



MOC Schilderswijk

Veel gezichten, één hart

Beleid Ongewenst Gedrag

Policy Unwanted Behaviour

2017

Dr. Ariënsstichting

Introduction

You work for an organisation that is known to employees and visitors as a pleasant, safe place to work and meet. This document "Undesirable Behavior Policy" emphasizes that we stand for a social atmosphere in which everyone, regardless of gender and cultural background, feels comfortable and at ease.

Many volunteer organisations, including the Multicultural Meeting Centre Schilderswijk (henceforth: 'MOC'), have an undesirable behaviour policy. This policy contains the organisation's code of conduct and the measures to prevent or solve problems.

See this policy as an agreement between all of us. By agreeing to it, you indicate that you would like to contribute to an organisation in which there is no room for undesirable behaviour.

We ask you to read this document carefully. If you have any questions or reports, please contact the Trusted Person (see below).

Introductory meeting

When we meet you, we will tell you everything about the organisation of the MOC, the content of your work, and we will be happy to answer any questions you may have.

We also find it important that you are prepared for situations where undesirable behaviour may occur from the first working day. We will discuss any challenges that are associated with your specific position in relation to a client. A teacher is in a different way intimate (closely involved) with his client than a yoga teacher.

What is meant by 'undesirable behaviour' is related to someone's (cultural) views. In a multicultural context, boundaries of transgressive behaviour are drawn very differently. In the introductory meeting we discuss these differences and provide tips, inspired by experience and provided by the Association of Dutch Volunteers, on how you can act in a specific situation in a way that allows you and the other in each other's value.

Rules of conduct and conduct

With our code of conduct we indicate the boundary between desired and undesirable behaviour at the MOC. Before you come to work for us as a volunteer, intern or paid employee, we ask you to read this code carefully. You may only sign the code if you agree to every provision and if everything is clear. If you do not (fully) agree with one or more provisions, or if you are unclear about their meaning in practice, you must talk to the confidential adviser (see below) before you sign the code of conduct.

Conduct and code of conduct

Date of signature:

First and last name signatory:

I hereby declare, as an employee of the MOC Schilderswijk, that I know, understand and will act in accordance with the provisions of this code, with respect to all others, during their participation in activities of MOC Schilderswijk, inside and outside the building of MOC Schilderswijk.

1. The employee must provide an environment and an atmosphere in which the other person feels safe and respected.
2. The employee must refrain from treating the other person in a way that violates his dignity.
3. The employee shall not penetrate further into the private life of the other than is functionally necessary.
4. The employee shall refrain from any form of sexually unwanted conduct. By this we mean: any form of behaviour or rapprochement between the sexes, in a verbal, non-verbal or physical sense, intentionally or unintentionally, which the person who undergoes it experiences as sexual or erotic and undesirable or forced. If, for example, a hand shake or pat on the back is experienced as undesirable, the employee should not touch the other (or no longer touch the other) in this way.
5. The employee has a duty to protect the other person against forms of undesirable behaviour to the best of his ability. This results in provision 6.
6. If the employee observes behaviour that does not comply with this code of conduct, he is obliged to report this to the confidential counsellor designated by the be-stuur.
7. The code of conduct applies to all activities carried out from the MOC Schilderswijk, both inside and outside the building.
8. Prior to the performance of new work on behalf of the MOC Schilderswijk outside the building, the employee must inform the MOC Schilderswijk by sending an e-mail to: info@mocschilderswijk.nl.
9. In those cases where the code of conduct does not (immediately) provide, or in the event of doubt about the admissibility of certain behaviour, the employee is obliged to contact the confidential adviser appointed by the board.

This code of conduct was adopted on Monday 3 April 2017 by the chairman of the Dr. Ariënsstichting, Ad van der Helm.

Signature of the chairman of the board Signature of the employee

Procedures

Interview with the facility manager

The MOC has employees at the Voedselbank, the restaurant, the education department and other activities.

