

# **ZERO TOLERANCE ABUSIVE BEHAVIOUR POLICY**

## **To All NHCA Members, Event Attendees, and Program Participants**

Many types of abusive behaviour have been reported over the years. This has included but was not limited to: insulting and abusing the NHCA staff, Board of Directors, Committee members, and volunteers; and in a few cases, verbal threats and physical confrontation.

Abusive behaviour is defined as words, actions, reactions, and body language that attacks, demeans, minimizes, etc. another person.

The NHCA has instituted a **ZERO TOLERANCE Policy** for abusive behaviour:

- **Towards NHCA representatives (staff and/or volunteers) at NHCA events and programs**
- **By any NHCA member, event attendee or program participant**

## **NHCA Board of Directors and committee members are ALL volunteers and are a very important part of our organization!**

Without them, we would be unable to host existing events and programs, so they need support, not abuse. NHCA representatives have been instructed to immediately dismiss any member, event attendee, or program participant who is demonstrating abusive behaviour or is acting in an unacceptable manner, whether it is directed to them or not. If the abusive behaviour continues in any way, shape, or form during the event or program, they have been instructed to abandon the venue and the NHCA Board of Directors will hand out disciplinary measures to those who caused the event or program to be abandoned.

**Any report submitted to the NHCA Board of Directors by a member of staff, committee member or concerned event attendee or program participant will be investigated and acted upon.**

If the person identified is a **NHCA member**:

**That member and their immediate family** will be suspended from ANY AND ALL NHCA activities for the remainder of the year (or longer if needed), and may be asked to enter a behavioral agreement before they can register for membership (or any NHCA event or programs) again.

If the person identified is an **event attendee and/or program participant**:

**The event attendee and/or program participant and their immediate family** may be suspended from ANY AND ALL NHCA activities for the remainder of the year (or longer if needed), and may be asked to enter a behavioral agreement before they can register for membership (or any NHCA events or programs) again.

Other sanctions may be applied if the NHCA Board of Directors deems it is necessary and warranted.

## **Let's keep making our community even better together!**