



Zero Tolerance Policy - Village of Vibank

#2019-002

1.0 PURPOSE:

1.1 The Village of Vibank's public buildings and parks exist to provide residents, employees, and guests with the opportunities to participate, do commerce, and enjoy public facilities in a safe and positive environment free from, verbal, emotional, or physical abuse of any kind, either in person, on the phone, email, or social media.

It is understood that residents, employees, volunteers, and guests using the Village of Vibank's public buildings and properties, or while having discussions with Village personnel must take Primary responsibility for their behavior.

2.0 DEFINITIONS:

2.1 For the purpose of this policy, Abuse is seen as, but not limited to, the following behaviour:

- a) Loud verbal assaults.
- b) Threats and attempts to intimidate.
- c) Throwing of articles in a deliberate or aggressive manner.
- d) Aggressive approach to another individual.
- e) Vulgar or offensive language.
- f) Physical striking of another individual.
- g) Racial or ethnic slurs.
- h) Outright disrespect of employees, Council, volunteers, or facilities.

3.0 GUIDING PRINCIPLES:

3.1 Violent, abusive, or anti-social behaviour, such as verbal threats and insults, attempts to intimidate as well as physical assault have no place in the Village of Vibank public buildings and parks, or in correspondence to the Village Council or Employees.

3.2 No Council member or employee should be subjected to anti-social, violent, or abusive behaviour while providing service to the Village.

4.0 CONSEQUENCES:

4.1 Individuals who engage in the above behaviours will be subjected to immediate ejection from the Village's public building or park. Telephone calls will be disconnected immediately. All email correspondences will be terminated.

4.2 Upon repeat offence or special circumstances Administration or Council can make a report to Council, where Council can pass a resolution barring the individual from physical, or voice contact with Council or Employees. All correspondence to the Individual will then occur via Canada Post.

4.3 Serious and physical assault incidents will be reported to the RCMP.