



MHLS ABUSIVE CONDUCT PREVENTION POLICY

The Mid-Hudson Library System (MHLS) is firmly committed to a workplace free from abusive conduct as defined herein. We strive to provide high quality services in an atmosphere of respect, collaboration, openness, safety and equality.

Abusive conduct includes acts or omissions that a reasonable person would find abusive, based on the severity, nature, and frequency of the conduct. Such conduct may include but is not limited to:

- Repeated verbal abuse, including derogatory remarks, insults, and epithets
- Verbal, nonverbal, or physical conduct of a threatening, intimidating, or humiliating nature
- The sabotage or undermining of an employee's work performance in the workplace

Abusive conduct does not include:

- Coaching and counseling, including feedback about, correction of, and/or corrective action concerning work performance or misconduct
- Reasonable work assignments, including overtime assignments
- Individual differences in styles or personal expression
- Passionate expression with no intent to harm others
- Differences of opinion on work-related concerns
- The proper exercise of managerial prerogative
- Conduct that is reasonably related to the legitimate interests of MHLS

MHLS employees and trustees who believe they have been subjected to abusive conduct in the course of their work for MHLS, and individuals who believe they have been subjected to abusive conduct by an MHLS employee or trustee, are encouraged to report the matter orally or in writing to the MHLS Executive Director and/or the MHLS Personnel Officer and/or the MHLS Board President. Any person seeking to file a complaint should provide precise details of each incident of abusive conduct, including dates, times, locations and any witnesses. MHLS reserves the right to determine how best to evaluate and address complaints of abusive conduct. Abusive conduct by an MHLS employee or trustee may result in disciplinary action, up to and including termination of employment or removal from the MHLS Board of Trustees.

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