



NEW ENGLAND INSURANCE SERVICES, INC.

P.O. Box 63 ~ Weatogue, CT 06089 ~ Phone (860) 844-8288 ~ Fax (860) 844-8274
Toll Free (888) 845-8288 ~ email: info@neisinc.com ~ Website: www.neisinc.com

**Managing the Risk of Sexual Abuse or Misconduct
Between Staff/Volunteer and Client/Customer**

A Checklist

Use this checklist to ensure that your organization is ready to respond to allegations of sexual abuse or misconduct:

- ✓ A written policy prohibiting abuse was distributed to all staff and volunteers;
- ✓ The staff and volunteers who received the policy signed an acknowledgement of receipt;
- ✓ Client complaints do not have to be in writing, and clients have several choices between staff members to whom complaints should be made;
- ✓ Staff training on sexual abuse issues is conducted;
- ✓ During an investigation, the organization will document all complaints and the steps taken by the organization in response to the complaint(s);
- ✓ Those involved in any investigation are reminded that the policy of confidentiality will be reasonably maintained but that information will be disclosed as necessary in order to conduct an effective investigation;
- ✓ A thorough investigation is initiated promptly after any complaint is made;
- ✓ Remedial action for the alleged victim is considered and implemented;
- ✓ Appropriate discipline is imposed on the wrongdoer;
- ✓ Follow-up monitoring occurs to ensure that the victim has not suffered retaliation and that the abuse or misconduct has not resumed;
- ✓ The organization conducts a self-assessment: What went wrong? What can we do to prevent illegal abuse/misconduct in the future?

Prohibition of Sexual Abuse or Misconduct Policy

This organization is committed to maintaining a work environment that is free of sexual abuse or misconduct. All employees and volunteers should respect the rights of our clients and customers. Sexual abuse or misconduct is strictly prohibited.

No one may threaten, imply or take any action based on a client's submission to or rejection of sexual advances.

No one may subject a client to any unwelcome conduct of a sexual nature. This includes both unwanted physical contact, such as touching, blocking, staring, making sexual gestures, and making or displaying sexual drawings or photographs, and unwelcome verbal conduct such as sexual propositions, slurs, insults, jokes and other sexual comments. An employee's conduct will be considered unwelcome and in violation of this policy when the employee should have known that the conduct was unwelcome, or when the person subjected to the conduct voiced his or her objection.

If you observe abuse or misconduct you should bring the offensive conduct to the organization's attention. You should make any complaint about harassment directly to administration. It is the policy of the organization that no reprisal, retaliation or other adverse action will be taken against any complainant for making a good faith report of abuse or misconduct or for assisting in an investigation of abuse or misconduct.

This organization will promptly and thoroughly investigate all alleged violations of this policy assuming the allegation is in good faith and made in sufficient detail for the organization to conduct a confidential but thorough investigation. Every effort will be made during the course of the investigation to protect the confidentiality of those involved and of the information gained during the investigation, however, information will be disclosed as necessary in order to conduct a thorough investigation. The results of the investigation will be reported to the complainant and the alleged wrongdoer.

The organization will take prompt disciplinary and remedial action in response to policy violations, including breach of confidentiality, retaliatory action, or bad faith allegations. Disciplinary actions may include termination of employment.

Employee/Volunteer Signature

Date