

16.04 Participant Abuse

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. that any recipient of services shall not be abused verbally, physically, sexually or in any other manner.

Procedure:

1. A participant's freedom of movement shall not be restricted more than is necessary to provide services to them, to prevent injury to themselves or others, or to prevent substantial property damage.
2. Staff will not humiliate participants (mock, mimic, tease, etc.), refer to participants using derogatory terms, or use vulgar or offensive language when addressing a participant.
3. Staff will address participants by their requested name.
4. Staff will not withhold food or beverage from any participant unless for medical reasons.
5. Staff will not withhold participant earnings.
6. Staff will not borrow money from, or lend money to, a participant.
7. Public Relations/Photo Releases are required for any pictures or images of participants.
8. Staff will not touch a participant unless:
 - It is to guide them to safety during emergency situations.
 - It is done in an accepted, professional manner, such as a handshake.
 - It is needed to guide them in learning a new task.
9. All incidents of physical, verbal, sexual, or other abuse must be investigated. Pending results of such investigation, the accused employee may be suspended. If the charges are found to be false, the employee is to be compensated for lost time and reinstated to his/her position without any loss of seniority or time.
10. All incidents of physical restriction must be reported to and reviewed by the Director of Safety and Security and the Director of Human Resources.
11. The participant may report an incident of alleged abuse to any staff person. Any abuse complaint must be documented on an Incident Report and directed to the Director of Safety and Security or the Director of Human Resources within 24 hours. Appeal procedures are consistent with Policy & Procedure 16.10, *Grievance* and 7.21, *Grievance*.
12. Refer to Policy & Procedure 16.05, *Behavior Management* for participant rights and informed consent procedures.