

ADRIO Statement Re: Zero Tolerance for Unacceptable Behavior

(Adopted from the City of Toronto's Unacceptable Behavior Policy)

The ADR Institute of Ontario (The "Institute") is here to serve our members and the Ontario public (the "Service Users") and we believe that everyone has the right to be heard, understood and respected.

Our staff also have the right to work in a safe environment, free from abuse or harm caused by others. We understand that people can become upset when their matter is not being dealt with as they might wish, but aggressive or abusive behavior is unacceptable.

Unacceptable behavior includes language or actions that may cause staff to feel afraid, threatened or uncomfortable. Some examples of what we might consider to be unacceptable conduct are listed below. The list is not exhaustive, nor does one single action on its own necessarily imply that the service user will be considered unacceptable.

Verbal and Physical Aggression	Unreasonable Demands and Behaviors	Illegal/Criminal Conduct on the Institute's Premise or at Events hosted by the Institute
- Threats, yelling, rude or inappropriate language - Attempts to goad or incite anger and/or anguish - Attempts to humiliate and/or shame - Harassment - Discrimination - Bullying - Gossiping	- Insisting on impossible or inappropriate outcomes - Demanding services that are of a nature or scale that cannot be provided by the Institute - Excessively contacting staff despite being instructed to stop and/or contacting multiple staff seeking different outcomes - Requesting staff to compromise the integrity of processes, rules, and standards	- Theft - Possession of weapons - Vandalism - Assault - Extortion - Cybercrime

ADRIO recognizes that the decision to deem a service user's behavior as unacceptable could have significant consequences for the service user, including restricting their access to programs and services. As such, this document outlines clear examples of unacceptable behaviors and offers guidance to support the decision to refuse service, stop further correspondence, and/or to escalate the matter to a higher authority for support.