

Harassment Policy

Glen Cairn Tennis Club does not tolerate any form of inappropriate behavior, violence or aggressive behavior by staff, volunteers, guests and members. This is defined as the non-acceptance of behaviours (words or actions) which may be harmful or threatening to anyone, whether real or perceived.

This may include, but is not limited to:

- Any threat, real or implied;
- Intimidation;
- Loud, angry, vulgar or abusive language;
- Verbal aggression that turns to physical aggression or intent;
- Threatening harm to others or self, or property;
- Unrequested touching of someone's person (body);

Depending on the circumstances, a Serious Occurrence form (City of Ottawa) will be completed and submitted to the manager of Parks and Recreation. A police report may also be required. For this circumstance, the Executive will follow the direction set out by the city manager or police services. All other circumstances will be investigated by the Executive.

Staff (court stewards) will report to the Steward Coordinator who will report to the President.

Members or guests will report to the President or Vice-President.

Procedure

The staff in consultation with a supervisor shall make decisions as to how the situation will be handled. They will make decisions regarding securing the area, removing clients, volunteers or staff from the area if necessary and dealing with the threatening or disruptive person. General guidelines for procedure are:

- Staff person should assess whether to engage in discussion with the person who is threatening. If the client is known, talking may calm them down;
- If engaging in discussion, let the client know that threatening behaviour is inappropriate;
- Additional staff are contacted if this is necessary; and
- A second staff person escorts other clients out of the area by the safest

Alert other staff by contacting the MOD, Manager or Director on site.

Upon hearing a request, MOD, Manager or Director on site and any staff contacted will proceed to the identified location.

If a client continues threatening behaviour, a staff member will press the panic button and/or call 911. Once 911 has been called, do not cancel. Tell the operator: police

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needed, threatening person, location, and phone number. Follow the operator's instructions.

The MOD or any Manager or Director on site and the staff person, with knowledge of the client, will meet with police upon arrival.

If it's a situation that involves volunteers, the volunteers will alert a staff member. If offsite, volunteers will remove themselves immediately from a threatening situation and

contact their Staff Resource Person or Immediate Supervisor as soon as possible. Reporting and Follow-up: The direct supervisor will ensure all staff with significant involvement completes an Incident Report the same day.

Document in CIMS if applicable

- If the incident occurs during off hours, contact Immediate Supervisor; if not available contact the MOD.

Debriefing: Within three days of the incident, the supervisor and program staff familiar with the client will conduct a debriefing and evaluation. This will be done in order to receive feedback, offer support to staff volunteers and/or clients involved or witnessing the incident, assess how procedures worked and whether anything could be done differently.

Reporting to Police: If you think you have been criminally threatened or harassed, you have the right to "lay an information" with the police, who will determine whether charges can be laid.