



COQUILLE INDIAN HOUSING AUTHORITY

CODE OF CONDUCT FOR A RESPECTFUL AND SAFE WORK ENVIRONMENT

The Coquille Indian Housing Authority (CIHA) is committed to ensuring a place of work that is free from negative, aggressive, and inappropriate behaviors while striving to create a workplace culture where all persons are treated in a respectful, safe, and non-abusive manner. This expectation extends to all CIHA applicants, those assisting or accompanying applicants, program participants and their household members, those assisting or accompanying program participants, contractors, vendors, and others when interacting with CIHA Board and staff members during the course of business. Conduct may be monitored by audio or video surveillance. Employee behaviors are directed and governed by the CIHA Personnel Policy.

Examples of inappropriate or unacceptable behaviors include, but are not limited to:

1. Verbal Abuse or Intimidation
 - The use of words to insult, demean, or coerce
 - Excessive yelling, repeated emotional outbursts, or berating
 - Statements that are false, derogatory, rude, obnoxious, or disrespectful or which have the intent to hurt others' reputations
2. Intimidating or Harassing Behavior
 - Acting out
 - Making threats
 - Stalking
 - Any unwarranted physical contact
 - Any malicious behavior a reasonable person would find unprofessional, disturbing, and harmful
3. Use of racial, gender, sexual orientation, national origin, or religious slurs

The behaviors outlined above will not be tolerated as acceptable at the CIHA offices, on CIHA-managed property, or at any CIHA-sponsored events.

This Policy extends to all forms of communication, including but not limited to in-person, written, email, fax, telephone, text, and social media. The sorts of behaviors shown above are well recognized as having damaging consequences for their recipients, for the observers of the behavior, for CIHA, and for the Tribe as a whole.

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The individual who violates this policy by subjecting another to any of the above actions will be subject to measures aimed at protecting CIHA employees, Commissioners, clients, and vendors of CIHA, up to and including exclusion from CIHA programs, events, offices, buildings, and other properties or facilities.

PROCEDURE:

The procedure shall be as follows:

1. The individual who is the recipient of behavior that violates this Policy shall immediately terminate communications with the other person, citing the reason for their decision. If the person refuses to leave the area, the Tribal Police or Security may be called to remove the person.
2. The individual who is the recipient of behavior that violates this Policy shall promptly report the incident to the CIHA Executive Director.
3. The CIHA Executive Director, in consultation with others as deemed appropriate, shall review the information provided and determine the measures to be taken.
4. The following measures are not meant as punishments, but rather as means of protecting CIHA employees, Commissioners, and members of the public who are interacting with CIHA:
 - a. First Violation: A written warning or a documented verbal warning not to repeat the behavior.
 - b. Second Violation: A letter outlining a one-week exclusion from the CIHA offices, CIHA-managed properties (except for the residence of a tenant or homebuyer if the tenant or homebuyer, or a member of their household, is the violator).
 - c. Third Violation: A letter outlining a one-month exclusion from the CIHA offices, CIHA-managed properties (except for the residence of a tenant or homebuyer if the tenant or homebuyer, or a member of their household, is the violator).

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- d. Fourth Violation: A letter outlining permanent exclusion from the CIHA offices and CIHA-managed properties, and termination of CIHA program participation, with the right to reapply for assistance after one year. If a tenant or homebuyer, or a member of their household, is the violator, termination of program participation shall mean eviction of the household or, at the discretion of the CIHA Executive Director, voluntary removal of the violator from the household.
 - e. If the behavior is made by telephone contact, the measures taken may also involve requiring the person engaged in the behavior to transact business with CIHA only in writing (by mail, fax, and/or email).
 - f. In addition to and notwithstanding whether CIHA imposes any of the above, CIHA may take steps to terminate the rental agreement, homebuyer agreement, or other program agreement with the violator if CIHA determines that such behavior is a violation of that agreement.
5. Depending on the severity of the violation, steps in this process may be skipped and a more severe measure will be immediately imposed. Incidents occurring over five years prior to the current may be, but are not required to be, considered when determining the appropriate measures.
6. Appeal: A decision under this Policy may be appealed pursuant to the CIHA Adverse Action Appeals (AAA) procedures.