

STATEMENT OF HEALTHY and SAFE ENVIRONMENT



The **Joint Urban Ministry Project, JUMP** is committed to maintaining a healthy and safe emergency assistance environment by immediately addressing incidents of violent, vulgar, aggressive and threatening behavior towards employees, volunteers and clients. No one present at **JUMP** should ever have to think of violent, vulgar and aggressive behavior as part of the drop-in center environment.

Clients that persistently display this type of behavior may not be served by employees or volunteers and may be banned from **JUMP** premises, if not to do so would create an unacceptable risk to the health, safety and well being employees, volunteers and other clients. Employees and volunteers have the right to terminate a phone-call if the caller is threatening or uses foul or abusive language (not just becomes awkward or difficult).

To maintain a healthy drop in center environment, **JUMP** as the operating organization has a duty to identify hazards/risks and introduce the necessary controls to ensure, so far as reasonably practicable, the health, safety and welfare of their employees, volunteers and clients.

- Management should identify and introduce procedures to intervene and reduce Violent, Vulgar, Aggressive and Threatening Behavior.
- Managers should ensure that employees and volunteers all have access to training and written guidelines, including job specific procedures.
- Employees and volunteers should understand and use the guidelines and procedures.
- Employees have the responsibility to take reasonable care for the health and safety of themselves and others.

DEFINITION

Violent, aggressive, vulgar and threatening behavior: “Any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work”. This can include verbal and written abuse, coarse language, crude behavior, a revoltingly gross expletive, a vulgar gesture, profanities, swear words or threats, aggressive behavior or harassment that causes distress (whether in person or over the phone), as well as physical attacks.