

## **DRAFT BICAS Policy on Eviction and Banning of Customers**

### **I. Definitions**

1. *Ban.* To evict a customer and prohibit that customer from returning to BICAS premises until further notice.
2. *Evict.* To cause a customer to leave BICAS premises for the remainder of that day or until a specified event occurs that can be accomplished in fewer than 24 hours (for example, to cover an inflammatory tattoo, or to procure proper attire).

### **II. Purpose, Duties**

1. Purpose. This policy is in place to provide a safe and welcoming working environment for BICAS employees and BICAS customers.
2. Duties. All BICAS employees have a responsibility to promote a safe working environment for BICAS customers and BICAS employees. BICAS employees will quickly and appropriately respond to behavior that compromises the safety of BICAS employees and customers.

### **III. Eviction**

1. A BICAS employee may evict a BICAS customer for any behavior that occurs on BICAS premises that is witnessed or is reliably believed to have occurred by a BICAS employee or volunteer, if that behavior compromises the safe working environment of BICAS.
2. A BICAS employee's decision to evict a customer is final and may not be overturned by another BICAS employee.
3. Customers who are evicted shall have no appeal.
4. Eviction lasts for the remainder of the business day.
5. A BICAS employee or volunteer who disagrees with a BICAS employee's decision to evict a customer may not voice that disagreement in the presence of BICAS customers. At the time of eviction, all BICAS employees and volunteers will support any BICAS employee's decision to evict a customer.
6. BICAS employees are expected to use careful judgment when evicting a patron. A patron who is evicted shall be treated respectfully and shall be briefly told the reason for the eviction, if possible.

7. BICAS employees may issue a warning to a customer prior to eviction, but need not do so.
8. Customers who are evicted shall be told that their eviction lasts for the day.

#### **IV. Bans**

1. A customer may be banned from BICAS until further notice in cases of regular, chronic disruption or unsafe behavior; theft; or severely disruptive or unsafe behavior. Banning a customer is an extraordinary remedy that is reserved for extraordinary breaches of conduct.
2. Normally, the behavior must be witnessed or be reliably believed to have occurred on BICAS premises by a BICAS employee or volunteer. (See Section V below.)
3. Customers who are banned shall be afforded the same respectful treatment as customers who are evicted.
4. A customer who engages in behavior that a BICAS employee believes to warrant a ban shall be evicted and asked not to return to the shop for any reason except to appeal the ban or to learn, after the next collective meeting, whether the collective has approved the ban.
5. A customer may not be banned without the consent of the collective at the staff or collective meeting immediately following the incident.
6. In the event that the collective does not consent to ban the person at the staff or collective meeting at which the ban is discussed, the collective will take efforts to alert the person that they are welcome to return to BICAS.
7. A banned customer may appeal the ban at any time following the staff or collective meeting at which the ban was discussed.
8. An appeal may be made in person or in writing.
9. An appeal may be made no more than once per year.
10. A customer whose ban has been approved by the collective is not permitted on BICAS premises for any reason except to submit an appeal.
11. Appeals will be decided by the collective at the next collective meeting following the appeal.

#### **V. Bans for Reasons Not Related to Behavior at BICAS**

1. In extraordinary circumstances, a customer may be banned from BICAS for behavior that did not occur in BICAS.

2. If a BICAS employee wishes to ban a customer from BICAS for reasons that do not include disruptive or unsafe behavior on BICAS premises, that employee shall voice the concerns to the collective and propose that the customer be banned.

3. The BICAS collective shall recognize that only in extremely unusual and compelling circumstances (for example, a history of physical abuse against the BICAS employee), should a person be banned from BICAS as a result of conduct that does or did not occur at BICAS.