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.