



HARASSMENT

Unlawful harassment is defined as harassment based on any characteristic protected by applicable federal, state, or local law including race, religion, color, sex, national origin, age, veteran, or disability status, which is sufficiently severe or pervasive as to alter the working conditions of a volunteer or employee. Examples of conduct prohibited by this policy include, but are not limited to:

- ✦ Verbal or physical conduct that harasses a volunteer on the basis of a category protected by applicable federal, state, or local law and that is sufficiently severe or pervasive as to create an intimidating, threatening, offensive, or hostile environment.
- ✦ Sexual displays or publications, or other verbal or physical conduct, where a volunteer is told either explicitly or implicitly that he or she must submit to the conduct to remain involved as a volunteer or where his or her reaction to the conduct is used as a basis for a management decision, such as evaluation, advancement, assigned duties, disciplinary action, or any other condition of volunteer involvement or career development. Examples of prohibited verbal or physical conduct includes, but is not limited to:
 - Unwelcome sexual advances;
 - Stalking, dating violence, date rape, or sexual assault;
 - Persisting with romantic advances despite the rejection of the advances;
 - Requests for sexual favors, whether or not accompanied by promises or threats with regard to the employment or volunteer relationship;
 - Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness;
 - Leering, whistling, or touching; insulting or obscene comments, sounds, or gestures; displays of sexually suggestive objects, cartoons or pictures.
- ✦ Words, actions, or visual matter that demean or show hostility toward an individual or group because of any characteristic protected by applicable federal, state, or local law.

If a volunteer believes that they are victim of any form of unlawful harassment/sexual harassment, they are strongly urged to bring this alleged violation to the immediate attention of the Human Resources Department unless they believe it is the cause of or part of this violation. If so, then submit a written statement concerning the alleged harassment to an appropriate manager or the Executive Director. Sexual harassment is against the law, and the WSCC can assist the volunteer if this is reported immediately.

HARASSMENT COMPLAINT PROCEDURES - Volunteers should be made aware of the complaint mechanism for harassment. It is in the volunteer's best interest to directly inform the harasser that the conduct is unwelcome and must stop. In most cases, the volunteer should report the harassment to his or her direct supervisor(s); if the supervisor is the offender, then the volunteer should report harassment to any senior management team member. All harassment complaints are treated with the utmost confidentiality, to the extent possible.

SUPERVISORS' RESPONSIBILITIES - Supervisors or managers who receive a harassment complaint must immediately report the complaint to the Executive Director. Complaints pertaining to the conduct of the Executive Director should be immediately reported to the President of the Board. Reprisal by any employee, volunteer, supervisor, or manager against any volunteer or corroborating witness in a harassment complaint will not be tolerated. Supervisors and managers must be alert to any possibility of harassment.

INVESTIGATION - The Human Resources Generalist, along with the appropriate supervisor(s), will take immediate action to thoroughly investigate any complaint. The HR Generalist will write a report on the investigation. The HR Generalist, the Executive Director, and the appropriate supervisor(s) will determine the validity of the complaint and make a recommendation for resolution of the complaint. Such a determination will be made on a case-by-case basis.

DISCIPLINARY ACTION - The Executive Director and the appropriate supervisor(s) will resolve the case and determine appropriate disciplinary action. Appropriate sanctions and corrective action, up to and including termination, will occur in confirmed cases of harassment. Disciplinary action may include a written warning, probation, suspension, or termination. The severity of the discipline will be determined by a number of factors, including the severity of the harassment.

Volunteers are responsible for reporting any concerns regarding unlawful harassment to management pursuant to the Dispute Resolution Policy. Volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy will not be retaliated against. If, after investigating any claim of unlawful harassment, the WSCC concludes that a volunteer has filed a claim in bad faith, provided false information regarding a claim, or refused to cooperate in an investigation of a claim, disciplinary action, up to and including separation, may be taken. Violations of this policy will be dealt with appropriately and promptly. Corrective action may include, but is not limited to, separation from volunteer service.

