

	ACCEPTABLE BEHAVIOR AND COMMUNICATIONS POLICY
	Date Effective: December 2021
	Revised:
	Next Review Due: December 2024

Background

It is recognized by Council that staff of the College are at times dealing with behavior of applicants and registrants which is not acceptable in a professional environment from regulated individuals or members of the public. An applicant or registrant may exhibit aggressive behavior or become verbally abusive when they are not in agreement with a College policy or a requirement of the Act or Regulations, or a requirement of renewal.

Purpose

To provide guidance to staff in de-escalation of aggressive enquiries and/or termination of communication when the staff member is experiencing unreasonable behavior or verbal communication that is not considered respectful.

Content

1.0 Policy

- 1.1 Every staff member of CRNPEI can expect to be treated in a respectful manner by all registrants, applicants and members of the public during any form of communication including but not limited to: face-to-face interactions, telephone communications and email communications.
- 1.2 Acceptable communication is defined by the use of a normal volume while speaking and respectful language at all times. Profanity and raised volume (yelling) are never considered acceptable.
- 1.3 Acceptable behavior is defined as behavior that does not cause the other person to be uncomfortable and feel their safety is at risk.
- 1.4 Threatening behavior or communication is not required to be tolerated by CRNPEI staff. It should be reported immediately to the CEO and documented.

- 1.5 Anyone who is communicating in an unacceptable manner will be informed by staff that there is an acceptable behavior and communications policy which applies to all communications.
- 1.6 Anyone who is behaving in a manner which is creating discomfort for staff will be informed that there is an acceptable behavior and communications policy.
- 1.7 Staff are not required to continue communication with an individual who is exhibiting unacceptable communication until such time as the communication is corrected.
- 1.8 Staff are not required to continue communication or remain in a person's presence with an individual who is exhibiting unacceptable behavior until such time as the behavior is corrected.
- 1.9 Staff shall refer anyone to the CEO when the behavior or communication cannot be corrected through an explanation of the policy.
- 1.10 Anyone who attends the College office and behaves or communicates inappropriately will be refused service and asked to leave.
- 1.11 If the individual refuses to leave the premises, the police will be called.
- 1.12 Any incidents requiring a police presence will be reported to the Council Chair.
- 1.13 Any incidents requiring an explanation of the policy will be reported to Council at the next regular meeting.