



What to do if you encounter/witness Harassment – Laguna Woods

It is our policy to promote safety on the job. The health and well-being of our employees is foremost among Premier Aquatic Services' concerns. For this reason, you are urged to follow common sense safety practices and correct or report any unsafe condition to your supervisor. While almost all our clients are thoughtful and respectful, we proactively prepare for all contingencies.

Premier Aquatic Services prohibits managers, supervisors, and employees from harassing co-workers as well as Premier Aquatic Services' customers/clients, vendors, suppliers, independent contractors, and others doing business with Premier Aquatic Services. Premier Aquatic Services likewise prohibits its customers/clients, vendors, suppliers, independent contractors, and others doing business with Premier Aquatic Services from harassing our employees.

Examples of Prohibited Sexual Harassment: Sexual harassment includes a broad spectrum of conduct including harassment based on sex, gender, gender transition, gender identity or expression, and sexual orientation. By way of illustration only, and not limitation, some examples of unlawful and unacceptable behavior include:

- Unwanted sexual advances
- Visual conduct, such as leering, making sexual gestures, and displaying or posting sexually suggestive objects or pictures, cartoons, or posters
- Verbal sexual advances, propositions, requests, or comments
- Sending or posting sexually related messages or videos via text, instant messaging, or social media
- Verbal abuse of a sexual nature, graphic verbal comments about an individual's body, sexually degrading words used to describe an individual, and suggestive or obscene letters, notes, or invitations
- Physical conduct, such as touching, groping, assault, or blocking movement
- Physical or verbal abuse concerning an individual's gender, gender transition, gender identity, or gender expression; and
- Verbal abuse concerning a person's characteristics, such as pitch of voice, facial hair, or the size or shape of a person's body, including remarks that a male is too feminine, or a woman is too masculine.

Other Examples of What Constitutes Prohibited Harassment: In addition to the above listed conduct, Premier Aquatic Services strictly prohibits harassment concerning any other protected

characteristic. By way of illustration only, and not limitation, such prohibited harassment includes:

- Racial or ethnic slurs, epithets, and any other offensive remarks
- Jokes, whether written, verbal, or electronic
- Threats, intimidation, and other menacing behavior
- Inappropriate verbal, graphic, or physical conduct
- Sending or posting harassing messages or videos via text, instant messaging, or social media

If you encounter inappropriate behavior while on duty, please use your discretion to neutralize the situation accordingly. Some options are:

- Redirect the conversation
 - If a patron says or does something inappropriate, feel free to change the topic
 - “How are you enjoying your time at the pool today?”
 - “The pool is closing in 15 minutes. Please plan to exit the pool area by that time.”
 - If a fellow lifeguard is dealing with harassment, you can ask them to come with you to help you with something.
 - That lifeguard may also need your help addressing the patron.
 - You are under no obligation to share any personal information, answer any questions that are not related to your job, or agree to meet anyone outside of the facilities
 - If someone asks for your age, ethnic background, gender, sexual orientation, contact information, social media connection, etc. you can always change the subject
 - Even if you have previously accepted a text message, phone call, or invitation to dinner, you always have the option to decline future invitations
 - If the patron doesn’t get the hint, you can let them know that **“We don’t need to take it there, and this conversation is over.”**
- Let patron know their words/actions are not appropriate
 - “Please keep your conversation within the Community Code of Conduct.”
 - “I’ll ask you to mind your words/actions out of respect for pool guests and staff.”
 - “This is your final warning. If you can’t carry yourself correctly, this will be handled accordingly.”
 - From the **Laguna Woods Village Golden Rain Foundation Operating Rules**:
 - “Residents must be prepared to show their Laguna Woods Village ID card upon request. Inability to provide Laguna Woods Village ID card may result in denied access to facility or event.”

- “Harassment: Residents and their guests may not harass other residents or guests, Staff or Vendors. “Harassment” means unreasonable behavior which the normal person would find unacceptable, disturbing, threatening and serious. No single list of all forms of harassing behavior is possible, but such prohibited behavior includes:
 - Physical intimidation
 - Undesired physical contact
 - Threatening bodily harm or to harm one’s property
 - Shouting
 - Stalking, following someone around to intimidate or “make a point”
 - Interfering, instructing or otherwise disrupting the work of Vendors or Staff
 - Unreasonable, hostile, and excessive telephone calls to a resident, staff or vendor
 - Other behavior which the ordinary person would find unreasonable and/or threatening
 - Harassing behavior may arise from a course of repeated conduct of incidents which, by themselves, might not seem unreasonable, or may arise from even a single severe unreasonable action.”
- Escalate/Call for back-up
 - Loop Manager on Duty
 - Laguna Woods Security: **949-580-1400**
 - OC Sheriff’s Dept. – Laguna Woods Police Services: **949-425-1800**
- **Report incident to Loop Manager ASAP**
 - **Regardless of how a situation is handled, the Loop Manager must always be informed of the issue right away**
 - **Always document any identifying information of the violator(s): Name, age, height, clothing, scars, tattoos, glasses, hair color/style, jewelry, accent**

Your notification of the problem is essential to us. We cannot help to resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring your concerns and/or problems to our attention so we can take whatever steps are necessary to address the situation. Premier Aquatic Services takes all complaints of unlawful harassment seriously and will not penalize you or retaliate against you in any way for reporting a harassment problem in good faith. Remember that a situation does not have to be happening directly to you for you to be able to address it.

All complaints of unlawful harassment which are reported to management will be investigated as promptly as possible by an impartial and qualified person and, upon conclusion of such investigation, appropriate corrective action will be taken where warranted. Premier Aquatic Services prohibits employees from hindering internal investigations and the internal complaint

procedure. All complaints of unlawful harassment reported to management will be treated as confidentially as possible, consistent with Premier Aquatic Services' need to conduct an adequate investigation.