PREVENTION - Supervisors and managers are responsible for notifying all volunteers - including new volunteers - of the organization's harassment policy. Supervisors and managers are responsible for assertively creating an atmosphere in which harassment does not exist and is actively discouraged.

SAFETY AND SECURITY PROCEDURES

As with any large social service agency, WSCC sees its fair share of safety and security issues. Each individual department and volunteer position will potentially have a more thorough set of guidelines and obligations. Below is a brief set of safety and security guidelines for the average volunteer.

Who should respond to an injury, accident or illness?

Any WSCC volunteer or employee who witnesses or is present at the time of an accident, injury or illness should respond. All WSCC volunteers should, as soon as possible after assessing a situation, contact an employee of WSCC to deal with an instance of an accident, injury or illness.

- ✦ **How to respond?** – Determine the severity of the incident. If emergency assistance is not needed or requested, remain with the victim until a staff member is contacted or the victim is able; assist them to a first aid station.
- ✦ **When to call the paramedics?** – Any responders should assess the incident carefully. If it appears that medical assistance is required or requested, contact staff first, and then call for paramedics by dialing 9 to get an outside line and then 911. However, if it is clear that the severity of an accident, injury or illness requires paramedics urgently, call the paramedics first, then immediately contact staff. It is better for the paramedics to judge the severity than to delay assistance while staff is being contacted.
- ✦ **Do I remain at the scene?** – WSCC staff is to remain at the scene with the victim. Once a staff member has arrived, a volunteer can then assess if they are needed to be present.
- ✦ **Should I move the victim?** – Unless the victim is in immediate danger from external conditions (extreme cold, falling debris, etc.) do not attempt to move. Motion may further complicate injuries. Under no circumstances should the injured person be transported by a WSCC employee or volunteer in any way in a private or WSCC vehicle. If persons accompanying the victim insist on transporting the injured party themselves, First Respondents should try to discourage it, but it often cannot be prevented.
- ✦ **How do I record the incident?** – Record the incident in detail on a WSCC Accident Report Form. Record as much personal information as possible from the injured person, family members or friends and any eye witnesses. The information gathered will be important to the investigation.
- ✦ **After the incident, who do I notify?** – All Accident Report forms should be directed to the Program Director.

ACCIDENT/INJURY REPORTS – Accident/Injury Report forms are located in several areas of each major building and office areas. All Accident/Injury Report forms filled out by volunteers should be forwarded to the Human Resources Department.

FIRE EMERGENCY

During a fire or fire drill:

- 1) You will hear an alarm.
- 2) You should walk, DON'T RUN, to the nearest exit. There is an Emergency Evacuation map located throughout each building. Refer to the map to find the exit closest to you and leave in a quick, but orderly manner. If an exit is blocked, other exits will be identified and used.
- 3) You should follow staff to the building's designated meeting site for all staff, clients and volunteers to be accounted for.
- 4) Do not go back into the building until a WSCC staff person in charge or fireman approves it.

TORNADO EMERGENCY

During a tornado or tornado drill:

- 1) Designated staff will advise when a tornado warning has been issued by the emergency alert systems for the city.
- 2) You should go to the designated Tornado areas on the Emergency Evacuation map for your building.
- 3) Staff at the designated meeting site will ensure all staff; clients and volunteers are accounted for.
- 4) Sit on the floor with your head between your knees and hands over your head.
- 5) Do not leave the area until WSCC staff in charge approves it.

POWER FAILURE

During a power failure or power failure drill:

- 1) When the power goes out, stay where you are until WSCC staff notifies you of next steps.
- 2) When appropriate flashlights or other emergency lighting will be used.

BOMB THREAT

During a bomb threat or bomb threat drill:

- 1) WSCC staff will notify all staff, volunteers and clients to evacuate the building.
- 2) You should walk, DON'T RUN, to the nearest exit.
- 3) You should follow staff to the building's designated meeting site for all staff, clients and volunteers to be accounted for.
- 4) Don't go back into the building until a WSCC staff person in charge or law enforcement officer approves it.

