inappropriate conduct in the workplace may complain to the Director. We encourage members to come forward with any complaint, even if our written policies do not explicitly cover the subject of the complaint.

If a complaint arises involving the Director, please contact Erika Kosina, Board President of Sierra Commons: board@sierracommons.org

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. Once a complaint has been made, the Director will determine how to handle it. We will immediately conduct a complete and impartial investigation for serious complaints alleging harassment, discrimination, and other illegal conduct. All complaints will be handled as confidentially as possible. When the analysis is complete, Sierra Commons will take corrective action, if appropriate.

We will not engage in or allow retaliation against any member who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any adverse treatment because you made or were questioned about a complaint, report the conduct immediately to the Director.

14:2 Our Doors Are Open to You

We want to maintain a positive and pleasant environment for all of our members. To help us meet this goal, Sierra Commons has an open-door policy, by which members are encouraged to report any concerns.

If something is bothering you, or if you have a question, concern, idea, or problem, please discuss it with the Director, Board President, or member of the Board.

We encourage you to come forward and make your concerns known to Sierra Commons. These concerns can be expressed in any of the following ways:

- Private conversation
- Email
- Typed anonymous letter

We can't solve the problem if we don't know about it.

14:2 Board of Directors Membership

We encourage all of our members to apply to become a member of the Board of Directors to assist in the decision-making process for Sierra Commons.