



Zero Tolerance Procedure for Abuse Toward Staff

Purpose

The Enfield Housing Authority (EHA) is committed to providing a safe, respectful, and professional environment for employees, residents, contractors, and visitors. Employees have the right to perform their duties without being subjected to abuse, intimidation, harassment, or threats. The EHA maintains a **zero-tolerance** stance regarding abusive behavior directed toward its employees.

Any employee who believes there is an immediate threat to their safety or the safety of others should leave the area immediately and contact 911.

Prohibited Conduct

Residents, household members, guests, applicants, and visitors are prohibited from engaging in conduct that interferes with an employee's ability to safely perform their duties. Prohibited conduct includes, but is not limited to:

- Verbal abuse, including profanity directed at staff.
- Yelling, screaming, or using intimidating language.
- Threats of violence or harm, whether direct or implied.
- Harassment, discrimination, or personal insults.
- Aggressive gestures, posturing, or attempts to intimidate staff.
- Physical violence or unwanted physical contact.
- Throwing objects or damaging property in the presence of staff.
- Following, blocking, cornering, or refusing to allow staff to leave an area.
- Recording or confronting employees in a manner intended to harass or intimidate.
- Encouraging others to engage in abusive or threatening behavior.

Employee Response

When confronted with abusive or threatening behavior, employees are expected to:

1. Remain calm and professional.
2. Inform the individual that the behavior is unacceptable and must stop.
3. End the interaction if the abusive behavior continues.
4. Leave the area if they believe their safety is at risk.
5. Notify a supervisor as soon as practical.
6. Document the incident in writing.

The Enfield Housing Authority provides equal opportunity to participate in our housing programs. Any disabled individual requiring a reasonable accommodation to fully utilize the housing programs and related services may request such by contacting our office at 860-745-7493.

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Enforcement

Depending on the severity and frequency of the conduct, EHA may take one or more of the following actions:

- Contact the Enfield Police Department when criminal conduct or threats occur.
- Issue a verbal or written warning.
- Issue lease violation notices or pursue other remedies permitted under the lease, Connecticut law, or other applicable laws.
- Require another staff member, supervisor, or law enforcement officer to be present during future interactions.
- Restrict access to administrative offices when appropriate.

Commitment to Respect

EHA employees are expected to treat all residents, applicants, contractors, and visitors with courtesy, professionalism, and respect. Likewise, EHA expects all individuals conducting business with the EHA to treat employees with the same level of respect.

Abusive, threatening, or intimidating behavior toward employees will not be tolerated and may result in administrative action, lease enforcement, removal from EHA property when appropriate, or referral to law enforcement.

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