



Barred Client Policy & Procedure

Objective:

The objective of this policy is to ensure the safety, dignity, and well-being of all individuals involved in the breakfast and pantry program at ThriveDC. This policy outlines the behaviors that are deemed unacceptable and the consequences of such behaviors.

Scope:

This policy applies to all participants, volunteers, and staff involved in the feeding program.

Prohibited Behaviors: The following behaviors are prohibited and may result in a participant being barred from the breakfast and/or pantry programs

- Violence: Physical violence or threats of violence towards any individual.
- Weapons: Possession of weapons of any kind.
- Substance Abuse: Use, possession, or intoxication of illegal drugs or alcohol on the premises.
- Disruptive Behavior: Disruptive, abusive, or aggressive behavior that interferes with the program.
- Harassment: Any form of harassment, including sexual harassment, bullying, or discrimination.
- Theft or Vandalism: Theft of property or intentional damage to the facility or personal belongings of others.

Enforcement Procedures:

Warnings:

- First Offense: For minor infractions, a verbal warning will be issued by the Executive Director, Director of Operations and Finance, or the Director of Programs. The behavior will be documented, and the participant will be informed of the consequences of further infractions.
 - Staff members witnessing this behavior will report it to the Director present for deescalation and reporting purposes.
- Second Offense: A second verbal warning will be issued, and the behavior will be documented again.
 - Staff members witnessing this behavior will report it to the Director present for deescalation and reporting purposes.

- *Immediate Barring*: Certain behaviors, such as physical violence, possession of weapons, or severe harassment, will result in immediate barring without prior warnings as determined by present staff and supervising Director.

Barring Process:

Notification

- The participant will be informed of the barring decision, the reasons for it, and the duration of the bar (if temporary– determined by the Director).
- The client will be provided a printed copy of this document that outlines the policies and procedures involved in the decision making, its details, and the appeal process.
- The decision will be documented by the issuing Director on an official ThriveDC barred client document, including the date, time, and nature of the incident.
- Once documented, the Director will add relevant information to an internal document to keep on hand at relevant program times/events (e.g., in the kitchen during breakfast when barred clients receive to go meals).

Duration of Bar:

- **Temporary Bar**: For less severe infractions, participants may be barred for a specified period (e.g., one week, one month) determined by the issuing Director.
- **Permanent Bar**: For severe or repeated infractions, participants may be permanently barred from the program.

Details of Bar:

- Barred clients are not permitted into the ThriveDC building
- **Barred from breakfast program**: Barred clients are instructed to visit the kitchen door where kitchen staff will take their name and provide them with a to go meal from 8:30 - 9:30 am, our normal breakfast hours (only barred clients are permitted to receive a full breakfast)
- Peace Officers will be notified of arrival of barred clients and will ensure that they do not enter the building for provision of resources and services
- If hygiene or other items are requested by barred clients, Peace Officers will notify relevant staff and will bring items to them outside
- Barred client will be notified that if their behavior continues, the authorities will be called
 - E.g., if a barred client is continuing destructive/violent/harassing behavior when accessing their meal at the kitchen door, the authorities will be called and they will be prohibited from this service.

Please note that St. Stephen's Church staff and security will be notified of each ban with appropriate documentation. During the entirety of the banned period, the barred client is not allowed on the premises (1525 Newton Street NW).

Appeal Process:

Right to Appeal

- Participants have the right to appeal a barring decision.

Appeal Procedure

- Appeals must be submitted in writing within *seven days* of the barring decision.
- The client will schedule a meeting with the Executive Director to discuss the appeal and the potential of return to programming.
- The participant will be informed of the appeal decision in writing—electronic and a printed document by the Executive Director.

Support and Referral Services:

Referral Services:

- Barred participants will be provided with information on alternative services and resources available in the community (e.g., other feeding programs, shelters).

Reinstatement Criteria:

Conditions for Reinstatement:

Participants who have been temporarily barred may be required to meet certain conditions before reinstatement (e.g., completion of anger management classes).

Reinstatement Process:

- Participants seeking reinstatement must request a meeting with program staff to discuss their return to the program.
- Staff will evaluate the request and determine whether the conditions for reinstatement have been met.

Policy Review and Evaluation:

- This policy will be reviewed *annually* to ensure its effectiveness and fairness.
- Feedback from participants, volunteers, and staff will be considered in the review process.

Communication and Transparency:

- The bar policy will be communicated in the following ways:
 - Participants: if applicable upon barring
 - Volunteers: if applicable when on site
 - Staff: Distribution of this document
- Copies of the policy will be available on-site in the kitchen, in the program office, and at the breakfast client sign-in table
- The bar policy will also be located on the program's website for reference.

