



## **Zero Tolerance for Verbal Abuse of Staff Policy**

We are committed to maintaining a respectful, safe, and positive environment for all members and staff. As such, we have a zero tolerance policy regarding verbal abuse of staff.

### Policy Guidelines:

1. **Verbal Abuse Definition:** Verbal abuse includes, but is not limited to, the use of offensive language, threats, insults, harassment, or any form of behavior that may cause emotional harm or distress to staff members.
2. **Member Responsibility:** All members are expected to interact with staff respectfully and professionally at all times. Any form of verbal abuse towards staff will not be tolerated under any circumstances.
3. **Accountability for Guests:** Members are also responsible for the behavior and etiquette of their guests. Should a guest engage in verbal abuse of staff, the member will be held accountable for that behavior and subject to the same consequences as if the member themselves had committed the offense.
4. **Consequences of Abuse:** Any member found to be verbally abusive towards staff will have their membership privileges suspended immediately, pending a review of the incident. In severe or repeated cases, the member's membership may be permanently revoked.
5. **Reporting and Investigation:** All incidents of verbal abuse will be taken seriously and investigated thoroughly. Staff members are encouraged to report any abusive behavior, and members are required to cooperate with any inquiries regarding such matters.

We strive to create a supportive environment for all, and your cooperation in maintaining respectful conduct is essential. Thank you for understanding and helping us uphold these standards.