

RESOLUTION NO. 3117

A RESOLUTION ESTABLISHING PROCEDURES FOR EMPLOYEES TO FOLLOW REGARDING CONTACT WITH DISORDERLY OR ABUSIVE CITIZENS

WHEREAS, employee contacts with the public are expected to be handled professionally and consistently while protecting employees from verbal or physical abuse and insuring the continued efficient functioning of all city government operations; and

WHEREAS, all persons will be treated courteously, fairly, and professionally; and

WHEREAS, except in the case of essential services, employees are generally not expected to remain in contact with disorderly or abusive persons; and

WHEREAS, employees shall not tolerate behavior on the part of the public which disrupts or interferes with the ongoing efficient operation of city functions or the normal conduct of city business.

NOW, THEREFORE, BE IT RESOLVED, that the Albany City Council hereby authorizes City of Albany employees to follow the procedures set forth in Exhibit "A" attached hereto.

DATED this 4th day of December 1991.



Mayor

ATTEST:



City Recorder

EXHIBIT "A"

A. An employee encountering an abusive or disruptive person on city property is encouraged to:

1. Identify to the person the unacceptable behavior(s). Unacceptable behaviors may include, but are not limited to: verbal obscenity or insults; verbal or physical threats; loud or boisterous conduct on city premises which disrupts or hinders the conduct of city business; intruding, loitering, or trespassing without invitation or authorization in the private work areas of city facilities not normally regarded as being open to the public; any of the actions or conduct defined in Albany Municipal Code, Section 7.08.010, Disorderly Conduct, and Section 7.08.020, Harassment.
2. Ask the person to refrain from the unacceptable behavior.
3. If behavior continues, summon a supervisor or other employee for assistance and/or to document occurrence.
4. Warn the person s/he will be asked to leave the premises, or the police will be summoned if the unacceptable behavior is continued.
5. Order the person to leave the premises.
6. Summon the police to make a report for future documentation or to take custody of the person if s/he is still present.
7. Employees should feel free to depart from the steps outlined above if the employee fears for her/his immediate safety or if her/his actions would be clearly impractical or ineffective. In those instances, the employee should immediately summon assistance from a supervisor or the Police Department.

B. Any employee witnessing an unacceptable or abusive situation is encouraged to:

1. Stay in the immediate area--don't leave the premises unless necessary for your own safety.
2. Take note of the situation--notice the time, description of the citizen, and what is being discussed.
3. Offer assistance to employee encountering abuse.

C. In the event an employee is contacted by a citizen displaying an unacceptable behavior over the telephone, an employee is encouraged to:

1. Identify to the citizen the unacceptable behavior (see A1 above).
2. Ask person to refrain from or correct unacceptable behavior.
3. Warn person that you will hang up if s/he continues the unacceptable behavior.
4. In the event the abusive behavior continues, hang up.
5. For repeated harassing telephone calls, call Police Department for investigation.

Each department, by further departmental policy, may develop guidelines unique to its situation.