

# GTVCCA Disruptive Behaviour Policy

Policy # 02

Revised: 2021-10

## Objective:

This policy is to assist individuals in identifying and preventing disruptive behaviour in the Community Centre. It is intended to ensure the right of all individuals to safely enjoy the facilities and programs of the Centre.

## Definitions:

**Centre:**

the Greentree Village Community Centre (GTVCC) located at 4295 Garden Grove Drive, Burnaby, B.C.

**GTVCCA:**

the Green Tree Village Community Centre Association is a non-profit society with a volunteer board of five directors. It was established in 1975 to oversee the management of the Centre.

**Members:**

individuals with memberships in the Greentree Community Centre Association. (See GTVCCA Bylaws)

**Property Manager:**

a person assigned by the property management company hired by GTVCCA to manage the Centre.

**Staff/Employee:**

a person who regularly works for GTVCCA on a wage or salary basis. Employees Include temporary, regular full-time, regular part-time employees, and other employees who are subject to the control and supervision of GTVCCA in the performance of their duties.

**Individuals:**

GTVCCA members, their children and/or their guests using the facilities at the Centre.

**Definitions Continued:**

**Guests:**

guests include individuals who are signed in with a member, present as a guest of a member who is renting the facility, non-member renters and their clients, and those on-site to maintain the Centre.

**Child/Youth:**

an individual under 19 years of age.

**Disruptive Behaviour:**

is behaviour that chronically threatens and intimidates others or violates social norms. **11** It can range from major to minor incidents which can be physical, verbal, social, written or cyber in nature. Examples of major incidents of disruptive behaviour are bullying, harassment ,sexual harassment, discrimination, retaliation and micro-aggression. Examples of minor incidents of disruptive behaviour are unnecessary noise, littering or breaking ordinary rules of etiquette. Other examples of disruptive behaviour may also include, but are not limited to, the following:

* refusal to cooperate with and/or take direction from staff
* refusal to abide by GTVCCA’s Code of Conduct, Safety Rules, Rules and Regulations, Policies and Procedures
* refusal to abide by rental agreement conditions
* engaging in dangerous horseplay including running on the pool deck, diving into the shallow end of the pool and using weight room equipment unsafely
* use of profanity and/or obscene language
* verbal and physical threats or attempts to intimidate others
* verbal and physical attempts to goad or incite violence in others
* deliberate throwing of objects in an aggressive or disruptive manner
* attempted or actual physical striking and/or assault of another individual
* theft, damage or vandalism of any kind
* illegal consumption of alcohol, drugs or other illicit substances on the property
* any inappropriate use of cell phones or recording devices to record photos, audio or videos in the change rooms and public washrooms

**Definitions continued:**

* any display of lewd, illegal or offensive material that includes violent acts, indecency, hate, explicit or malicious intent
* possession of any illegal substances, weapons or contraband

**Bullying:**

is characterized by acts of intentional harm, repeated over time in a relationship where an imbalance of power exists. **1**

**Harassment:**

includes any inappropriate conduct whether physical, verbal, written or otherwise that is unwanted or unwelcome by a person towards another, that the person knew or reasonably ought to have known would cause that person to be humiliated or intimidated. Bullying and harassment can be discriminatory or abusive. Often bullying and harassment persists beyond the first incident and happens on multiple occasions. One time incident may also be considered harassment.  **2**

Bullying and harassment excludes any reasonable actions taken by an employer or Coordinator relating to the management and direction of employees, members or guests**. 3**

Examples of conduct or comments that might constitute bullying and harassment include, but are not limited to :

* physical aggression (punching, kicking, biting)
* verbal aggression (threats, name calling, insults, racial or sexual comments)
* vandalizing personal belongings and
* social exclusion (spreading rumours, ignoring, gossiping)
* tricking someone into revealing personal or embarrassing information and sending it digitally to others. **12**

**Discrimination:**

a practice to deny or deny access or differentiate adversely the provision of goods, services.

