

Civility – Respectful Communication and Behavior

The procedures that follow are intended to support all partners in the educational process; to maintain a safe, nurturing work and learning environment; to provide models of respectful problem-solving; and to reduce the potential for serious or widespread disruptions within the school district.

These procedures are meant to underscore the expectation of civil conduct in all interactions within the school district, provide all individuals the tools and knowledge to eliminate uncivil conduct, and replace uncivil conduct with acceptable, productive interactions.

Specific procedures and guidelines appropriate to the needs of staff, students, and parents/community members will be available to all persons who have legitimate business within the district.

For purposes of Policy 4005 and these procedures, “uncivil conduct” will be defined as any behaviors that do not rise to the level of harassment and bullying but are still prohibited by other district policies or building, classroom, or program rules. For example but not limited to:

- Directing vulgar, obscene or profane gestures or words at another individual;
- Taunting, jeering, inciting others to taunt or jeer at an individual;
- Raising one’s voice at another individual, repeatedly interrupting another individual who is speaking at an appropriate time and place;
- Imposing personal demands at times or in settings where they conflict with assigned duties and cannot reasonably be met;
- Using personal epithets, gesturing in a manner that puts another in fear for his/her personal safety;
- Invading the personal space of an individual after being directed to move away, physical blocking an individual’s exit from a room, remaining in an area after a teacher or administrator in authority has directed one to leave; or
- Violating the privacy of another individual’s belongings (except for lawful searches);

Such interactions could occur in telephone conversations, voice mail messages, face-to-face conversations, written letters, and/or e-mail messages.

Individuals who perceive they have been treated in an uncivil manner will be urged to resolve their concerns through simple, direct or assisted communication with the person(s) at the source of the concern, preferably no later than two (2) days after an incident has occurred.

Parents/Community Members: If parents or other community members believe they have been treated in an uncivil manner by a Riverview School District employee, they should follow the steps outlined in P4035-1: *Complaints Concerning Staff or Programs*.

Employees: If employees believe they have been treated in an uncivil manner by an adult member of the community, another employee, or a student of the Riverview School District, they should follow the steps outlined below:

Step 1: Within two (2) days of the incident, speak directly and respectfully with the individual, at an appropriate time and place, seeking to resume communications on a civil basis. (If the individual is a student, the employee may also speak with the student's parent.)

Step 2: At any time after Step 1 has been attempted, if civil discussion cannot be resumed, the employee should ask a co-worker or supervisor to facilitate a conversation with the individual perceived to have been uncivil. Such a facilitated conversation should focus on the expectation of civility and requirements for achieving civil exchanges in the future.

Step 3: At any time after Step 2 has been attempted, if it is determined that civil communications and appropriate problem-solving cannot be restored between/among the individuals affected, the employee's supervisor should assist the employee to establish requirements for further communications (i.e., the presence of a specified third person, restrictions on physical access to the employee's work space) in order to protect the employee's rights.* The supervisor may also suggest such additional resources as mentoring, specific training, and/or written materials that address the employee's needs.

Step 4: At any time after Step 3 has been implemented, if uncivil conduct toward an employee continues, the employee and his/her supervisor will discuss and select remedies beyond Policy 4005 available to all employees of the Riverview School District.

**Note: At all times, the Human Resources Administrator will be a resource to any employee whose working relationship to the individual perceived to have been uncivil creates an unusual obstacle to problem-solving.*

Students: If students believe they have been treated in an uncivil manner by an employee, adult volunteer, or another student within the Riverview School District, they should follow the steps outlined below:

Step 1: Within two (2) days of the incident, seek advice from a counselor, teacher, or other trusted employee of the school, as well as from a parent. If advisable, speak directly and respectfully with the individual, at an appropriate time and place, seeking to resume communications on a civil basis.

Step 2: If direct, personal contact with the individual is not advised or does not produce a satisfactory result, the student should ask a counselor, teacher or administrator to facilitate a conversation between the student and the individual perceived to have been uncivil. Such a facilitated conversation should occur with the knowledge of the student's parent and should focus on the expectation of civility and requirements for achieving civil exchanges in the future.

Step 3: At any time after Steps 1 and 2 have been attempted, if it is determined that civil communications and appropriate problem-solving cannot be restored between/among the individuals affected, the principal may modify the conditions under which the individuals interact with one another and may suggest or require the use of additional resources to help address needs.

Step 4: At any time after Steps 1, 2, and 3 have been attempted, if uncivil conduct toward a student continues, the student and administrator will discuss and select remedies beyond Policy 4005 available to all students of the Riverview School District.

No retaliation will be tolerated against individuals for working in good faith under this policy and its related procedures to resolve concerns.