

## **Dealing with Inappropriate Behaviour Policy**

BWNS aims to create a safe and comfortable environment for guests to get food and rest during the winter months, whilst at the same time promoting community. Guests are encouraged to contribute as they are able, adding value to the shelter. Staff on shift will try to find a balance between ensuring the safety of the shelter (staff and guests) and finding ways to assist the guest in maintaining appropriate behaviour, so that they can remain as a guest.

Inappropriate behaviour includes:

- Loud or disruptive
- Bullying
- Rude or verbally abusive
- Intimidating and threatening
- Harassment (sexual or otherwise)
- Sexual intercourse or other sexual activity
- Aggressive and violent
- Inappropriate use of electrical devices (taking photos, viewing inappropriate materials)

### ***Procedure:***

If a guest has instances of inappropriate behaviour that jeopardize the safe and communal atmosphere of the shelter, a guest may be given warnings, requested to exit the shelter and/or barred for a period of time.

1. Warnings will be given to people who are: exhibiting loud or disruptive behaviour, bullying, repeatedly rude or verbally abusive, intimidating, engaging in sexual activity, threatening or sexually harassing another guest or member of staff. This decision should be made in consultation with the shift leader. This must be recorded in the log book and a copy of the warning given to the guest with a copy on their file.
2. If after a warning, the same inappropriate behaviour is repeated that night, they will be asked to leave the shelter, offered an exit pack if available and required to re-register. This decision will be made in consultation with the shift leader. This will be recorded in the log book.
3. Aggressive or violent behaviour such as hitting, kicking, slapping, pushing, throwing objects, unwanted physical contact will result in the guest being asked to leave. This decision will be made in consultation with the shift leader. An exit pack will be offered if available. A two-day ban will be enforced and the guest will be required to re-register. This must be recorded in the log book. A copy will be given to the guest and put on their file.
4. If a guest is uncooperative or a situation escalates beyond the control of volunteers, the volunteers will immediately dial 000. Volunteers are never to physically intervene. If necessary, evacuate other guests and volunteers to safe place. All incidents must be recorded in the log book.