**Sexual Harassment:**

any unwanted or unwelcome behaviour of a sexual nature. **4** Sexual harassment may take the form of jokes, threats, comments about sex, discriminatory remarks about someone’s gender, sexual orientations, gender identity or gender expression. Harassment and discrimination based on sex may not always be of a sexual nature. **5**

**Definitions continued:**

**Sexual Orientation:**

an individual’s pattern of emotional, romantic or sexual attraction. Sexual orientation may include attraction to the same gender (homosexuality), a gender different than your own (heterosexuality), both men and women (bisexuality), all genders (pansexual) or neither (asexuality). **6**

**Gender Identity:**

an individual’s inner sense of being male, female, both, neither, or some other gender. An individual’s gender identity may not align with the sex that they were assigned at birth. **6**

**LGBTQ2+:**

an acronym that stands for Lesbian, Gay, Bisexual, Transgendered, Queer and 2 spirited. the “+” sign represents all the other identities such as: non-binary, pansexual, asexual and intersex. The plus sign is used because there are many identities and the community and the language is always evolving. **7**

**Gender Expression:**

how a person publicly expresses or presents their gender. This can include behaviour and outward appearance such as dress, hair, make-up, body language and voice. **5**

**Micro-Aggression:**

a term used for commonplace daily verbal, behavioural or environmental slights, whether intentional or unintentional that communicate hostile, derogatory, or negative attitudes toward stigmatized or culturally marginalized groups. (ex: people of colour, women, LGBTQ2+ populations) **8**

**Retaliation:**

any kind of negative action against a current or former employee, member, or guests that takes the form of punishment and creates a hostile threatening or uncomfortable environment because that person reported a complaint, or might make a complaint, was named in a complaint, gave evidence or help in a complaint of bullying, harassment or discrimination or might take part in an inquiry under the Human Rights Code. **9**

Examples of retaliation include but are not limited to:

* discharging
* suspending
* banning
* intimidating
* coercing
* imposing a penalty
* denying right or benefit

**Definitions continued:**

**Progressive Discipline Process:**

the process of using increasingly severe steps to correct inappropriate behavior. **10** The progressive discipline process does not include, under any circumstances, verbal abuse, sarcasm, threats, confinement, humiliation, physical coercion or deprivations.

**Suspension:**

prohibits the individual from all access or entry to the Centre and its programs for a period of time. Maximum allowable suspension period is one month.

**Ban:**

prohibits the individual from all access or entry to the Centre and its programs for a longer period of time than a month.

## Description of Policy:

Disruptive behaviours are unacceptable and prohibited in GTVCC. All persons using the Centre are to be treated in a safe, fair and respectful manner.

## Responsibilities

**Responsibilities of Members and Non-Member Renters**

1. Members and non-member renters will be familiar with the expectations stated in the Code of Conduct, Disruptive Behaviour Policy and Procedures, Rules and Regulations and any other associated policies and ensure they abide by them. Members and non-member renters will also ensure their guests and clients abide by these policies.
2. All individuals using or working at the Centre are encouraged to report Disruptive Behaviours to Staff or the Property Manager if observed or experienced. Such reports will be investigated promptly. (Please refer to GTVCCA Reporting Disruptive Behaviour Procedures Procedure #02 of Policy #02)

