



Behavior Expectation Policy For Customers

thehrdc.org



e: hello@

Human Resource Development Council (HRDC) wishes to provide you with a positive customer experience. In an effort to achieve that, we will both need to be committed to helping you achieve your goal(s). While we want to help everyone, we can only truly help customers that are committed to positive outcomes.

To ensure that and provide clarity, HRDC has created a Behavior Expectations Policy:

- All HRDC services (Community Café, Warming Center, Gallatin Valley Food Bank, Head Start, Section 8, LIEAP, Energy Share, Weatherization, Youth Development, Galavan, Streamline, Headwaters Area Food Bank, Big Sky Community Food Bank, Resource Property Management, etc.) are designed to provide a safe environment for our customers and staff.
- Aggressive behavior is not a part of this environment and will not be tolerated at any HRDC facilities.
- Aggressive behavior is defined as: yelling, pushing, unwanted physical contact, physical fighting, throwing objects, swearing, or acting in a threatening manner.

If this unwelcome behavior occurs, the following procedure will be enacted. There are some offenses that will result in immediate removal from services, pending review.

- FIRST OFFENSE/LEVEL 1:** Asked to leave the program/facility for the day/night.
- SECOND OFFENSE/LEVEL 2:** Asked to leave the program/facility for one week.
- THIRD OFFENSE/LEVEL 3:** Asked to leave all programs/facilities for at least 30 days. Safety Committee representatives will then meet with the customer to evaluate the appropriateness of continued participation in our programs/facilities. Opportunities to receive services will be established.

At times, the Program Director may have to exercise discretion in following this procedure to protect the safety of our customers and staff.

Appeal Process: If you would like to appeal the decision made (only applicable to Level 3 offenses) please do so using the Administrative Review Procedure.

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Behavior Expectation Policy Violation

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This is to inform you that you have violated the HRDC Behavior Expectation Policy.

This is a Level _____ violation, meaning you have been asked to leave the program/facility for _____ (period of time).

The unacceptable behavior(s) that warranted this suspension is/are:

LEVEL 3/SEVERE OFFENSE:

_____ (initials) I acknowledge that I have received the Administrative Review Process.

_____ (initials) Two members of the Safety Committee will meet with you at a neutral location agreeable to both parties at the end of the 30 day suspension. Parameters for re-entry and opportunities to receive services will be established dependent on offense, behavior since the offense, and the content of the meeting.

Printed Name: _____

Signature: _____ Date: _____

Parameters for Re-Entry/Access to Programs (to be considered on a case by case basis):

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