**Pathway To Potential - Violence by Clients towards Employees**

**Objective:**

This policy is established to ensure the safety and well-being of our employees by addressing and preventing incidents of violence from clients. The organization is committed to providing a secure working environment and will not tolerate any form of violence, threats, or aggressive behaviour towards our employees.

**Scope:**

This policy applies to all clients, visitors, and individuals interacting with employees in the workplace or during work-related activities.

**Definition of Violence:** Violence includes but is not limited to physical assault, verbal abuse, threats, intimidation, harassment, or any behaviour that poses a risk to the physical or emotional well-being of employees.

**1. Expectations:**

* **Zero Tolerance:** The organization has a zero-tolerance policy towards violence by clients. Any act of violence will be taken seriously, and appropriate actions will be taken to address the issue.
* **Employee Reporting:** Employees are encouraged to report any incidents of violence, threats, or aggressive behaviour by clients immediately to their supervisor, manager, or the designated person responsible for handling such incidents.
* **Confidentiality:** Reports of violence will be treated with the utmost confidentiality. Information will only be disclosed on a need-to-know basis, and employees reporting incidents will be protected from retaliation.

**2. Procedure:**

* **Immediate Response:** In the event of violence or a threat, the affected employee should prioritize their safety. If necessary, seek assistance from security personnel or law enforcement.
* **Report to Supervisor/Manager:** The employee should report the incident to their immediate supervisor or manager as soon as possible, providing a detailed account of the event, including any witnesses.

**3. Documentation:**

The supervisor or manager will document the incident, including date, time, location, description of the event, and any actions taken. Photographs or other evidence should be collected if possible.

**4. Medical Assistance:**

If the employee requires medical attention, appropriate assistance should be sought immediately. The organization will provide support for medical care and recovery.

**5. Investigation:**

The organization will conduct a thorough investigation into the reported incident, including interviewing witnesses and gathering relevant evidence.

**6. Disciplinary Action:**

If the client is found responsible for the violence, appropriate disciplinary action will be taken, which may include termination of services, legal action, or other measures as deemed necessary.

**7. Review and Modification:**

This policy will be periodically reviewed and updated to ensure its effectiveness.

Any modifications will be communicated to all employees.

By adhering to this policy, we aim to create a workplace where all employees feel safe and can perform their duties without fear of violence or intimidation.

Any violation of this policy will result in appropriate action, up to and including termination of the client relationship.

Date: 13/03/2024

Signed:

Jazmine Billiards

Owner/Director

