



POLICY NUMBER: 1.4

POLICY TITLE:

Safeguarding Temporary Workers against Abuse or other harm

THE PURPOSE OF THIS POLICY:

To define the act(s) of harassment or abuse from a client and to provide temporary workers with clear guidelines for such a situation.

POLICY CONTENT:

WHAT IS HARASSMENT?

When	<ul style="list-style-type: none"> - Harassment is likely to occur when temporary workers are alone with the client in their premises and is often the case when the client is disturbed.
Training	<ul style="list-style-type: none"> - The employment business will provide temporary staff with appropriate training for identifying and handling any acts of harassment and this will be recorded in both the Temporary Workers record. Staff will not be expected to work with a client that has been identified as high-risk until training has been successfully completed.
Acts of harassment	<ul style="list-style-type: none"> - Acts of harassment may include: <ul style="list-style-type: none"> - Verbal or racial harassment / abuse - Physical harassment which includes any aggression, threats or violent acts - Sexual harassment which may be verbal or physical. - Staff must make the client aware of and avoid any conversation that has sexual or political nuances. - Staff must take care to maintain mutual respect between themselves and the client and be aware of any mood swings or reaction to medication.
Identifying potential risk areas	<ul style="list-style-type: none"> - Staff need to be fully aware of the client’s clinical history, which includes psychiatric history and history of alcohol or drug abuse. - Staff must record acts of harassment and abuse the client’s file and must also report it immediately to the registered manager or to complaints@a24group.com.

END OF POLICY