



Protecting our colleagues

Our zero tolerance approach to colleagues experiencing abuse, discrimination, or harassment at work



At Everyturn, we're committed to providing a safe and respectful workplace for all our colleagues. This means we take a zero tolerance approach to abuse, harassment, or discrimination of any of our colleagues.

This includes abuse from another colleague, someone who uses our services, or the family members or carers of someone who uses our services.

This statement has been developed in line with [our organisational values](#) – particularly compassion and respect.

What do we mean by abuse, discrimination, or harassment?

Abuse, discrimination, or harassment can come in many forms, so this isn't a complete list. It can include:

- Bad language or swearing towards a colleague.
- Physical violence (or threatening it), such as pushing or shoving.
- Verbal abuse or insulting comments.
- Abuse, insults, or unwanted behaviour via online messaging, text, or social media
- Insults or abuse relating to any of these protected characteristics:
 - Age
 - Disability
 - Gender identity
 - Pregnancy or maternity-related
 - Race
 - Religion and belief
 - Sex
 - Sexual orientation
- Unwanted sexual behaviour (also known as sexual harassment).
- Microaggressions – these are small actions or comments that can make someone feel insulted or treated badly because of their race, sex, or other protected characteristic. They could be verbal or non-verbal, but they make someone feel uncomfortable, marginalised, or small, regardless of whether that was intended or not.

Protecting and supporting our colleagues

If you're an Everyturn colleague and you experience abuse, discrimination, harassment, or behaviour that makes you uncomfortable, you should raise it as an incident to your line manager.

You'll then have the opportunity to safely discuss your experience and the impact it's had on your wellbeing.

Your manager will investigate what happened and will take appropriate action. If you received the abuse from another colleague, that colleague could be disciplined or dismissed. If the abuse came from someone we support, we might withdraw our service from them, if that's appropriate.

Our colleagues can also find support (including talking therapies) through our Vitality at Work wellbeing scheme



Working with complexity

There are some instances that might need to be managed differently. For example, if someone's behaviour is linked to a condition like dementia.

While we know that people with certain conditions have limited control over their behaviour, the impact of their behaviour is still real and important.

For example, a support worker or nurse working in a service with people with dementia might face racist abuse on a regular basis, which would impact their wellbeing.

Even if the illness is causing or worsening the person's behaviours, the behaviour must be managed and three actions should be taken:

1. The person should be challenged about their behaviour, if they are able to understand. If this isn't possible, the behaviour should be documented.
2. The colleague who received the abuse should have a wellbeing check-in with their manager. This should include a chance to discuss their experience and what they would like to happen next.
3. Next steps should be discussed. This could include a discussion with the person's family or carers, moving or removing the person from the service, or moving the colleague (where this is appropriate and if they're happy with this).



**We're here so no one struggles alone,
and that includes our colleagues.**