



PATRON HARASSMENT PROCEDURE

Effective immediately – MANDATORY FOR ALL FS STAFF

In the event a customer reports anything suspicious about an employee or customer initiating uncomfortable, threatening, sexual and or harassing comments towards any others, all employees must immediately bring the information from the reporting person to the General Manager, Assistant Manager, or Acting Manager (“MOD”). MODs should immediately stop what they are doing and assess the situation by speaking with the reporting customer in private.

If there is any semblance of credibility to the complaint, the MOD should immediately take steps to speak with the offending employee and customer individually in the Manager’s office without any other staff present. If MINOR is involved without a legal guardian present: immediately bring the customer to the office with a manager/witness present until the legal guardian arrives. Upon discussing the situation, the MOD must take the following steps:

IF Employee is the suspicious party: Depending on the severity of the offense, MOD should:

1. Document the response in detail (date, time, contact info, place of incident)
2. Immediately send the employee home
3. Send all detailed information to the General Manager & Regional Manager
4. Regional Manager and Human Resources will provide a plan of action
4. Issue a written reprimand; (General Manager)
5. Write-up the employee; (General Manager)
6. Terminate the employee. (General Manager)

In all possible scenarios, the MOD should immediately report the situation to their superior, as well as the district and regional manager. If uncertain of what to do in a situation, the MOD should always proceed on the side of caution and send the employee home. After sending the employee home, MOD should immediately contact the district and regional manager and inform them of all of the facts documented surrounding the situation and await further instruction.

IF Customer: Depending on the severity of the offense, MOD should:

1. Issue a warning to the customer;

2. If a minor, contact the parent/guardian and inform them of the situation;
3. Immediately contact your superior for guidance on how to proceed;
4. Eject and ban the customer from the park; or
5. Call the police if the situation appears to be serious and or dangerous to the customer or employee.
6. If a physical altercation presents itself, **DO NOT ATTEMPT TO BREAK UP THE FIGHT!** Clear the surrounding area and immediately call the police. Attempting to break up the altercation may cause injuries to yourself or others.

Depending on the circumstances of the situation, the MOD may use a combination of the above actions.

In the event a customer is unwilling to cooperate, the customer should be warned that failing to cooperate could result in a ban from all Flying Squirrel parks. (As this is a drastic measure, consider using this avenue only in extreme cases). If the customer is a minor and is unwilling to cooperate, the parent/guardian should be contacted.

If uncertain of what to do in a particular situation, the MOD should always proceed on the side of caution and eject the customer. After sending the customer home, MOD should immediately contact the district and regional manager and inform them of all of the facts surrounding the situation.

IMPORTANT

The MOD must endeavor to document the situation in as detailed a manner as possible. The MOD should gather contact information and statements from anyone with relevant information about the situation.