

# NACA No-Harassment Policy

(effective October 2019)

## **Purpose**

The National Association of Consumer Advocates (NACA) is committed to providing a respectful, supportive, and professional environment at NACA organized and/or NACA-related conferences and events. It is NACA's goal to ensure that conference and event participants, including members, sponsors, exhibitors, staff, and other guests, are not subjected to disruptive, harassing, abusive, or otherwise inappropriate behavior carried out through physical, sexual, verbal, electronic, or other means.

NACA is dedicated to providing a safe, respectful, and inclusive environment for all regardless of race, color, age, religion, creed, national origin or ancestry, sex, gender identity, sexual orientation, genetic information, disability, military status, marital status, or other protected status.

This No-Harassment Policy outlines expectations for all participants at NACA conferences and affiliated events. All persons attending NACA conferences/events are subject to the Policy.

## **Harassment**

NACA prohibits verbal, sexual, or physical harassment of any kind, and any that creates an intimidating, offensive, abusive, or hostile environment.

Harassment includes but is not limited to:

- Unwanted verbal and/or physical contact;
- Unwelcome sexual advances, requests for sexual favors, or unwelcome solicitation of emotional or physical intimacy;
- Slurs, epithets, or name calling;
- Physical assaults or threats;
- Intimidation, ridicule or mockery, insults or put-downs, stalking/following, or displaying of offensive objects or pictures;
- Any of the above carried out verbally, in writing, or through jokes, electronic communications, photography, Internet/social media posts, or other forms of communication; and/or
- Advocacy or encouragement of any of the above behavior.

Courteous, mutually respectful, pleasant, non-coercive interactions that are appropriate and acceptable to the parties are not considered to be harassment.

## **Reporting an Incident**

Any person who feels that they have been subject to harassment, or has witnessed or is aware of prohibited conduct, is urged to promptly report it to NACA.

If you believe that you or another person's physical safety is at imminent risk, please contact security personnel at the venue or call 911 for emergency services.

Participants who believe that they have experienced or witnessed harassment or have been the target of unprofessional conduct in violation of NACA's No-Harassment Policy can submit a complaint to [Complaints@consumeradvocates.org](mailto:Complaints@consumeradvocates.org) and/or on our specially designated phone line at 202.347.7822.

NACA's Executive Director, staff, and designated NACA Board members are safe authorities to whom incidents can be reported and discussed. NACA staff will be available at the registration booth and/or NACA Advocacy booth.

### **NACA Response and Investigation**

NACA's investigation and response to any offending behavior will be treated with utmost gravity and discretion.

Upon receiving a report, NACA, through a designated person or committee, will conduct an appropriate investigation, which may include interviewing all parties and any witnesses to the incident, as well as reviewing all relevant documentation. NACA may refer matters to the appropriate authorities where criminal or civil remedies may be warranted.

NACA will treat reports as confidential to the extent possible to allow NACA to assess the incident(s).

### **Resolution and Possible Disciplinary Actions**

If NACA cannot verify offensive behavior, it will inform the complainant and remind the person that they can report the behavior to other appropriate entities.

If NACA verifies the behavior but does not deem it to violate the No-Harassment Policy, the Executive Director and the designated Board members may still take necessary corrective action.

If NACA verifies the behavior and deems it to violate the No-Harassment Policy, the Executive Director and the designated Board members will determine the appropriate actions which may include, but are not limited to:

- Issuing a warning to stop the behavior and retaining a record in case of future violations;
- Terminating conference participation (without refund) and any responsibilities or appointments held, including speaking engagements and exhibitor and sponsorship activities;
- Barring participation in any future governance positions within NACA;
- Barring participation in future NACA conferences or events; and/or
- Suspending and/or terminating NACA membership.

The designated NACA Board members may vote on the recommended actions and will notify all parties of its decision. If an individual would like to appeal the results, they may submit an appeal to NACA's Executive Director, Ira Rheingold, by phone at (202) 452-1989, email at [ira@consumeradvocates.org](mailto:ira@consumeradvocates.org), or mail at 1215 17<sup>th</sup> St. NW, 5<sup>th</sup> Fl., Washington, DC 20036. All appeals will be heard by NACA's full Board of Directors.

### **Additional Inquiries**

Any questions regarding this policy should be directed to NACA's Executive Director, Ira Rheingold, [Ira@consumeradvocates.org](mailto:Ira@consumeradvocates.org), or Christine Hines, NACA's Legislative Director, at [Christine@consumeradvocates.org](mailto:Christine@consumeradvocates.org), or by calling 202-452-1989, ext. 109.