Issue Date \_\_\_\_\_\_\_\_\_\_

Effective Date \_\_\_\_\_\_\_\_\_\_

Approval \_\_\_\_\_\_\_\_\_\_

File ADM0100

SUBJECT: Living and Working Environment Anti Bullying Policy

I. Purpose

To establish guidelines for individual conduct to maintain a positive home and work environment. Phoenix Residence and Phoenix Service Corporation will not tolerate bullying behavior of any kind. An individual’s home and work environment must be a place of peace where the individual feels comfortable to live and or work without fear and anxiety. Bullying Behavior will not be tolerated.

II. Scope

Applies to all consumers, staff, and volunteers.

III. Distribution

All Manuals

IV. Responsibility for Implementation:

President, Vice President of Community Services, Program Directors, Program Managers, Program Coordinators, Community Living Coach (CLCs),

V. Policy

1. It is essential that Phoenix ensure the safety and wellbeing of the

Individuals we serve, employees and visitors by maintaining an environment free from behaviors that are hurtful, harmful and or patterned bullying behavior such as name calling, gossiping, spreading harmful rumors and or threatening behavior intended to intimidate or create anxiety in others.

1. Bullying behavior and its adverse effects have been recognized by our education system in schools for youth; this behavior does occur in all age groups and in residential and long term care environments among older adults. Victimization from bullying has no age limit. This policy will define what we consider bullying behavior and how Phoenix will address such behavior if it occurs.

VI. A. **What is Bullying?**

According to the federal government. Bullying is defined with the following core elements: unwanted aggressive behavior, observed or perceived power imbalance; and repetition of behavior or high likelihood of repetition. Bullying can be direct and targeted at specific individuals or it can be indirect such as spreading rumors, gossiping about an individual. Bullying includes physical, verbal, relational efforts to harm the reputation or relationships of the targeted individual and or damage property.

Bullying can happen in any number of places or locations. Bullying using technology is considered electronic bullying and is viewed as a context location. Some bullying actions can fall into criminal categories, such as harassment, hazing or assault. In long term care or residential settings verbal aggression is bullying behavior that is most common. However, please note some bullying actions can fall into criminal categories such as mentioned above.

1. **Identifying Bullying**

Staff will be trained to recognize the characteristics of bullying so they have an awareness of bullying behavior commonly shown among individuals residing residential settings, or receiving services from a social service agency behavior directed at others including housemates, visitors or staff working in the home.

1. **Responding to Incidents**

Phoenix has an anti-bullying policy zero tolerance for any bullying behavior. Bullying behavior will not be tolerated: this means any behavior that appears as bullying behavior will be addressed immediately regardless of who is exhibiting the behavior. Phoenix management staff will identify the behavior and will talk to the person about the behavior and inform the person how this behavior can be deemed hurtful and inappropriate. If the behavior warrants corrective action a referral will be made to Human Resources or to an Administrator for consideration of action to be taken with the employee which may include immediate termination of employment. If Bullying behavior involves a service recipient a team meeting will be convened to inform of the behavior that is being exhibited and our policy to promote a positive atmosphere for all. Bullying behavior creates anxiety, fear, and disharmony for individuals within the environment. A consultation will be recommended for behavior analyst and or amendments to an existing Positive Support Strategy plan will be implemented to address the individual’s behavior and its impact on others in the environment. If the behavior cannot be resolved through programming and Phoenix has exhausted all avenues to correct the behavior and the behavior is causing disruption in the living or working environment and infringing on the rights of others a notice to terminate services may be pursued in-conjunction with the persons interdisciplinary team.

1. **Process for Addressing Bullying**
2. Staff member observes or is told about a situation involving bullying behavior.
3. Staff member assesses whether there is a potential for immediate or imminent physical danger to anyone, and if so, takes immediate steps to de-escalate the situation.
4. Staff member notifies the appropriate leadership team member e.g. house manager, CLC, Program Director, Human Resources or administrator.
5. Once notified of the situation. Leadership / management will assess the potential for danger, and if so whether appropriate steps have been taken to safeguard the victim are necessary, all within the home. If a crime has been committed, the leadership team member will report the incident to the proper authorities.
6. Leadership management also assesses whether to notify the families, guardian or legal representation of the individuals involved with the incident.
7. If the incident is less severe, staff may be able to help resolve the situation. Documentation will be collected of the accounts of the behavior. An investigation will be launched by talking to all involved to get firsthand accounts of the behavior and its ramifications.
8. After the investigation of the incident management team will meet to review the results and develop an action plan to address the situation and attempt to prevent future occurrences.
9. Employees will be provided training on Phoenix Anti Bullying policy, the characteristics of bullying and what to do if they encounter bullying behavior.