

## ***Town of Danville, Vermont***

### ***Standards of Behavior & Management of Disruptive Behavior Policy***

#### **1. Purpose**

The Town of Danville serves and conducts business with customers and community members in various settings and facilities. It is expected that an atmosphere of welcome, courtesy, and mutual respect is maintained in all municipally owned and/or operated facilities, events, and meetings.

Actions that deviate from these expectations may be considered disruptive in nature and will be responded accordingly.

#### **2. Standards of Conduct**

The Town of Danville values public trust and respect for our municipal institutions and staff. Accordingly, we hold ourselves to these standards and expect that members of the public also adhere to them whenever in a municipal entity, public event, public meeting, or in engagement with municipal employees.

##### **a. Civility**

- We will treat fellow employees, members of the public, and other colleagues with politeness, professionalism, and appreciation for our mutual humanity, even when we disagree.
- We will explain our disagreements focused on the merits of the issue at hand and recognize that reasonable people can disagree on the best course of action.
- When our individual perspective doesn't prevail, we will move on in the spirit of advancing our common interests.

##### **b. Communication**

- We will be attentive and engaged in our work and in public meetings.
- We will welcome diverse perspectives and consider them in decision-making.
- We will act in ways to make sure all involved feel valued when participating in a decision-making process.
- We will strive to make all people feel heard, by listening carefully, sharing what we think we have heard, asking clarifying questions where needed, and seeking to understand the interest.

- We will be direct and transparent in our communications explaining our reasons, interests, goals, and intentions, responding to questions seeking clarity appropriately.
- c. Accountability
- We take responsibility for our own actions, even if it is uncomfortable to do so.
  - We apologize for behavior that falls short of these standards.
  - We remain open to feedback from others in the interest of growth and learning.
  - We will review these standards annually, looking for opportunities to refine, improve, and/or update the provisions to reflect the current environmental dynamics.
- d. Equity
- When interacting with others, we will seek to demonstrate empathy and acknowledge that people come from different experiences and have different perspectives.
  - We will practice active listening, remaining quiet when others are speaking and awaiting our individual turn to speak.
  - We accept apologies when they are offered, acknowledging that people will make mistakes.
  - We embrace diversity and inclusion in developing public policy and in discussing items before the municipal agencies.
- e. Integrity
- We are truthful to each other.
  - We honor our commitments to each other.
  - We credit others' contributions when moving our community's interests forward.
  - We protect confidential information.

### **3. Disruptive Behaviors**

Disruptive behaviors include, but are not limited to:

- Using obscene, profane, or disparaging language.
- Disturbing or disrupting a lawful assembly, collection of persons, or organized meeting of any kind, in any unlawful manner, or by any unlawful means.
- Harassment based on race, sex, religion, national origin, age, disability, color, ancestry, place of birth, sexual orientation, or any other protected status defined by law (see "Town of Danville – General Harassment Policy").

- Making unreasonable noise.
- Obstructing or impeding vehicular or pedestrian traffic upon a street, highway, or access to public property.
- Threatening others, including through language, gestures, intimidation, or harassment, or by displaying a weapon.
- Physical contact or altercation.
- Damaging or destroying municipal property.

#### **4. Response to Disruptive Behaviors**

- **Public meetings**

- Individual Boards and Commissions may set standards for meeting conduct that follow Vermont statutory requirements for public meetings. These may include limitations on times for speaking, the power of the Chair to regulate the same, and other procedures as necessary to ensure an organized and equitable meeting process.
- Individuals who disrupt public meetings may be found in violation of this policy, removed from the meeting, and potentially cited as outlined in Section 5.

- **Public events**

- Individuals who foment, aid, or abet a disturbance, disorder, or riot at any public event may be removed from the event via security and/or law enforcement and found in violation of this policy, cited as outlined in Section 5.
- Violations of the municipal policy on alcohol during public events may also be cited and/or enforced in conjunction with disruptive behavior.

- **Municipal Service Locations**

*(includes the Danville Recycling Center, Danville School, Danville Town Hall, Danville Fire Department, Danville Town Garage, North Danville School, Wastewater Treatment Plant)*

- Individuals who engage in disruptive behaviors while engaging with staff and/or other members of the public may be removed from the location and found in violation of this policy, cited as outlined in Section 5.

- ***Telephone and Electronic Communications***
  - Individuals who engage in disruptive behaviors while engaging with staff via telephone or other electronic communications methods (public TEAMS or other hybrid meetings, for example), may be disconnected from the call/device and found in violation of this policy, cited as outlined in Section 5.
  - Credible, direct threats will be treated as serious violations of this policy and will be reported to law enforcement immediately.
  
- ***General response to disruptive behaviors***
  - Municipal employees and agents will always first attempt to de-escalate a situation by employing calm, clear communication
    1. Talk to the person about their concern
    2. Ask them to stop the behavior (for example, “I would like to understand your concern, but may I ask you to lower your voice and talk with me calmly”)
    3. Communicating in a clear, direct, and empathetic manner
  
  - If initial attempts to de-escalate are unsuccessful, determine the level of threat
    1. Lower threat (feels manageable)
      - a. Continue de-escalation
      - b. Offer to involve another appropriate team member or engage with a supervisor (town managers, select board members, etc.)
    2. Higher threat (feels unsafe)
      - a. Always act first to protect individual safety
      - b. Call 911 to engage law enforcement
  
  - Report all incidents at any level of disruption to the Select Board using the Town of Danville incident report.

## ***5. Violations and Response***

- The Town of Danville reserves the right to take any of the following actions in response to individuals behaving in disruptive manners including, but not limited to:
  - Ejection and/or exclusion from any municipal facility for a time to be determined by the Select Board on a case-by-case basis.

- Imposition of a fine of \$100 for the first offense, \$250 for the second offense, and \$500 for the third offense of this policy.
- Working with law enforcement to issue appropriate citations for statutory infractions.

#### 6. Support for Municipal Employees and Agents

- Disruptive behavior incidents will be reported to the Town Select Board as outlined in Section Four (4).
- Employees will be offered medical care and other support as needed and will be offered the services of EAP through the Town's program with VLCT.

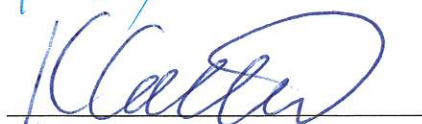
  
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4/2/26  
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adopted date

  
Matt Choate

  
Kristin Calkins

