



Procedure # 7: Customer Code of Conduct Enforcement & Violation Intervention Guidance

Governed by: Administration

Refer to: Code of Conduct

Effective: February 1, 2013

Last Updated: November 7, 2018

Purpose: To provide the agency with a tool to:

- Proactively encourage and enforce desired behavior expectations
- Most positively enforce and intervene during a violation
- Respond to and address repeated code violations
- Respond to and address extreme code violations

Policy:

To provide a level of expectation and rules for guidance while supporting customers and programs.

Procedure:

Proactive approaches to encourage Customer Code of Conduct

They are in no particular order and should be relied upon to individualize your response in accordance with various unique situations.

- Encourage adherence to the code;
 - Be a role model
 - Be sure the sign is visible throughout the building especially high traffic customer areas.
 - Refer to the code when referencing expected behaviors
- Remind customer of the code as discreetly as possible;
 - If necessary invite customer into the most confidential appropriate space as possible to further encourage the ceasing of the undesirable behavior.
 - When possible and/or appropriate try to shift the customers focus to their need and serve if redirection was successful in ceasing the behavior.
- Contact immediate supervisor, designee or Department Director for support and assistance when unsure or concerned.



Code of Conduct Enforcement

When all else fails and a customer is completely inappropriate and unable or unwilling to stop their undesirable behavior

- Seek an appropriate team member for support and assistance, ideally your immediate supervisor, designee or Department Director.
- Customers should be clearly, and respectfully, told when they are in violation of the Code of Conduct
- When a customer is escalated and in violation of the Code of Conduct they either need to agree to relocate to a private space to talk/de-escalate or be informed that today's visit/appointment cannot continue.
- If customer is unwilling or unable to de-escalate ask them to leave and return when they are willing and able to adhere to expectations.
- If customer behavior makes it impossible to complete service as required by program policies, staff may ask customer to reschedule and return at a later date.
- When on the phone if a customer is violating the Code of Conduct they should be strongly encouraged to call back when they are calm and prepared to speak in a way someone can assist them.
- Notify direct supervisor and complete incident report immediately upon end of interaction with customer. Please ensure to have updated contact information.
- When a customer has been asked to leave they must agree and participate in a follow-up one-on-one meeting to discuss expectations with the Program Manager or designee before they are eligible to re-engage in program opportunities (customer will be notified of this during follow up).
- During one-on-one meeting Manager or designee will review and explain the purpose of the Code of Conduct with the customer and explain that further violations may result in suspension from program activities.

Responding to and addressing repeated violations of the Code of Conduct

- Moving forward any repeated violations of the Code of Conduct may result in suspension from the building/program activities for a specified period of time, as determined by program service regularity, severity of the violation, and to be



determined by the Early Childhood Services Director or the Operations Department in collaboration with Vice President/President.

- If a customer violates the Code of Conduct more than three times CEO reserves the right to exclude the customer from services until further notice. Program Managers will seek guidance from their Department supervisor if or when this should occur.
- Department supervisors will seek guidance from the Vice President/President to determine appropriate follow up action.
- If customer is posing an immediate threat of violence/harm appropriate action should be taken (emergency button and/or call police). Please work to engage additional supervisory staff support.
- If necessary, customer will be notified by Department Director that they are suspended from all CEO services/programs, pending investigation and will receive follow up when investigation is concluded. Staff should not suspend a customer directly.
- Customer may be terminated from services/agency for a specified period of time associated with severity of violation.
- Any customer terminated from services will need to meet with Department Director or Vice President before services/agency access can be reinstated after determined suspension period.
- The Vice President/ President or designee has final authority in approving a termination of a customer from a program, service and/or the agency.
- Follow-up notification to customer outlining any requirements or action taken should be approved by Department Director and provided by the program in writing via mail.