



FERRANDO SPEECH AND HEARING CENTRE

(Early Intervention, Education, Rehabilitation and Man Power Development for the Deaf)
Umniuh - Khwan, P.O.U.C.C., Ri-Bhoi District, Meghalaya - 793122, India
Contact Nos. +91 9862183718 / +91 9862433816
Web: www.fshc.org.in

The policy statement

Ferrando speech and hearing centre is committed to providing a safe environment for all its employees from discrimination on any ground and from harassment at work including sexual harassment. FSHC will operate a Zero tolerance policy for any form of harassment mentioned below, in the work place, will treat all incidents seriously and promptly investigate all allegations of harassments. Any person found to have harassed another will face disciplinary action, including dismissal from employment. All complaints of harassment will be taken seriously and treated with respect and confidence. No one will be victimized for making such a complaint.

There are many types of harassment in the work place. It may consist of unwelcome or offensive behaviour that contributes to a hostile work environment. This can come from a co- worker, supervisor, or employee or client or student.

- **PHYSICAL HARASSMENT**
An employee may be physically abused such as pushing, punching or slapping which can lead to violence.
- **PERSONAL HARASSMENT**
The victim may be subjected to unwanted remarks, insults and offensive statements.
- **DISCRIMINATORY HARASSMENT**
This harassment is directed at some one's race, age, sex, offensive to intimidating remarks.
- **PSYCHOLOGICAL HARASSMENT** A victim is often put down, Belittled or has to listen to needless condescending remarks that can affect the victim.
- **CYBER BULLYING**
It is a harassment done online. The harassing can make threatening statements to the victim and spread rumours on social media.

THIRD PARTY HARASSMENT

This type of harassment comes from some one from a third party as suppliers, vendors and even costumers.

- **SEXUAL HARASSMENT**

Sexual harassment is an unwelcome conduct of a sexual nature which make a person feel offended, humiliated tor intimidated. It includes situations where a person is asked to engage in sexual activity as a condition of that person's employment, as well as situations which create an environment which is hostile, intimidating or humiliating for the recipient.

Sexual harassment can involve one or more incidents and actions constituting harassment may be physical, verbal and non-verbal.

PHYSICAL CONDUCT: -

- UNWELCOME PHYSICAL CONTACT INCLUDING PATTING, PINCHING, STROKING, KISSING, HUGGING, FONDLING OR INAPPROPRIATE TOUCHING.
- PHYSICAL VIOLENCE INCLUDING SEXUAL ASSULT.
- PHYSICAL CONTACT.
- THE USE OF JOB RELATED THREATS OR REWARDS TO SOLICIT SEXUAL FAVOURS.

VERBAL CONDUCT:

- COMMENTS ON A WORKERS APPEARANCE, AGE, PRIVATE LIFE ETC.
- SEXUAL COMMENTS, STORIES AND JOKES.
- SEXUAL ADVANCES.
- REPEATED AND UNWANTED PHYSICAL INTIMACY.
- INSULTS BASED ON THE SEX OF THE WORKER.
- CONDESCENDING AND PATERNALISTIC REMARKS.
- BY SENDING EXPLICIT MESSAGES BY PHONE OR MESSAGES.

NONVERBAL CONDUCT:

- Display of sexually explicit or suggestive material.
- Sexually –suggestive gestures.
- Whistling.
- Leering.

Any one can be of sexual harassment, regardless of their sex of the harasser. FSHC recognizes the sexual harassment may also occur between people of the same sex. What matters is that the sexual conduct is unwanted and unwelcomed by the person against whom the conduct is directed. Ferrando speech and hearing centre recognizes the sexual harassment as a manifestation of power of relationships and often occurs within unequal relations in the work place.

All sexual harassment is prohibited whether it takes place within premises or outside, including at social gatherings, training sessions, or conferences sponsored by the organization.

Complaints procedures:

Any one who is subject to sexual harassment should, inform the harasser that the conduct is unwanted and unwelcomed. Ferrando speech and hearing centre recognizes that sexual harassment may occur in equal relationships and that it may not be possible for the victim to inform the alleged harasser.

If a victim cannot directly approach an alleged harasser, He/ she can approach one of the designated staff members responsible for receiving complaints of sexual harassment. This person could be another supervisor, a member of the human resource department etc.

When a designated person receives a complain she/ he should be:

- Immediately record the dates, time, and facts of the incidents.
- Ascertain the views of the victim as to what outcome he/she wants.
- Ensure that the victim understands procedures dealing with the complaint.
- Discuss and agree the next steps: either informal or formal complaint, on the understanding that choosing to resolve the matter informally does not preclude the victim from perusing a formal complaint if he/she is not satisfied with the outcome.
- Keep a confidential record of all discussions.
- Respect the choice of the victim.
- Ensure that the victim knows that they can lodge the complaint out of the institutions through a relevant legal frame work.

