



# FREEDOM DRIVING SCHOOL

## **Civility Agreement**

Freedom Driving School staff will treat parents, students, and other members of the public with respect and expect the same in return. FDS is committed to maintaining orderly educational and administrative processes to keep classrooms, instruction, and administrative spaces free from disruptions.

This policy promotes mutual respect, civility, and orderly conduct among FDS employees, parents, students, and the public. This policy is not intended to deprive any person of his/her right to freedom of expression, but to maintain a safe, harassment-free workplace for all.

In the interest of providing positive role models to the children enrolled at Freedom Driving School, we encourage positive communication, and discourage volatile, hostile or aggressive speech and/or actions. FDS seeks cooperation from employees, parents, students, and other members of the public with this endeavor. The general manager of FDS has developed procedures for implementing this policy.

### **Civility Procedure for Implementation**

Freedom Driving School staff will treat parents, students, and other members of the public with respect and expect the same in return. The management encourages positive communication between FDS staff and the public. Abusive, hostile, disrespectful or otherwise unwelcome behavior and/or communication will not be tolerated.

1. Any individual who disrupts or threatens to disrupt classroom, drives, or office operations; threatens the health and safety of students or staff; willfully causes property damage; uses threatening, loud, disrespectful and/or offensive language; willfully engages in verbal and/or physical intimidation; has established a pattern of inappropriate and/or unwelcome behavior; commits unauthorized entry on FDS property or FDS vehicles, or whose presence is otherwise deemed unwelcome on or in FDS property, may be asked to leave the premises immediately by the general manager, management, or designee.
2. Any individual who speaks in a demanding, loud, insulting or otherwise unwelcome tone will be calmly and politely admonished to communicate in a civil manner. If corrective action is not taken by the offending party immediately, the FDS employee will verbally notify the abusing party that the in-person conversation, telephone conversation, class, or drive is now terminated. If the conversation or class is on FDS premises, the offending person will be directed to leave promptly. If the conversation or offending behavior occurs in FDS vehicles the student will be directed to switch driving roles if student is driving and will be driven directly back to the FDS drive location. If another student is driving the drive instructor will change places with that student for their safety and both students will be driven back to the FDS drive location. The uninvolved student will reschedule a drive at no fee. If desired, the offending person may contact the staff member's supervisor. Law enforcement may also be contacted.
3. The general manager, management, or designee may issue a "No Trespass" order to any individual who engages in behaviors referenced above.
5. When it is determined by staff that a member of the public is violating the provisions of this policy, an effort should be made by staff to provide a written copy of this policy, including applicable code provisions, at the time of the occurrence. The employee will notify his/her supervisor of the incident.