

August 10, 2022

Dear Viera East CDD Employees,

Most of you are or should be familiar with the District's policy towards harassment identified in your employee handbook as it pertains to fellow employees. What you may not be familiar with is the District policy for harassment as it pertains to "Customers or Residents" of the district.

Harassment coming from customers is often difficult to deal with. Employees might be reluctant to report customers or residents, especially ones who are responsible for substantial revenue or who hold/held positions of authority. This causes the behavior to go unpunished and continue. No District employee will be retaliated against for reporting harassment. This no-retaliation policy applies whether a good faith complaint of harassment is well founded or ultimately determined to be unfounded.

Please don't hesitate to report a customer (or a resident) if they behave inappropriately and make your life difficult. Reporting them means that they won't harass you anymore and that we will also have the chance to protect other employees who would encounter the harasser.

Report the customer/resident to your immediate supervisor, or to the General Manager, Tim Melloh via email or in-person and inform your immediate supervisor of your report. If you have emails or other evidence, please attach them or bring them to General Managers office.

Viera East CDD has an open-door policy, and we encourage our employees to share their concerns and thoughts with us. However, sometimes employees may not feel comfortable reporting on harassment, whether it has happened to them or a colleague. Therefore, we expect managers to always be alert and ready to spot harassment towards their team members.

If you suspect one of your team members is being harassed, talk to them to get more information. Assure them that they won't be penalized for reporting harassment from any source and that Viera East CDD is committed to protect them from harassment. The Viera East CDD and Board of Supervisors takes complaints of this nature seriously and will take appropriate action when necessary.

Best Regards,

Rob Dale
Chairman, Board of Supervisors
Viera East Community Development District