Throughout the complaints procedure, a victim is entitled to be helped by a counsellor within the institution.

The institution will nominate a number of counsellors and provide them with special training to enable them to assist victims of sexual harassment.

The institution recognizes that sexual harassment often occurs in unequal relationships within the workplace, victims who often feel that they cannot come forward.

The institution understands the need to support such victims in making complaints.

Informal complaints mechanism:

If the victim wishes to deal with the matter informally, the designated person will:

- Give an opportunity to the alleged harasser to respond to the complaint.
- Ensure that the alleged harasser understands the complaints mechanism.
- Facilitate discussion between both parties to achieve an informal resolution which is acceptable to the complainant, or refer the matter to a designated mediator within the institution to resolve the matter.
- Ensure that a confidential record is kept of what happens.
- Follow up after the outcome of the complaints mechanism to ensure that the behavior has stopped.

- Ensure that the above is done speedily and within a day or two of the complaint is being made.

Formal complaints mechanism:

If the victim wants to make a formal complaint or if the informal complaint mechanism has not led to a satisfactory outcome for the victim, the formal complaint mechanism should be used to resolve the matter.

The designated person who initially received the complaint will refer the matter to the director /Principle to instigate a formal investigation.

The Director /Principle may deal with the matter by herself or refer the matter to an internal or external investigator or refer it to a committee of three others in accordance with this policy.

The person carrying out the investigation will:-

- Interview the victim and the alleged harasser separately.
- Interview other relevant third parties separately.
- Decide whether or not the incident(s) of sexual harassment took place.
- produce a report detailing the investigations, findings and any recommendations.
- If the harassment took place, decide what the appropriate remedy for the victim is, in consultation with the victim (i.e.- an apology, a change to working arrangements, a promotion if the victim was demoted as a result of the harassment, training for the harasser, discipline, suspension, dismissal)
- Follow up to ensure that the recommendations are implemented, that the behavior has stopped and that the victim is satisfied with the outcome.
- If it cannot determine that the harassment took place, he/she may still make recommendations to ensure proper functioning of the workplace.
- Keep a record of all actions taken.
- Ensure that the all records concerning the matter are kept confidential.
- Ensure that the process is done as quickly as possible and in any event within a day or two of the complaint being made.

Sanctions and disciplinary measures:

Anyone who has been found to have sexually harassed another person under the terms of this policy is liable to any of the following sanctions:

- Verbal or written warning.
- Adverse performance evaluation.
- Reduction in wages
- Transfer
- Suspension
- Dismissal

The nature of the sanctions will depend on the gravity and extent of the harassment.

Suitable deterrent sanctions will be applied to ensure that incidents of sexual harassment are not treated as trivial.

Certain serious cases, including physical violence, will result in the immediate dismissal of the harasser.

Implementation of this policy:

FSHC will ensure that this policy is widely disseminated to all relevant persons.

All new employees will be trained on the content of this policy as part of their induction into the institution.

Every year, FSHC will ensure all the new employees to attend a refresher training on the content of this policy.

It is the responsibility of the director to ensure that all her employees are aware of the policy.

Monitoring and evaluation:

Ferrando speech and hearing centre recognizes the importance of monitoring this sexual harassment policy and will ensure that it anonymously collects statistics and data as to how it is used and whether or not it is effective.

The management and those responsible for dealing with sexual harassment cases will report on compliance with this policy, including the number of incidents, how they were dealt with, and any recommendations made.

This will be done on a yearly basis.

As a result of this report, the institution will evaluate the effectiveness of this policy and make any changes needed.



FERRANDO SPEECH AND HEARING CENTRE

(Early Intervention, Education, Rehabilitation and Man Power Development for the Deaf)
Umniuh - Khwan, P.O.U.C.C., Ri-Bhoi District, Meghalaya - 793122, India

Contact Nos. +91 9862183718 / +91 9862433816

Web: www.fshc.org.in

DECLARATION FORM FOR ALL STAFF MEMBERS

(All staff members must complete and sign this form and hand it over to the management) (FOR CHILD SAFE GUARDING POLICY - 2019)

Name of the institution: **FERRANDO SPEECH AND HEARING CENTRE**

Name:

Surname:

Male: Female

Date of Birth:

Home Address:

Home Telephone No.:

Details of qualification:

Please give the names and address of two persons who can provide information of your suitability to work with children:

1. Name:

Address:

2. Name:

Address:

Signature:

Dated:

