



GLSS STAFF AND AFFILIATES WORKER SAFETY POLICY

Greater Lynn Senior Services ("GLSS") and its Affiliated agencies ("Affiliates") are committed to fostering a work environment in which all individuals are treated with respect and dignity. GLSS embraces the philosophy that every person has the right to work in a safe and professional environment that prohibits discriminatory practices and behavior, including harassment, as well as violence or the threat of violence. GLSS and Affiliates have a zero-tolerance policy concerning threats, intimidation, and violence of any kind in the workplace either committed by, or directed at, employees, consumers, or visitors.

These policies apply to all employees and Affiliates, and prohibit harassment, discrimination, and retaliation whether engaged in by fellow employees, a supervisor or manager, or someone not directly connected to the Agency (an outside vendor, consultant, or consumer). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, including consumers' homes, Affiliate offices, or community settings in which GLSS staff may operate.

GLSS staff and Affiliates are mandated reporters as defined by Massachusetts law (M.G.L. ch.19A § 15, ch.19C § 10, and ch.119 § 51A). Any incidents of suspected abuse (physical, emotional, or sexual), neglect, self-neglect, and/or financial exploitation of older adults, people with disabilities, or children must be reported to the appropriate agency. If an individual is assessed to be in imminent danger, a report will be made to the local police department. These incidents of abuse and risk or imminent danger are exceptions to consent and confidentiality agreements.

- **Language and behavior:** In accordance with the above policies, GLSS staff and Affiliates should not be subject to an environment that includes but is not limited to: offensive, vulgar, discriminatory, or abusive language, inappropriate sexual comments, inappropriate photos, videos, or behavior by consumers, their family members, or guests.
- **Discrimination:** GLSS and Affiliates do not discriminate against any employees, consumers, or affiliates due to gender, race, color, religion, political opinions, national origin, language, age, disability, pregnancy, alien or citizenship status, marital status, creed, Veteran status, genetic predisposition or carrier status, sexual orientation, gender identity, or any other personal characteristic protected by law. GLSS staff will not participate in discriminatory practices against providers in coordinating services on behalf of consumers.

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- **Illegal activity:** Consumers, their family members, or guests will not engage in illegal activity when GLSS staff and/or Affiliates are present.
- **Animals:** If a consumer has a pet, the GLSS staff member or Affiliate has the right to request that the pet be secured during a home visit.
- **Smoking:** GLSS and Affiliates may ask the consumer, family member, or guest to refrain from smoking while the staff member or Affiliate is present.
- **Weapons:** GLSS and Affiliates may ask that any weapons be secured for the duration of the visit. Any firearms must be properly secured in a locked container or equipped with a tamper resistant mechanical lock as required under Massachusetts General Law (M.G.L. ch.140 § 131L). Firearms must be secured for the duration of the visit.
- **Communicable illness:** If GLSS staff or Affiliates are aware or suspect that the consumer has a communicable or infectious disease, the GLSS staff may contact the Primary Care Provider to confirm that the necessary reporting was completed. The GLSS staff and Affiliates will recommend the necessary precautions in order to provide safe care to the consumer and protect the direct care providers.
- **Infestation:** If pest infestation is present in the home, GLSS or Affiliate staff may not be able to provide authorized services or visits until the concern has been alleviated. This is necessary in order to limit the transfer of infestation issues from one location to another. If you need assistance resolving an infestation concern, please contact your GLSS case manager.

If GLSS staff members or Affiliates feel uncomfortable, unsafe, or if there is any illegal activity taking place in or around the home, the GLSS staff member or Affiliate has the right to immediately cease any and all services and leave the premises. In such instances, the staff person will contact a Supervisor or the Consumer Services Director to discuss appropriate follow-up steps.

GLSS staff will confer with Affiliate agency supervisors to resolve the concern before returning to the home. If risk concerns cannot be satisfactorily resolved, GLSS or Affiliates may require safety accommodations be made, such as 2-person visits or services, to address the safety risk. **GLSS or Affiliates may discontinue visits and services altogether when deemed necessary and appropriate under the circumstances.**

If you have any questions, please contact your Case Manager at GLSS at 781-599-0110.