

BEHAVIOR GUIDELINES: Verbal Abuse



Thank you for your patronage to the Eden Prairie Community Center! We strive to maintain appropriate behavior through clear guidelines and expectations, consistent consequences, and positive staff interactions. When a participant demonstrates threatening or personalized abusive behavior toward staff members and/or other patrons, our verbal abuse policy will initiate with the steps outlined below to ensure the safety of staff and all patrons in the facility.

All members and staff are entitled to a safe and enjoyable experience at the Eden Prairie Community Center. We need the respectful participation of all these groups to provide that environment. Members are expected to be “good citizens” and display proper respect and civility toward one another while at the facility. Verbal abuse is speaking with the intent to demean, humiliate, blame, or threaten. This includes, but is not limited to, name calling, personal attacks, condescension, criticism aimed at the particular individual, degradation, manipulation, blame, accusations, blatantly ignoring staff enforcing building policy and refusing to comply, circular arguments or threatening a particular individual.

Each member and patron will be held to the Behavior Guidelines and progressive consequences below. Any patron who violates these guidelines will be subject to membership suspension or termination. Paying either a daily fee or membership dues, signing a Passport to Fun contract, signing a Silver Sneakers, Silver & Fit, Renew Active contract, or simply visiting the facility as a guest – all are subject to this policy the moment they cross the threshold of the Community Center main entrance.

We realize each situation that arises is different, in both context and severity. While there will be an initial warning given when a verbally abusive situation arises, action will be taken swiftly if staff are not listened to, building policies are not followed or if the behavior continues or becomes a pattern. Likewise, even in isolated incidents patrons may be immediately removed depending on the severity and threat to safety. In cases of “he said-she said” situations, all parties may be removed from the facility. Staff will assess each situation fairly and in the best interest of both our staff and other patrons.

Progressive Consequences

Step 1: If no threat of immediate danger and if behavior is immediately discontinued, a verbal warning will be issued by staff.

Step 2: If after the warning, the behavior persists that day or in the days to follow, the member’s access will be suspended for two weeks. They will not be able to return without management’s authorization. Monthly fees will not be refunded.

Step 3: If the behavior continues after the member has been allowed back from their two-week suspension, membership will be immediately canceled for a minimum of one full calendar year. Depending upon the severity they may also be trespassed from the Community Center property. No refunds will be provided.

Depending upon severity, steps 1 or 2 may be deemed unrequired, and the consequence would immediately jump to Step 3. Likewise, staff will determine if an incident rises to the level where disciplinary action is warranted. Not every reported incident of verbal abuse may warrant disciplinary action. Any disciplinary action taken will stay between EPCC staff and the offender and not shared with the complainant.

Being sent this Behavior Guidelines – Verbal Abuse policy is an official notice of the progressive consequences that the Eden Prairie Community Center will take.