**Responsibilities of Staff**

1. GTVCCA Staff will have an understanding of all policies, role model expected behaviours and take appropriate action related to violations of the Code of Conduct, Rules and Regulations and the Disruptive Behaviour Policy.
2. The GTVCCA Staff have the authority to intervene and ask any individual(s) to leave the Centre when displaying inappropriate, disruptive, aggressive and/or destructive behaviour that threatens the safety and security of any Staff or individuals at the Centre and/or the property.
3. Management of disruptive behaviour is situational and GTVCCA Staff will need to assess safety factors in each incident before intervening or undertaking any course of action. Staff are not expected to intervene in situations where an individual’s disruptive behaviour jeopardizes their safety or that of other people dealing with any perceived or actual threatening situations. No staff are to intervene in a physical fight between two individuals or in any situation or incident involving weapons or illegal substances. 9-1-1 is to be called immediately.
4. GTVCCA Staff will document all incidents of disruptive behaviour using the Incident Report Form and Staff Log Book and support individuals reporting disruptive behaviour in completing the Incident Report Form.
5. GTVCCA Staff will immediately inform the Property Manager of all instances where Police are called to the Centre.
6. Where incidents involve children and/or youth under 19 years of age, Staff will take all reasonable measures to contact parents or guardians as soon as possible.
7. The progressive discipline process will be used by Staff when dealing with disruptive behaviours. (Please see GTVCCA’s Progressive Discipline Process For Disruptive Behaviour)
8. GTVCCA Staff will participate as needed in investigations of major incidence of disruptive behaviour (Please see Investigation of Major Incidents of Disruptive Behaviour Procedures).
9. Information about individuals acting in a disruptive manner within the Centre or on its property will be shared in a confidential manner with only the GTVCCA Staff, Property Manager, Board Members and law officials.

**Responsibilities of Management and Board**

1. The Property Manager and the Board of Directors will have an understanding of all policies, role model expected behaviours and take appropriate action related to violations of the Code of Conduct, Rules and Regulations and the Disruptive Behaviour Policy.
2. The Board of Directors will be responsible for reviewing the Disruptive Behaviour Policy annually and for ensuring Staff, members and non-member renters are aware of and have access to copies of the Code of Conduct, Disruptive Behaviour Policy and Procedures, Rules and Regulations and any other associated policies .
3. In cases of reported discrimination, bullying and harassment, sexual harassment and micro aggression the Property Manager and the Board will investigate the complaints as per GTVCCA’s investigation procedures and WorkSafeBC’s recommendations, or, if necessasary, hire a trained person or persons to conduct the investigation.
4. The Property Manager and the Board of Directors are responsible for implementing any recommendations resulting from such investigations.

## 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: |
| --- | --- |

## References:

1 Public Safety Canada. Bullying Prevention: The Nature and Extent of Bullying in Canada. <https://www.publicsafety.gc.ca/cnt/rsrcs/pblctns/bllng-prvntn/index-en.aspx>

2 Canadian Human Rights Act. 1985, … 2017 <https://laws-lois.justice.gc.ca/eng/acts/H-6/page-1.html#docCont>

3 Is it harassment? Guide from Canadian Government. <https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/harassment-conflict-resolution/harassment-tool-employees.html>

4 Public Legal information Association of Newfoundland and Labrador.

<https://publiclegalinfo.com/harassment/>

5 Ontario Human Rights Commission. Sexual Harassment.

http://www.ohrc.on.ca/en/part-i-–-freedom-discrimination/sexual-harassment-16

6 HealthLink B.C. Sexual Orientation. <https://www.healthlinkbc.ca/health-topics/abj9152>

7 Treasury Board of Canada Secretariat. What does LGBTQ2+ Mean?

<https://www.canada.ca/en/treasury-board-secretariat/corporate/news/what-does-lgbtq2-mean.html>

*8.* Wikipedia dictionary

9 British Columbia Human Rights Tribunal

<https://www.bchrt.bc.ca>

10. Canadian HRReporter. The Proper Steps to workplace discipline.

<https://www.hrreporter.com/employment-law/news/following-the-progressive-discipline-process/316093>

11. APA Dictionary of Psychology

<https://www.dictionary.apa.org>

12. Royal Canadian Mounted Police: impacts and consequences of bullying and cyber-bullying

rcmp-grc.ca/en/bullying/impacts-and-consequences-bullying-and-cyberbullying.

## Resources

Is it harassment? Guide from Canadian Government. <https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/harassment-conflict-resolution/harassment-tool-employees.html>

**WorkSafeBC Bullying and Harassment Toolkit**

https://www.worksafebc.com/en/health-safety/hazards-exposures/bullying-harassment/resource-tool-kit

The Human Rights Code of BC. [https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/00\_96210\_01#section1](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/00_96210_01%23section1)

Resources on other documents do not have boxes around them. I would suggest we remove the boxes.