



RE: Inappropriate Client/Staff Conduct at Calgary Progressive Lifestyles Foundation – Office

To all staff,

There may be difficult situations when you find yourself dealing with an inappropriate client or staff in the CPLF office. This may include but is not limited to a client becoming violent, making unwanted advances, making threats, etc. It is important that you as a staff member are aware of the situation and make sure that you take precautions to keep yourself safe and secure.

Proactive measures may include but is not limited to having another staff with you such as another manager or support staff, sitting near the exit door in a room, or having the door open.

Reactive measures may include but is not limited to telling the other person to stop and/or removing yourself from the situation and getting to a safe location, locking the door if possible. If you are unable to remove yourself, you are to yell for help. The staff closest to you will then either render assistance or get assistance right away, as is appropriate for the situation. Once you are safe and secure, you are to contact the appropriate people which may include but is not limited to police, guardians, management, etc.

Please review our Harassment/Bullying/Violence Policy, located in the Human Resources Policy Book for additional information.

Thank you,

Katrina Bruce

Katrina Bruce
HR Manager