

# GTVCCA Progressive Discipline Process for Disruptive Behaviour

Procedures #01 (of Policy #02)

Date of Institution: 2021-10

## Procedure Objective:

The objective of this process is to ensure that incidents of disruptive behaviour are dealt with in a consistent and equitable manner for all concerned.

## Procedures:

GTVCCA’s disciplinary process for individuals using the facilities of the Centre has five (5) steps of increasing severity. The steps are:

1. Verbal warning
2. Formal reprimand
3. Written warning
4. Suspension
5. Ban

The application of progressive discipline is flexible. The progressive discipline process may begin from a different step according to the severity of an individual’s violation of the GTVCCA’s Disruptive Behaviour Policy.

* For minor violations of the Disruptive Behaviour Policy the process starts at Step one (1).
* For repeating an offense for which a progressive discipline procedure has already taken place, the process starts at Step two (2).
* Major violations such as physical or verbal assault, property damage or refusing to leave the Centre when asked will result in the Police being called immediately. The Property Manager will also be notified immediately. If the individual(s) involved is (are) youths the parents/guardians will be informed as soon as possible. For all major violations of the Disruptive Behaviour Policy the disciplinary process will start at Step four (4).

**Step 1 (Verbal Warning)**

At the first instance of disruptive behaviour, GTVCCA Staff will privately discuss the situation with the Individual or Individuals involved. Staff will clearly identify the inappropriate behaviour, inform the individual why this behaviour is not acceptable at the Centre, tell the individual to stop and explain the desired change in behaviour.

In those instances where the individual’s behaviour escalates to the point where the physical safety and security of themselves and others are jeopardized, it is appropriate for Staff to immediately intervene to prevent harm and to call 9-1-1 if necessary.

Staff will record a description of the disruptive behaviour incident identifying the individual responsible, others involved and the outcome of Staff intervention in the Incident Report and the Centre’s Staff Log Book.

**Step 2 (Formal Reprimand)**

If the second instance of disruptive behaviour occurs within one month of the first incident, Staff will verbally alert the individual that they have disregarded previously given Staff direction. Staff will then clearly inform the individual that they are now at risk of suspension.

If the individual continues in their disruptive behaviour, Staff will ask them to leave the Centre immediately. If the individual does not leave the Centre when requested to do so, Staff have the authority to call the Police and/or parents/guardian where necessary.

Staff will then complete an Incident Report, summarize the event in the Staff Log Book, notify and send a copy of the Incident Report to the Property Manager.

**Step 3 (Written Warning)**

When a pattern of repeated instances of disruptive behaviour by any one individual is noted in Incident Reports and the Staff Log Book over a period of 3 months, the Staff will inform the Property Manager. The Property Manager will mail a written warning of possible suspension if the disruptive behavior continues to the individual or the individual’s parents if the individual is a youth.

**Step 4 (Suspension)**

The following situations require the disciplinary process to progress to Step 4: where any individual

* + - * + refuses to leave the Centre and requires Police intervention
        + willfully damages Centre property
        + assaults Staff or other individuals associated with the Centre
        + continues to violate the Disruptive Behaviour Policy after receiving a written warning

The individual who requires a Police escort off the property may also be subject to criminal charges under the Trespass Act of BC and subject to all liabilities resulting from failing to leave the Centre when requested by GTVCCA Staff to do so. Property damage and assaults on Staff may also be subject to criminal charges.

The above violations will result in suspension from the Centre for a maximum of one month. All individuals who are suspended from the Centre will have their name and the duration of the suspension recorded in the Staff Log Book.

The people charged with investigating the serious incident will conduct any follow-up, including phone calls, emails, or meetings, with the individual involved in a serious incident of disruptive behaviour at the Centre.

**Step 5 (Ban)**

If an individual has had several suspensions the Property Manager and the Board of Directors will meet with the individual and determine a course of action. If the behavior of an individual is deemed to be dangerous to other members and guests they may be banned from the Centre.

## Appeal

All individuals are welcome to appeal a suspension or ban. Individuals may give the Directors a written notice setting forth the particulars of their appeal. The appeal shall then be considered at a meeting of Directors, and the member in question shall be entitled to make an oral representation, consuming not more than 30 minutes of time, regarding the appeal. The Directors shall either orally, at the meeting or by letter or email within seven (7) days after the meeting, advise the individual of their response to the appeal.

## Application:

This policy and procedure applies to all persons working at the Centre and those using the facilities. It applies to interpersonal, written and electronic communications, such as email and other social media.

## Annual Review

This Policy will be reviewed annually. All Staff and Members will have access to a copy.

| Annual Review Date: | Reviewed By: |
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