



Harassment Policy

CCOA is committed to maintaining a work environment that is free from harassment where employees at all levels of the agency are able to devote their full attention and best efforts to the job. Harassment, either intentional or unintentional, will not be allowed in the workplace. CCOA prohibits, and will not tolerate any form of, harassment of or by any employee or individual within the agency (whether managerial or non-managerial) based on race, color, religion, sex, national origin, age, disability (physical or mental), veteran status, pregnancy, marital status, medical condition, sexual orientation, or any status protected by Federal and state law and regulation.

The agency's anti-harassment policy also protects employees from harassment by clients, vendors, or others doing business with the agency. If harassment occurs on the job by someone not employed by the agency, the procedures in this policy should be followed as if the harasser were an employee.

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other physical or verbal conduct of a sexual nature when it meets any of the following:

- Submission to such conduct is either explicitly or implicitly made a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive environment for working.

Examples of sexual harassment include, but are not limited to:

- Some incidents of physical assault.
- Direct or implied threats that submission to sexual advances will be a condition of employment, work status, or promotion.
- Direct propositions of a sexual nature and/or subtle pressure for sexual activity that is unwanted and unreasonably interferes with a person's work.
- Sexual comments or inappropriate references to gender or physical characteristics.
- Sexually explicit statements, questions, jokes, or anecdotes regardless of the means of communication (oral, written, electronic, etc.).
- Unwanted touching, patting, hugging, brushing against a person's body, or staring.
- Inquiries and comments about sexual activity, experience, or orientation.
- The display of inappropriate sexually oriented materials in a location where others can view them.
- Retaliation for reporting harassment or threatening to report harassment.



It is unlawful for males to sexually harass females or other males, and for females to sexually harass males or other females. Sexual harassment on the job is unlawful whether it involves co-worker, supervisor, or persons doing business with the agency.

Other Harassment

All persons at CCOA are entitled to work in an atmosphere free of harassment of any kind. Individuals may occasionally make statements or use words, objects, or pictures that others could interpret as being insulting or derogatory towards persons based on their race, color, religion, sex, national origin, age, disability (physical or mental), veteran status, pregnancy, marital status, medical condition, sexual orientation or any other status protected by Federal and state law or regulation. Such conduct may make a reasonable person uncomfortable in the work environment or could interfere with an employee's ability to perform his or her job. Comments or actions of this type, even if intended as a joking matter among friends, is always inappropriate in the workplace and will not be tolerated.

Harassment reporting procedure

The agency's report procedure provides for an immediate, thorough, and objective investigation of any sexual or other harassment claim, appropriate disciplinary action against one found to have engaged in prohibited harassment, and appropriate remedies to any victim of harassment. The following protocols are used for reporting procedures:

- Employees, who believe they have been harassed on the job, should immediately report the matter to their supervisor, CCOA Executive Director or CCOA Program Administrator. The report should include details of the incident(s) names of individuals involved, and the names of witnesses. Managers must immediately refer all harassment complaints to the CCOA Executive Director or Program Administrator.
- All incidents of sexual or other harassment that are reported must and will be investigated, even if the alleged victim expresses a desire that the matter not be investigated. That is the law. The CCOA Executive Director or CCOA Program Administrator will immediately undertake or direct a thorough and objective investigation of the harassment allegations. The investigation will be completed and a determination regarding the alleged harassment will be made and communicated to the employee(s) who complained and the accused harasser(s).
- Any individual, regardless of position, who has a report of, or who witnesses, harassment at work by anyone has a responsibility to immediately bring the matter to management's attention. If an employee reports an incident, the CCOA Executive Director or CCOA Program Administrator is responsible for immediately investigating the alleged incident.



- CCOA will make every reasonable effort to conduct all proceedings in a manner that will protect the confidentiality of all parties. Parties involved in the investigation process should treat the matter with discretion, confidentiality where possible and respect for the reputation of all parties involved.

Adverse action will not be taken against any employee because he or she, in good faith, reports or participates in the investigation of a violation of this policy.

If it is concluded that discrimination, harassment or retaliation has occurred, a determination will be made as to the appropriate disciplinary action up to and including termination.

ALL EMPLOYEES AND INDEPENDENT CONTRACTORS SHOULD NOTE THAT THE FAILURE TO USE THE AGENCY'S REPORT PROCEDURE MAY RESULT IN THE DEFEAT OF ANY CLAIM OR SEXUAL OR OTHER HARASSMENT IF LITIGATED.

Workplace Bullying

CCOA defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the company Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including managers, managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination. Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when giving discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. CCOA considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's work area or property.
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.



Standards of Conduct

To assure orderly operations and provide the best possible work environment, CCOA expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Excessive absenteeism.
- Any absence without notice.
- Excessive tardiness.
- Leaving the job during working hours without permission.
- Unauthorized absence from workstation during the workday.
- Unsatisfactory performance or conduct.
- Failure to report promptly, a job-related personal injury or accident.
- Violation of agency policies.
- Mistreatment of a client in any way, verbally, physically, mentally or financially.
- Failure to safeguard confidential information.
- Borrowing from or lending money to any CCOA client.
- Accepting money for any services performed for a client on or off CCOA time.
- Accepting gifts, money or gratuities from persons receiving benefits or services from the agency, or from those who are in a position to benefit from an employee's action.
- Theft or inappropriate removal, or possession of a client's property.
- Theft or inappropriate removal, or possession of CCOA property.
- Falsification of timekeeping records.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace while on duty, or while operating agency-owned vehicles or equipment.
- Fighting or threatening violence in the workplace.
- Disrespectful conduct, use of insulting, abusive or obscene language to or about other personnel.
- Sexual or other unlawful harassment.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
- Failure to report an automobile accident on agency time or in an agency vehicle.
- Falsifying information about any accident involving CCOA.
- Participating in any venture during or outside CCOA time that would be considered a conflict of interest.
- Use of agency resources for non-agency business.
- Misuse of agency credit cards.
- Confidentiality surrounding client information must be adhered to at ALL times while at facility or in field.
- Violation of the State of Louisiana's or CCOA's Ethics Policy.