

Alberta Computers for Schools Zero Tolerance Policy for Abuse

Policy Overview:

At Alberta Computers for Schools (ACFS), we are committed to providing a respectful and supportive environment for all our clients, staff, and partners. We value collaboration, professionalism, and mutual respect in all interactions. As such, we have implemented a Zero Tolerance Policy towards any form of abusive behavior, including verbal abuse, harassment, or any other actions that compromise the safety and dignity of individuals involved in the provision of our services.

Definition of Abuse:

Abuse includes, but is not limited to, the following behaviors:

- Verbal abuse, including shouting, insulting, threatening, or using offensive language.
- Aggressive or threatening physical behavior.
- Harassment, intimidation, or coercion.
- Discriminatory or degrading remarks based on race, gender, religion, or any other protected characteristic.
- Any other behavior that creates a hostile, intimidating, or unsafe environment for individuals or staff.

Policy Statement:

ACFS will not tolerate any form of abuse from clients, their representatives, or any associated individuals. This policy applies to all interactions, whether in person, over the phone, by email, or through any other form of communication. We believe in maintaining a positive and respectful environment for all involved in our operations, and abusive behavior undermines this goal.

Consequences of Violating the Policy:

1. **Immediate Suspension of Services:** Clients who engage in any form of abuse will have their access to services suspended immediately. This includes, but is not limited to, the distribution of computers or devices.
2. **Ineligibility for Devices:** Clients who violate this policy may be deemed ineligible to receive devices or services from ACFS, either temporarily or permanently, depending on the severity of the violation.
3. **Investigation and Documentation:** All incidents of abuse will be thoroughly investigated and documented. ACFS reserves the right to assess the situation and determine the appropriate course of action, which may include notifying relevant authorities if necessary.
4. **Restoration of Services:** In cases where services have been suspended, ACFS may consider restoring access to services only after a formal review of the

situation and the client's commitment to adhering to the policy moving forward. In some cases, services may not be reinstated.

Reporting Abuse:

Any staff member, client, or individual who witnesses or experiences abusive behavior is encouraged to report the incident immediately to ACFS management. All reports will be taken seriously, and confidentiality will be maintained to the extent possible.

Commitment to Respectful Service:

ACFS is committed to ensuring that all clients are treated with dignity, respect, and fairness. We value our clients and strive to offer the best service possible in a welcoming and professional manner. Our Zero Tolerance Policy exists to ensure that every person, whether a client or an employee, can engage in a safe and respectful environment.

Policy Implementation:

This Zero Tolerance Policy is effective immediately and applies to all current and future clients. By engaging with ACFS, clients acknowledge and agree to abide by this policy.

For any questions or clarifications regarding this policy, please contact Alberta Computers for Schools management directly.

Contact Information:

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