GAS LEAK

During a gas leak or gas leak drill:

- 1) WSCC staff will notify all staff, volunteers and clients to evacuate the building.
- 2) You should walk, DON'T RUN, to the nearest exit.
- 3) You should follow staff to the building's designated meeting site for all staff, clients and volunteers to be accounted for.
- 4) Don't go back into the building until a WSCC staff person in charge or law enforcement officer approves it.

EARTHQUAKE

During a earthquake or earthquake drill:

- 1) Find a place to protect yourself from falling objects. You can get under a desk or doorway. Cover your head with your hands.
- 2) When the earthquake ends, stay where you are until WSCC staff tells you where to go.

ACTIVE SHOOTER

During an incident with an active shooter or an active shooter drill:

- 1) If you suspect a potential active shooter situation, you must quickly determine the most reasonable way to protect your own life. If there is an accessible escape path, attempt to evacuate the premises.
- 2) ALERT as many people as possible within the danger zone. Use specific language and avoid code words. The goal is to empower as many individuals as possible with the ability to make an informed decision as to their best option to maximize chances of survival.
- 3) Communicate the shooter's location in real time.
- 4) Leave your belongings behind and keep your hands visible.
- 5) If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Block entry to your hiding place and lock the doors. Use heavy items to barricade yourself if possible. Remember to remain quiet and silence your cell phone or pager.
- 6) As a last resort and only when your life is in imminent danger, you should attempt to incapacitate the shooter by acting with physical aggression and throwing items at the active shooter.
- 7) Call 911 when it is safe to do so.
- 8) You should walk, DON'T RUN, to the nearest exit.
- 9) You should follow staff to the building's designated meeting site for all staff, clients and volunteers to be accounted for.
- 10) Don't go back into the building until a WSCC staff person in charge or law enforcement officer approves it.

INCIDENTS

Any WSCC employee or volunteer who feels there is imminent danger to themselves or others should not hesitate to call 911. Volunteers should always refer a crisis situation involving a client to the supervisor or manager. In the event of an escalating situation involving two or more clients, staff should immediately attempt to verbally separate the individuals involved. If clients refuse to obey, an employee is instructed to give a verbal warning that failure to obey will result in being banned. If clients refuse to respond, employees will notify the clients they will contact the police. Continue failure to obey will result in employees contacting the police, while leaving staff members on the scene. Volunteers should never put themselves in harm's way by positioning themselves between two or more feuding individuals, and always allow staff to handle these situations.

At WSCC everyone will be treated with respect, including clients, staff and volunteers. If a volunteer notices someone treating anyone disrespectfully, let the supervisor know at once. It is better for this behavior to be handled in the beginning with a warning than to allow it to become more serious.

Volunteers should be aware of their comfort level. If a volunteer feels uncomfortable during an interaction, they should walk away. There must be a professional relationship between all clients, volunteers and staff. Merging a personal relationship with a professional relationship can be confusing and hurtful and can affect judgment regarding conduct and behavior.

If a volunteer witnesses an incident (e.g. a medical emergency or fight) do not interfere. Tell a staff member or security staff on duty immediately. Otherwise, continue your assigned work. Continuing as though things are normal helps to keep the situation calm for others. If a volunteer has concerns about way incidents are handled, ask the department supervisor for a copy of the WSCC's Safety Plan.

If a volunteer encounters blood, urine or other bodily fluids while at WSCC they should not touch them. The volunteer should let the supervisor or another staff member know immediately and use hand sanitizer, alcohol or hydrogen peroxide to disinfect hands when exposed to bodily fluids. Volunteers should always wash their hands with warm water and soap before working around food and after each volunteer shift.

ACCIDENT/INJURY REPORTS

If a volunteer is injured while performing service, the incident should be reported immediately to the supervisor(s) or manager as soon as possible, regardless of how minor the injury may be. If immediate medical care is needed, supervisors should assist the volunteers in getting the necessary medical attention promptly, or within 24 hours, after which the full details of the injury are to be written and reported to the Advancement and to the Director of Programs for further review, pending follow-up and placed on file.

Please note that if emergency contacts cannot be reached, West Side Catholic Center reserves the right to seek medical assistance at the nearest medical facility and will be held harmless of all legal issues that may arise from this decision.