The facility manager is regularly present at the MOC. He regularly enters into a tête-à-tête dialogue with employees, asking them how they experience their work and working atmosphere.

The facility manager is not only there to solve practical problems. You can also contact the facility manager if you notice undesirable behaviour. The facility manager is obliged to inform you about the possibility of contacting the confidential advisor.

With regard to the existence and content of the complaint, the facility manager has a duty of confidentiality towards everyone (including board members in that position).

The contact details of the facility manager can be found on the website of the MOC, mocschilderswijk.nl.

Confidential Advisor

The board of the MOC has appointed Gijs Jordaan as a confidential advisor. His contact details:

E-mail: jordaan@xs4all.nl

Telefoon: 06-30724701

The confidential adviser discusses and deals with complaints with those directly involved. If behaviour is observed that does not comply with the code of conduct, or if there are doubts about the admissibility of behaviour, employees are obliged to inform or consult the confidential adviser.

The confidential adviser therefore keeps the identity of the complainant confidential for all employees, for the board (explanation: see 'Handling complaints') and for the accused(s).

Obligation to inform policy

The board of the MOC is obliged to inform recurring visitors of the MOC about the existence and function of the confidential adviser. Returning visitors are visitors who have registered for a weekly recurring activity, such as language lessons, yoga lessons or creative workshops.

The returning visitor is informed by the board, by e-mail or hard-copy, of the Undesirable Behaviour Policy, in which the obligations of the employee towards the visitor are described. A description of the policy in English will be sent with the e-mail or hard copy.

The organiser of a recurring activity is obliged to provide the board with the contact details (name + preferably e-mail) of the new returning visitor. The data can be sent to: info@mocschilderswijk.nl.

Complaint handling

The confidential adviser may inform the board of the existence of a complaint. In view of the in principle confidential function of the confidential adviser, he is bound by a duty of confidentiality with regard to the identity of the complainant(s) and defendant(s).

The activity of the confidential adviser towards the board must always take into account the basic rule of absolute confidentiality. The confidential adviser may only pass on the identity of the complainant(s) and accused person(s) to the board if, according to the confidential adviser, the organisation is at issue. This decision will only be taken after proper consultation with the complainant. In all cases, the board members are bound by an obligation of confidentiality towards everyone with regard to the existence of the complaint and its content.

It follows from this that decisions of the board regarding a complaint can only be taken on the condition that the complainant consents to the activity of the trustee towards the board.

In the decision-making process, the complaint is assessed on the basis of the code of conduct on access and conduct and tested against any relevant evidence, if necessary in accordance with the Penal Code.

If the board decides to discuss the complaint with the defendant, the confidential adviser will conduct this conversation. During the meeting, the confidential adviser will describe the complaint. The defendant will be asked to respond to this. The confidential adviser reports the accused's response to the board and also provides an analysis of the response. The next steps taken by the board depend on the seriousness and foundation of the complaint, on the advice of the confidential advisor, and on the response (including the defence) of the accused.

If the employee has violated the code of conduct and access, the board may remove the employee from his job. In serious cases, the board will report the matter to the police. In that case, the board will inform the complainant or the victim of the possibility of taking legal action. The board is prepared to provide support by finding the way to the right judicial authorities.

If the conflict deteriorates the atmosphere or environment of the MOC to such an extent that those involved and/or the organisation suffer (image) damage as a result, the board can deny the complainant or the defendant participation in public and closed activities of which the MOC is the sole organizer. The board will try to prevent such a measure at all times.

Certificate of Good Conduct

The adult guides of the homework groups help primary school students with their homework. The students are minors. Supervisors of minors are legally obliged to request a Certificate of Good Conduct (VOG). A VOG is also known as proof of good behaviour. It is a statement that shows that someone's behaviour does not constitute an objection to doing certain voluntary work. A Certificate of Good Conduct is issued by the COVOG of the Ministry of Justice, which only requests your Judicial Documentation (JD). The facility manager will request the statement for the supervisor concerned. The statement will be archived as long as the supervisor works as a homework supervisor at the MOC.

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