

**POLICY NUMBER 32**

**POLICY TITLE:**

**WITHDRAWING SERVICE FROM A CLIENT**

**THE PURPOSE OF THIS POLICY:**

- To indicate temporary workers rights in respect of withdrawing from a client in the case of, for example, abuse, aggression, intimidation, hazards, bad health and safety conditions. Also in cases of infestation of pests or vermin in the home or in the case of an attack by the client's pet.
- To indicate a procedure of withdrawal from a client in such cases.

**POLICY CONTENT**

- It is the employment businesses policy that withdrawal of service from a client should be the last available sanction considering the circumstances of the matter. This policy is in keeping with the principles of the National Minimum Standards in respect of providing the continuance of care.
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- It is our policy to always assist the staff member and client to resolve the circumstances that have been brought to the fore to promote a harmonious working relationship.
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- While we have many rules in place to safeguard the client from harm, abuse and protect their health, we deem our staff members to be equally important and we have the responsibility to ensure their health and safety as far as reasonably possible.

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**WHAT YOU MUST DO**

<b>Scenario 1</b>	<ul style="list-style-type: none"><li>• Temporary Workers must make a note in the care records and advise their immediate manager when the home of the client is infested with pests or vermin.</li></ul>
<b>Scenario 2</b>	<ul style="list-style-type: none"><li>• Temporary Workers must make a note in the care records and advise their immediate manager when the client has behaved unacceptably towards the Temporary Worker.</li></ul>
<b>Scenario 3</b>	<ul style="list-style-type: none"><li>• Temporary Worker is attacked by client pet. Temporary Worker must make a note in the care records and advise the Registered Manager.</li></ul>
<b>Scenario 4</b>	<ul style="list-style-type: none"><li>• This is present when scenario 1 and/or 2 does not stop or when there is further abuse or violence. Temporary Worker must make a note in the care records and advise the Registered Manager.</li></ul>

## SOLUTIONS

<b>Scenario 1</b>	<ul style="list-style-type: none"><li>• Management must contact the client, his advocate and/or family and advise them that the employment business can now exercise its right to withdraw from servicing the client and may issue a warning for the client to address the situation immediately to prevent reoccurrence thereof.</li></ul>
<b>Scenario 2</b>	<ul style="list-style-type: none"><li>• Management must contact the client, his advocate and/or family and find a suitable solution to ensure no reoccurrence.</li></ul>
<b>Scenario 3</b>	<ul style="list-style-type: none"><li>• Management must contact the client, his advocate and/or family and find a suitable solution to ensure no reoccurrence.</li></ul>
<b>Scenario 4</b>	<ul style="list-style-type: none"><li>• Management must contact the client, his advocate and/or family and advise them that A24Group can now exercise its right to withdraw from servicing the client and may issue a warning at this stage.</li></ul>
<b>Actual withdrawal</b>	<ul style="list-style-type: none"><li>• The Contracting Authority will be contacted in the case where actual withdrawal is to take place, in order for this authority to assist the client with alternative arrangements or staff to provide the withdrawn service.</li><li>• The Employment Business may also withdraw the service if payment for our services are not received.</li></ul>

## END OF POLICY