

Canterbury Community Association

Policy and Procedures Regarding Improper Behaviour, Abuse, and Harassment

The Canterbury Community Association will not tolerate any form of improper behaviour, physical, sexual, emotional, verbal, or psychological abuse, or any form of neglect or harassment, either towards, or on the part of:

- (a) any child or person, family member, friend, or guardian of a child or person taking part in a program operated by the Canterbury Community Association;
- (b) any volunteer, course instructor, contractor, agent, or director of the Association;
- (c) any employee, contractor, agent, or volunteer of the City of Ottawa involved in the management or operation of the Canterbury Community Centre.

Definitions of behaviours:

1. Physical Abuse is defined as, but not limited to, the use of intentional force that could result in physical harm or injury to a child or person. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling, or the abusive use of restraints.
2. Sexual abuse is defined as, but not limited to, any unwanted or non-consensual physical contact or observation for sexual gratification, exhibitionism, or any verbal or written propositions or innuendos that constitute harassment.
3. Verbal abuse is defined as, but not limited to, humiliating remarks, name-calling, swearing at, taunting, or teasing.
4. Psychological abuse is defined as, but not limited to, communication of an abusive nature, sarcasm, exploitative behaviour, manipulation, and insensitivity to race, sexual preference or family dynamics.
5. Emotional abuse is defined as, but not limited to, a chronic attack on a person. It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolation, hazing, habitual scapegoat, blaming, or continual put downs.
6. Neglect is defined as but not limited to a failure to assess and respond to changes in health status, or a refusal or withdrawal of physical or emotional support.
7. Improper behaviour is defined as single or random incidents of verbal abuse, threats, intimidation, display of racism, sexism, unnecessary physical contact, suggestive remarks or gestures, or offensive pictures or jokes. These will typically be of a verbal or minor physical nature.
8. Harassment is defined as the continuation of such improper behaviour after the person has been informed that such behaviour is unwelcome.

Recording of Complaints

Following the receipt of an allegation of abuse in any of the above circumstances, the Association director or agent who received the complaint shall complete an Incident Report in the standard Canterbury Community Association format. If the allegation is made to city staff, they shall inform the appropriate Association director or agent.

Consequences of Improper Behaviour, Abuse, or Harassment

Every instructor, volunteer, or any other person participating in any activity operated under the auspices of the Association is expected to be aware of, and act in compliance with this policy.

A director of the Association, (other than one against whom the allegation has been made if it was made against a director), shall investigate the allegation to determine its seriousness, and shall report his or her findings to the Executive of the Association for their determination of appropriate action.

If appropriate and applicable, any person who is alleged to have violated this policy may, at the discretion of the Executive of the Association, be suspended from his or her duties with or without pay, or be suspended from his or her class, pending the outcome of an investigation. Any person found to have contravened this policy shall be subject to appropriate disciplinary action, up to and including dismissal, or removal from the program.

Other types of Victimization

If any volunteer, course instructor, contractor, agent, or director of the Canterbury Community Association who is subject to this Policy becomes aware of a crime which does not constitute abuse as defined in this Policy, they shall immediately inform city staff, and document this action in an Incident Report in the standard Canterbury Community Association format.

In the event of a medical emergency or incident, city staff shall be immediately notified, and this action shall be documented in an Incident Report in the standard Canterbury Community Association format.

Incorporation

Acknowledgement of having read and understood this document shall be incorporated in contracts between the Association and its contractors and agents involved in the operation of the Association's programs.

This policy shall be published on the Association's web site for the awareness of participants in the Association's programs and the general public.