

18.0 EMPLOYEE/VOLUNTEER ABUSE POLICY

18.1 Policy Statement:

The United Native Friendship Centre will not tolerate any form of **physical, sexual, emotional, verbal, psychological abuse**, nor any form of **neglect or harassment**.*

The purpose of this policy is to maintain an environment that is free from harassment or abuse; identify the behaviours that are unacceptable; establish a mechanism for receiving complaints and establish a procedure to deal with complaints.

18.2 Definitions:

* **Physical Abuse** is defined as, but not limited to, the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraints.

* **Sexual Abuse** is defined as, but not limited to, any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digit or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation for profit, including pornography.

* **Emotional Abuse** is defined as, but not limited to, a chronic attack on an individual's self-esteem. It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat, blaming.

* **Verbal Abuse** is defined as, but not limited to, humiliating remarks, name calling, swearing at, taunting, teasing, continual put downs.

* **Psychological Abuse** is defined as, but not limited to, communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.

* **Neglect** is defined as, but not limited to, any behaviour that leads to a failure to provide services which are necessary; such as, withdrawing basic necessities as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.

* **Harassment** is defined as, but not limited to, any unwanted physical or verbal conduct that offends or humiliates, including gender-based harassment. It can be a single incident or several incidents over time. It includes threats, intimidation, display or racism, sexism, unnecessary physical contact, suggestive remarks or gestures, offensive pictures or jokes. Harassment will be considered to have taken place if a reasonable person ought to have known that the behaviour was unwelcome.

18.3 **Responsibilities:**

(a) **UNFC Board President** (or designate) will be the AMedia@representative to respond to all enquiries from any media (TV, radio, newspapers, etc.).

(b) **Executive Director** will be responsible for implementing the policy throughout the organization.

(c) **Staff** must be familiar with this policy and if they have any questions they can be addressed to the Executive Director (or designate) for clarification. When volunteers are used in your program, you must ensure they have read and understand these procedures and sign the acknowledgement page.

If an employee is approached by the media, they should refer all such enquiries to the Executive Director.

18.4 **Procedures & Resolution:**

All employees/volunteers of the United Native Friendship Centre are bound by this policy. They should ensure that clients, visitors, contractors, or anyone who enters any of the Centre=s buildings, are closely monitored and any incidents of abuse (or suspected abuse) reported immediately to their immediate supervisor and/or the respective agency that the program is governed by. This should be done in writing as well as verbally.

The supervisor will then contact the Executive Director and submit a written report.

Upon receiving notification, the Executive Director will make a thorough investigation of the incident and meet with all parties involved. If the incident proves to be reportable, this will be done immediately to the proper authorities. If the behaviour is not reportable, but is still against Centre policy, then steps as provided in our Complaints= Policy will take effect. In either case, the accused will be suspended (with or without payBdepending on circumstances) until the matter has been resolved.

18.5 **Authority:**

This policy has been written in accordance with the rules and regulations as set out in the legislative acts of the agencies who govern our programs. These are as follows:

- Family and Children Services Act (**Note: there is the potential of a \$1,000 fine and/or imprisonment for failure to report to FACS or the police.**)
- Day Nurseries Act
- Ministry of Social & Community Services
- Human Rights Act
- Criminal Code of Canada
- Long Term Care Act

18.6 **Conflict of Interest:**

If the nature of the complaint creates a **conflict** for the Executive Director, the incident report will be forwarded to the Board of Directors President.

A **conflict of interest** is defined as participation or involvement in decisions where the result of the decision will unduly, or unfairly, favour one person over another as a result of relationship or preferences based on **prohibited grounds**.

Prohibited grounds, under the Human Rights Code, include: sex, race, age, creed, colour, marital status, sexual preference, disability, political or religious affiliation or family status.

18.7 **Corrective Measures:**

The decision ultimately made by the Board of Directors shall be final and binding. The employee or volunteer shall have no further right of appeal. Any, or all, of the following measures may be implemented:

- disciplinary action against the accused (including dismissal, if warranted)
- counselling, training and close supervision
- employee assistance services

18.8 **Acknowledgement:**

I acknowledge that I have received and read the abuse policy and/or have had it explained to me. I understand that it is my responsibility to abide by all the rules contained in this policy and to report any incidents of abuse as set forth in this policy.

SIGNATURE OF EMPLOYEE/VOLUNTEER:

SIGNATURE OF UNFC REPRESENTATIVE:

DATE: _____