



RRID Policy on Rude and Offensive Behavior

Policy Number: 2025-01

Effective Date: October 15th, 2025

Approved By: RRID Board of Trustees

1. Purpose

The Robson Raspberry Improvement District (RRID) supplies potable water to over 500 homes, operated by 5 volunteer trustees and a small staff team. Pursuant to Section 707 of the Local Government Act of British Columbia, RRID has no obligation to supply water to any person, land, or premises. This policy addresses rude and offensive behavior that undermines morale and safety, promoting respect, protecting personnel, and ensuring efficient operations through guidelines and consequences, including potential service disconnection.

2. Scope

Applies to all individuals (customers, residents, contractors, visitors, public) in any interactions with RRID (in-person, phone, email, social media, meetings, facilities).

3. Definitions

Rude and Offensive Behavior: Disrespectful, intimidating, or harmful conduct, e.g., verbal abuse, threats, harassment, discrimination, physical aggression.

Belligerent Behavior: Severe aggressive or threatening actions posing immediate safety risks, e.g., yelling, intimidation, refusal to de-escalate.

Delivery: In-person, over the phone, in writing, social media.

Staff and Trustees: 5 volunteer trustees, contractors and full/part-time employees.

4. Prohibited Behaviors

Prohibited in all interactions:

- Verbal abuse (yelling, swearing, name-calling).
- Threats of violence or retaliation.
- Harassment (based on protected characteristics).
- Physical aggression or intimidation.
- Discriminatory language/gestures.
- Disruptive actions interfering with operations.
- False/malicious complaints.

Behaviors are evaluated by impact on safety and morale.



5. Reporting Procedures

Immediate Reporting: Report to supervisor/trustee; call 911 for threats.

Documentation: Use RRID Incident Report Form (details: date, time, location, involved parties, description, witnesses). Available at office or email.

Anonymous Reporting: Allowed, but may limit investigation.

Investigation: Board/committee reviews within 72 hours; confidential, impartial; may involve interviews, experts, or legal counsel.

6. Consequences

Consequences are graduated and proportionate, per Local Government Act authority.

Initial Warning: For first-time or minor offensive behavior, a formal notice will be issued (verbal/written), putting the individual on notice, outlining the issue, and requiring behavioral changes.

Restricted Access: For repeated/moderate offenses, limit interactions (e.g., written-only communication, supervised visits).

Disconnection of Service: For belligerent or severe/repeated behavior threatening safety, physically disconnect at customer's expense (costs: disconnection, reconnection, repairs).

Legal Action: Refer to law enforcement, restraining orders, or civil proceedings.

Permanent Ban: Ban from premises/events for ongoing risks.

Decisions communicated in writing with rationale.

7. Disconnection Procedure

Trigger: Board-determined belligerent behavior endangering personnel/operations.

Notice: 24-hour notice where possible; immediate if safety requires.

Process: By qualified staff/contractors at connection point; customer pays all costs.

Reinstatement: Upon corrected behavior (e.g., apology, agreement), fee payment; may require safety plan/mediation.

Emergency Access: Board discretion for humanitarian needs.

8. Appeals Process

- Submit written appeal to Board within 14 days.
- Reviewed at next meeting or within 30 days; appellant provides evidence.
- Board's decision final.

9. Training and Support

- Training for staff/trustees on policy, de-escalation, safety.
- Counseling support for affected individuals.
- Communicate policy via website, newsletters, billing.



10. Review and Amendment

Reviewed annually or as needed; amendments by majority Board vote, documented.

11. Comparison to Other Utilities

This policy aligns with practices in other Canadian and British Columbia utilities by emphasizing respectful interactions and staff safety, similar to codes of conduct from EPCOR (Alberta) and Canadian Utilities, which promote ethical dealings, and WorkSafeBC guidelines addressing workplace harassment and violence. It uses a graduated approach like many customer service policies.

However, it differs due to RRID's unique authority under Section 707 of the Local Government Act, allowing disconnection for belligerent behavior—a discretion not typically available to larger utilities like BC Hydro, which primarily disconnect for non-payment or technical safety issues rather than conduct. Broader Canadian water utilities focus more on company ethics and accessibility than customer accountability via service denial. By adopting this policy, RRID reaffirms its commitment to a respectful community and reliable water services.