

Unacceptable Behavior Toward BCSP Employees Policy

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Policy

BCSP believes that our applicants, candidates, certificants, others holding status with us and the public have a right to be heard, understood and respected. BCSP also believes that BCSP staff has a right to work in a safe environment, free from any abuse or harm caused by others. BCSP treats all persons with courtesy and respect at all times.

It is a BCSP policy to investigate and take actions to address reports of unacceptable behavior by applicants, candidates, certificants and others holding status or have held status with BCSP. It is a BCSP policy to help ensure that inappropriate behaviors are handled quickly, consistently, and fairly.

Definitions

Unacceptable Behavior: Applicants, candidates or certificants that exhibit unacceptable verbal or physical behaviors that are considered confrontational or belligerent toward a BCSP employee. There are a range of actions that BCSP considers to be unacceptable which can be grouped as follows:

- a. Aggressive or Abusive behavior; and
- b. Unreasonable demands and/unreasonable level of conduct.

Aggressive or Abusive Behavior: BCSP understands that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish. If that anger escalates into aggression or abuse towards BCSP staff, it is considered unacceptable.

Aggressive or abusive behavior includes but is not limited to, language (whether verbal or written) that may cause BCSP staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks, and rudeness. BCSP also considers inflammatory statements, remarks of a discriminatory nature and unsubstantiated allegations, to be abusive behavior.

Unreasonable Demands and Unreasonable Level of Conduct: A demand becomes unacceptable when it starts to impact excessively on the work of our staff or when dealing with the matter takes up an excessive amount of time and in so doing, disadvantages other customers.

Procedure

Behavior Reporting

BCSP expects their employees to report to the BCSP Chief Executive Officer (CEO) any unacceptable behavior of a BCSP applicant, candidate or certificant, others holding status with BCSP and the general public that may occur at conferences that BCSP is exhibiting, during phone conversations with BCSP employees, or in person at BCSP headquarters.

Evidence Gathering

BCSP expects its employees to preserve evidence related to inappropriate behavior. Examples are audio recordings (as allowed by law) of phone conversations, detailed notes taken by employee reiterating the conversation, or signed statements from witnesses who overheard the conversation.

Supplemental Information

BCSP may seek to interview or collect other information from others involved in the situation, in order to verify or expand on information and facts provided in reports provided to BCSP Chief Executive Officer (CEO).

General Procedure

- Depending on the evidence provided for each case initially or follow-up reports, the BCSP CEO will review the evidence and facts surrounding the situation and recommend to BCSP President whether any action should be considered and, if so, what action is appropriate. The BCSP President may accept, modify or dismiss the recommendation.
- In all cases in which action is taken, the applicant, candidate or certificant shall have the opportunity to respond to the facts of the case and potentially appeal the action taken.
- Appeals of actions taken shall be considered by the BCSP Judicial Commission.

Potential Actions and Guidelines

Before we take any action, we will give the party the opportunity to modify their behavior. If the behavior continues, we will take action as set out in this Policy and Procedure, as follows:

Actions related to inappropriate behaviors range from no action, entering a copy of the report into a candidate's or certificate holder's official BCSP record, issuing a letter of reprimand, filing official disciplinary action in accordance with BCSP Discipline Policy, or notifying the BCSP attorney of a potential threat. These actions are detailed in the following five categories. More than one Category of Action may be utilized as necessary.

Category 1: No Action

- No action will be taken in an individual case reported to BCSP when there is insufficient evidence to support action or when the behavior is not sufficiently irresponsible or inappropriate to justify action being taken. BCSP may retain records of the case.

Category 2: Placing a Copy of the Case in the Individual's BCSP Record

- One action BCSP may exercise is placing the information about the case in the candidate's official BCSP Record. If taken, this action will be reported to the candidate and a summary of the case and justification for the action provided to the candidate with an invitation to provide any relevant information to BCSP to include in the record.

Category 3: Issuing a Formal Notice

- BCSP may issue a formal notice to an applicant, candidate or certificant because of certain inappropriate behavior witnessed by a BCSP employee. The behavior may be disturbing or construed as confrontational and could be seen as unprofessional behavior. In order to issue a letter of reprimand, there must be clear evidence the inappropriate behavior had occurred through audio recording or signed statements from

witnesses who overheard the conversation. A copy of the letter will be placed in the official BCSP record of the candidate.

Category 4: Reporting a Threat of or Actual Legal Action

- Should BCSP receive information that an applicant, candidate or certificant has threatened the BCSP employee or threatened BCSP of potential legal action or taken legal action against BCSP, this information will be forwarded to the BCSP attorney, through BCSP CEO, immediately and provide any supplemental information that may emerge later.

Category 5: Disciplinary Action

- BCSP shall file an official disciplinary action against individuals for whom there is a preponderance of evidence of continued unacceptable behavior by an applicant, candidate or certificant. The evidence must extend beyond a single incident, and past reports can be refuted by the candidate. In these cases, procedures included in the BCSP Discipline Policy will be followed in moving the cases forward.

Category 6: Miscellaneous Actions:

In addition to any other actions listed above, the following actions may be taken instead of and/or in conjunction with the previous Categories of actions:

- For Aggressive or Abusive Behavior: BCSP may (1) advise the person communicating with BCSP that we consider their actions offensive, unnecessary and unhelpful and ask them to stop; (2) BCSP may end telephone calls / appointments / meetings; (3) BCSP may terminate all direct contact with the customer; (4) BCSP may notify the Police. This will always be the case if physical violence is used or threatened, and BCSP may take any other action that we consider appropriate to the circumstances.
- For Unreasonable Demands and/or Unreasonable Levels of Contact BCSP may (1) Limit contact to telephone calls from the person at set times on set days; (2) Restrict contact to a nominated member of staff who will deal with future calls or correspondence; (3) Restrict contact to written correspondence only; (4) Refuse to deal with further correspondence and return any documents; (5) Advise the person that further irrelevant documentation will be destroyed; and (6) Take any other action that we consider appropriate to the circumstances.

Retention of Records

Records regarding all categories may be placed in the candidate's or certificate holders record and will be retained by the Executive Department.