

QUEST SAFE SPACES POLICY

Quest Outreach Society is committed to providing a safe, secure and respectful environment for clients, staff and visitors.

Words or actions that make others feel targeted, threatened or demeaned will not be tolerated. Quest staff are directed and trained to support, apply and, if necessary, take immediate action regarding this policy on behalf of Quest. A breach in **Quest's Safe Spaces Policy** may result in the following:

- Individual(s) may be asked to leave Quest premises or disengage with Quest staff
- Communications with the individual(s) may come to an end
- Client card privileges may be paused for the current visit OR suspended longer-term
- Police and/or security personnel may be called to attend

Below are some of the behaviors or actions that would be considered a breach of **Quest's Safe Spaces Policy**. This list includes, but is not limited to, the following:

Disruptive Behavior: Quest considers the use of inappropriate words, actions or inactions as disruptive behavior.

Quest Defines Inappropriate Actions/Inactions as:

- Violence (physical attacks or threats of harm) including sexual harassment
- Intimidation of staff, clients or visitors
- Throwing, damaging property or breaking things
- Unwelcome physical contact
- Failure to observe Quest policies or contracts
- Refusing to leave the property

Quest Defines Inappropriate Words (in person, in writing, by phone, email or any means of communication) as:

- Abusive language and yelling
- Disrespectful or demeaning language or comments
- Remarks, jokes or innuendos that degrade, ridicule or offend
- Discriminatory remarks
- Threats or threatening behavior
- Bullying
- Sexual Harassment

Client Cards: Quest reserves the right to decline a referral and/or revoke client card privileges permanently in the event of a serious policy breach.

All Quest clients are required to move through a referral process in order to shop at Quest's non-profit grocery markets. Client cards are effective up to three years from their issue date, after which another referral is required. Expired client cards will not be accepted.

Thank you for helping to keep Quest a safe, secure and respectful environment for clients, staff and visitors. If you have questions, comments or concerns about this policy or events connected to it, you can reach us at info@questoutreach.org.