Disruptive Behaviour

I.Purpose of Policy

This policy affirms Shoutout commitment to attaining ever increasing levels of safety, enjoyment of all and teamwork at all times, prohibiting behaviours that undermine a safe environment, and identifying appropriate responses to such disruptive behaviours.

II. Policy Scope

This policy applies to members and volunteers and trustees (committee member) attending Shoutout.

Nothing in this policy provides any contractual rights regarding privacy, nor does anything in this policy alter or modify the relationship between the trustees, volunteers and members.

III. Definitions

Awareness Conversation: A conversation that any person can have with any other person in which the first describes an observed behaviour by the latter that is not consistent with the standards and expectations of conduct described in the Shoutout Code of Conduct. Awareness conversations may take place, for example, between safeguarding trustee (committee member) and any member or volunteer and do not have to be documented or reported.

Disruptive Behaviour: Behaviour that includes, but is not limited to, words or actions that create or have the potential to create an unsafe or hostile atmosphere to interfere with members safety and enjoyment, or to disrupt Shoutout night or events. It includes behaviour that interferes with or undermines the level of respect that are critical to a safe environment. See the Appendix at the end of this policy for some specific examples of disruptive behaviours.

Egregious Behaviours: Highly offensive and/or aggressive acts (including those that could also constitute criminal acts such as assault or theft), discrimination, boundary violations, or working while under the influence of a substance or alcohol (refer to the Rules of Shoutout)

IV. Policy Statement

Shoutout is committed to excellence in providing a safe secure environment for our members and families and a safe and secure environment for our trustees and volunteers. As such, all Shoutout trustees, Committee and volunteers shall act in a professional, collaborative and respectful manner at all times, consistent with applicable policies and procedures and the Code of Conduct. Shoutout responds to all reported incidents of disruptive behaviour in a manner intended to remedy the situation based on the particular facts and circumstances.

Covered Individual Responsibility

Each member of the Shoutout community is accountable for adhering to expectations of professional, respectful, and safe conduct. In addition, each member of the community is responsible for reporting incidents of disruptive behaviour using the process outlined below.

When a member/volunteer observes another member of the community engaging in disruptive behaviour that appears to be a first instance for which timely, direct feedback would likely prevent recurrence, and if the behaviour or conduct is not egregious, the person observing should ask a trustee to conduct an “awareness conversation” to address the behaviour, or to request that the behaviour be addressed by Safeguarding Trustee committee member.

If a member/volunteer individual chooses not to engage in an awareness conversation with the person engaging in disruptive behaviour, the trustee is strongly encouraged to report his or her observations using the process below.

When anyone observes another member of the community engaging in disruptive behaviour that the individual believes rises above minor instances of disruptive behaviour or conduct (i.e., of the type appropriate for an awareness conversation), a trustee is required to report the incident using the process outlined below.

Reporting Disruptive Behaviour

Trustees, (Committee) and Volunteers or any member of the public/ member of Shoutout are responsible for promptly reporting any disruptive behaviour (other than minor instances), including all instances of egregious behaviour, by notifying or contacting the following:

Chair

Safeguarding

Aggressive behaviour training

Security

The individual who is reporting a disruptive behaviour incident may remain anonymous and will be asked to provide the following:

The date and time of the incident

The name of the person exhibiting disruptive behaviour

Information about who was involved, including patients, if any, and the circumstances that precipitated the situation

A factual and objective description of the behaviour

Identification of others who might have observed the incident

All reports will be treated as confidential to the greatest extent possible and consistent with applicable laws.

If a behaviour poses or appears to pose an immediate threat of harm to any individual, e.g. assault or threat of assault, or other behaviour that may result in bodily harm, Security (when Security is available on site) or local law enforcement should be contacted.

If a covered individual is concerned that his or her report has not been appropriately handled, they can ask for an outside appropriate person to be employed by the trust to investigate.

Organisational Response

The Shoutout trustees as appropriate to the type of behaviour at issue and the category of individual, will review each complaint of disruptive behaviour and decide on the appropriate response based on the specific facts and circumstances.

Response to the disruptive behaviour may take a variety of forms, including without limitation informal counselling, corrective action, and disciplinary action up to and including immediate termination of membership.

Shoutout takes behaviours seriously and adopts a “zero tolerance” approach. Any egregious behaviour may result in a suspension from Shoutout(subject, as applicable, to the behaviour depending the length of suspension) and could include a parent carer in attendance or termination of membership dependant of the behaviour.

As may be appropriate depending on the specific facts and circumstances, resources which may be offered to help the member, volunteer, trustee and including appropriate training.

All corrective action and disciplinary action will be taken in a manner consistent with xxxxxxx Policies and constitution agreement.

Documentation of the response of the agreed sanctions will provided in writing and kept on the individuals file along with any actions applied. Such documentation will be confidentially stored along with other feedback, in connection with a member, volunteer, trustee shall maintain documentation of all incidents of disruptive behaviour.

Signed by

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Appendix 1

Examples of Disruptive Behaviours

The following list is a small subset of the types of behaviours and communications that undermine a culture of safety and are in direct conflict with the Code of Conduct. These are examples and by no means meant to be an exhaustive list.

Examples of overt disruptive behaviour include:

Outbursts of anger, such as throwing objects

Intimidation/threats

Unnecessary/inappropriate touching or contact

Harassment, innuendoes or use of obscene gestures

Racial, ethnic, or sexual orientation jokes or comments

Use of derogatory or foul language

Inappropriate expressions of anger

Condescending or disrespectful language

Arriving impaired by alcohol or other substance

Examples of covert disruptive behaviour include repetitive instances of:

Unfair/unreasonable delegation of tasks

Touching or removing other peoples property.

Sarcastic or impatient responses directed at another individual

Sabotage