



POLICY STANDARD 20

DEALING WITH CONFLICT

Statement of Purpose:

Pablos Art Studio provides free access to an art studio, materials and tutor support for individuals who have had a lived experience of mental ill health. To maintain a safe environment for Pablos Artists, staff, volunteers and visitors. it is important for everyone using the Studio to treat each other, the artwork, the equipment and the materials with respect, and to understand the difference between acceptable and unacceptable behaviour. Pablos has a zero tolerance policy to violence both physical and verbal.

Treat everyone fairly and with respect:

You must treat everyone with respect, be courteous and contribute to the smooth functioning of our workplace by:

- Not discriminating against anyone.
- Not harassing, bullying or otherwise intimidating anyone in the studio.
- Respecting the cultural background of everyone in the studio.
- Having regard for the safety of others.
- Avoiding behaviour that may endanger or cause distress in the studio.
- Acting honestly, conscientiously, reasonably and in good faith and at all times having regard to the responsibilities and the interests of Pablos Art Studio and the welfare of everyone in the studio.
- Respecting the privacy of individuals and use confidential information only for the purposes for which it was intended

Breaches of Pablos Code of Conduct:

List of Unacceptable Behaviours : Pablos will not tolerate any behaviour that is injurious to artists or staff. This may include, but is not limited to: abusive or violent behaviour directed to anyone at Pablos, verbal abuse, bullying, malicious gossip, chronic harassment, emotional intimidation, damaging Pablos or anyone else's property, refusing to leave when requested by a staff member(s) or any act of physically aggressive behaviour. No Illegal substances are to be brought onto and or consumed on the premises. Intoxicated people will not be permitted on the premises. Not adhering to any of the above may result in dismissal and a consequent ban from the studio. A staff member may request a person leave Pablos for a set period of time if their unacceptable behaviour is preventing others from working in a calm and friendly atmosphere. If the person refuses to leave, or there is a risk of self-harm or

violence to others, the police (or appropriate agency) and the artists support person may be called. This may result in a trespass order being issued and possible further legal action. Re-entry back into the studio is at the discretion of the director.

To clarify what is deemed as being unacceptable behaviour resulting in a breach of Pablos Code of Conduct, we have broken it down into three basic levels:

Minor Breaches of Pablos Code of Conduct

Where a person acts in a disrespectful way but stops when asked. This may include, but is not limited to: loud talking or singing which is disruptive, discussing medications or personal health matters which may impact others, gossip or unkind words about others, offensive personal hygiene, loud noises in the main studio, using personal music players without headphone, criticizing other's artwork, belief systems or politics, unsafe use or misuse of equipment or materials in the studio. These situations are solved by stopping the offensive behaviour and making an apology. There is no need for further intervention, unless the behaviour intensifies or becomes chronic.

Moderate Breaches of Pablos Code of Conduct

This may be when a minor breach intensifies or becomes chronic or the level of unacceptable behaviour increases. This may include, but is not limited to: being under the influence of drugs or alcohol on the premises, bullying, malicious gossip, harassment, yelling and refusing to leave when requested by a staff member. In such a situation, the person will be told their behaviour is unacceptable and asked to leave for a specified length of time, to be determined by the Staff and/or the director, usually between one day and two weeks. On their return, a re-entry interview is required and the artist must agree to adhere to Pablos **Code of Conduct**.

Serious Breaches of Pablos Code of Conduct

Where a moderate breach intensifies or becomes chronic, the level of unacceptable behaviour affects the health and safety of others, or includes property loss or damage. This may include, but is not limited to: verbal or physical violence, the use of drugs or alcohol on the premises, damaging other's artwork intentionally, theft of equipment, materials or personal property. In such a situation, the person will be told their behaviour is unacceptable and they will be asked to leave. The person will not be permitted to return for a specified length of time, to be determined the Staff and/or the Director, but may be between one and three months. On their return, a re-entry interview is required and the artist must agree to adhere to the Pablos **Code of Conduct**. If serious breaches are repeated, chronic or severe, re-entry to Pablos may not be granted.

Procedure for Breaches of Pablos Code of Conduct:

Things for staff to look out for and/or record when assessing a breach of Pablos Code of Conduct.

Step 1

Assess unacceptable behaviour:

- Was the person provoked?
- Has the persons behaviour changed recently and is this change due to illness or particular stressors?
- Was this a sudden flare-up or has the situation been developing over time?
- Is this a reoccurring behaviour?
- What was the impact on other people present, including staff members?

Step 2

After assessing the unacceptable behaviour the Staff member will decide if the behaviour was a Minor, Moderate, or Serious Breach. If the breach is minor the issues will be resolved and noted down as an observation but no further action needs to be taken (**Observation book** located in filing cabinet in the office). If the behaviour is deemed to be a Moderate or Serious Breach it is treated as an incident (**Incident Register** located in the Office), the Director must be advised and will speak to the artist involved.

Step 3

If the issues addressed in step 2 are not resolved or there is a serious breach of Pablos Code of Conduct, a decision to ban an artist from the studio may be made, the length of time that the person is banned requires the Director to use their judgement according to the gravity of each situation. They may also seek advice from other Staff Members. The person being banned will be advised of the length of time the ban is in place and be asked to leave the premises immediately.

If the person refuses to leave, or there is a risk of self-harm or violence to others, the police (or appropriate agency) may be called. This may result in a trespass order being issued and/or further legal action.

Step 4

Where appropriate, Staff Members will check in with any artists affected by an incident of unacceptable behaviour. This is to advise artists about actions taken to resolve the Code of Conduct breach and to minimize the negative impact on any artists affected. If at any time a Staff Member feels there is a risk either to artists and/or themselves as an incident is in progress don't hesitate to initiate the **Incident evacuation plan**.

Step 5

Where a re-entry interview is required the artist must agree to adhere to Pablos **Code of Conduct** before they are allowed to return.

Incident Register

All incidents and actions taken are recorded in the incident register.

Follow up post-incident: Debriefing of employees who have been either directly or indirectly affected by an incident/situation. Two different types of debriefings have been designed to assist employees during the post incident phase; an informational and psychological debriefing.

The informational debriefing is designed for all affected employees for the purpose of providing them with accurate and pertinent information surrounding the incident.

In severe situations, both an informational and psychological debriefing will be conducted, in that order. Once the informational debriefing is completed, for those who are interested, the psychological debriefing will follow. The psychological debriefing is conducted privately with the affected employees by a trained professional

Pablos reserves the right to direct an employee to attend the psychological briefing if it is believed that it is in the best interests of the employee to do so.

Supporting Documents

- Pablos Code of Conduct
- Pablos Evacuation Plan
- Incident Register