



Little Italy BIA Member Respectful Conduct Policy

Purpose statement

The conduct of the Business Improvement Area Board is governed by City of Toronto's Chapter 19 and Code of Conduct for Members of Local Boards and the applicable governing legislation including the Ontario Human Rights Code, The Municipal Act, and the Occupational Health & Safety Act. Consistent with our responsibilities and accountability to our staff and members, the goal of the BIA Member Respectful Conduct is to support a positive, respectful, safe, considerate and productive work environment for all.

The term 'business improvement area member' used in this policy refers to all persons who own rateable property in a business property class and all persons who are non-residential tenants of rateable property in a business property class in a business improvement area, while the term 'stakeholder' refers to any individuals associated with the BIA, including residents, suppliers, vendors, and subcommittee members. The term "BIA" includes staff of the BIA, and the term 'director' refers to the board of directors of the Little Italy Business Improvement Area.

This policy establishes a procedure that describes how the Little Italy Business Improvement Area (the BIA) will manage unacceptable conduct and behaviour exhibited by its business members and stakeholders, whether directed towards the BIA Board of Directors, its staff, a volunteer, or another business member.

Scope

This policy applies to all business members and stakeholders of the BIA, as well as their employees. It covers all forms of conduct and communication by members and stakeholders to the Board of Directors and staff, including, but not limited to, online, electronic, print, and verbal communications.

Guiding Principles

Providing excellent member service is a core part of the BIA commitment to delivering high quality programs and services. The BIA staff, volunteers and anyone acting on behalf of the BIA are expected to conduct themselves in a respectful manner. Staff strives to provide timely, quality services and programs consistent with our mission, vision, strategy, budget and mandate. We welcome feedback and suggestions provided in a respectful and professional manner.

Members and stakeholders are an integral part of our ability to ensure a culture that supports the creation and delivery of great programs and services. All members and stakeholders are responsible for conducting themselves respectfully and professionally

in their interactions with the BIA and BIA directors. This support will enable us to have a positive productive working environment for all.

Unacceptable conduct and behaviour

Aggressive or abusive behavior includes language, statements, or comments that may cause BIA staff or directors to feel afraid, intimidated, harassed, threatened, or abused. Derogatory, inflammatory, or discriminatory remarks are also unacceptable. Conduct and behaviour that negatively impacts the ability of BIA staff or directors to deliver programs and services may also be considered unacceptable. Repeated and unreasonable demands that detract from staff's or directors' ability to serve the needs of other members, or attempts to push staff or directors outside their mandate or to undertake activities contrary to a decision, may also be considered unacceptable.

In determining whether a particular behaviour constitutes unacceptable conduct, consideration will be given to the circumstances surrounding the event or occurrence.

Expectations of Appropriate Conduct and Behaviour

For greater clarity, the expectations of the BIA directors, members, staff, and stakeholders are as follows:

- Be respectful in your actions and do not engage in inappropriate behaviour, such as verbal abuse or physical aggression, offensive gestures or vulgarity.
- Present ideas, concerns and solutions in a constructive and professional tone that supports a culture of mutual respect.
- Communicate in a respectful manner in all formats (electronically, in writing, by email, in person, in meetings, and on the phone) and do not engage in threatening, aggressive or demeaning language.
- Be respectful of the time of staff and directors by not making excessive and persistent demands, insisting on outcomes or expecting services that are not possible within our mandate, approved budget or procedures, or demanding a different outcome where a decision has been made.
- Frivolous or vexatious requests and demands will be considered unacceptable conduct.

The BIA recognizes that the decision to deem a member's or stakeholder's behaviour as unacceptable could have significant consequences for the individual. As such, this policy outlines the steps that the Board of Directors and staff will follow.

Before deciding to impose any restrictions, the BIA will ensure that:

- The complaint or request for information has been dealt with properly and in line with the relevant procedures and guidelines. Additionally, board directors and staff will make reasonable efforts to address the request or resolve the complaints that have been made.

- When these have been applied and where appropriate as a result of a repeated pattern of unacceptable conduct or a single significant incident, staff or directors will follow the process outlined in Appendix A.

Any restrictions made under this procedure is on a case-by-case basis and there is an opportunity for the affected member or stakeholder to appeal any restrictions, as outlined in Appendix A.

Reporting Unacceptable Behaviour

The BIA Board of Directors are responsible for:

- Determining where unacceptable behaviour is experienced by the Board of Directors or staff that may constitute discrimination, sexual harassment or workplace harassment under the relevant legislation to determine the appropriate investigation procedure to be undertaken by the board.
- Taking action when a member's or stakeholder's conduct is deemed unreasonable based on the criteria outlined in this policy.

Little Italy BIA Board and staff are responsible for:

- Keeping records of any decisions taken under this policy, which shall include the name and address of each member or stakeholder whose behaviour was found to be unacceptable; the situation and what restrictions have been put in place; the end date of restriction.

Appendix A

Process to respond to unacceptable member or stakeholder conduct

1. Potential response(s) by staff: If unacceptable conduct is encountered, staff may:

- Provide a Verbal warning to the member or stakeholder.
- Advise the member or stakeholder the call will be terminated, and then end the phone call.
- If present in the office, the member or stakeholder can be asked to leave.
- If escalation is required, advise the Board Executive of the unacceptable conduct

2. Potential response(s) by Board of Directors: If unacceptable conduct is brought to the attention of the Board of Directors, the Board of Directors may:

- Inform the member or stakeholder through verbal or written notice that their conduct is inappropriate and contrary to the Member Conduct Procedure.
- Inform member or stakeholder through verbal or written notice that their request for service and/or information has been considered and dealt with in line with relevant BIA procedures and statutory guidelines, and that only new requests for service and/or information will be responded to.
- Limit communication to a single method of contact (e.g. telephone, email) or with a single named director or staff.
- Limit the number and duration of contacts with the Board of Directors and staff such as offering a time slot for necessary calls.
- Inform the member or stakeholder that any personal contacts must take place in the presence of another staff and/ or board member and in a suitable location, as determined by the BIA.

3. If unacceptable conduct continues, potential action(s) by Board of Directors:

- Require member or stakeholder to make contact only through a third party (e.g., Solicitor or Councillor or friend acting on their behalf).
- Refuse access to any BIA building, except by appointment.
- Issue a No Trespass letter.

4. Procedure on Restrictions and Review of Restrictions:

- A decision to impose a restriction shall be reviewed by the Board of Directors after a reasonable amount of time has elapsed. That may be a period of three months or longer depending on the severity of the situation.
- A member or stakeholder who is subject to restrictions shall be notified in writing of the restrictions, the reason for the restrictions, and the date set for review of the restrictions by the Board of Directors.
- Following the review, the Board of Directors, if the restriction is lifted, the member or stakeholder shall be informed in writing no later than 30 days after the

restriction period has ended. If the restriction is continued, the BIA will explain the reasons and set another date for subsequent review

Appeal of Restrictions

- The member or stakeholder may present their case in writing to the Board of Directors within 30 days of the decision to impose restrictions.
- The appeal will be reviewed by the Board of Directors within 30 days and any decision made is final.

New complaints or requests for information:

- The BIA will address any new or different service request or complaint from members or stakeholders whose conduct has previously been considered unacceptable, in accordance with the actions previously taken or restrictions imposed. The Board of Directors will determine whether any restrictions that have been applied are still appropriate and necessary in relation to the new request or complaint. It is our goal to work cooperatively with all members and stakeholders.