

**FOOTHILLS THIV PROTOCOL CONCERNING  
INAPPROPRIATE, REACTIVE BEHAVIOR OF RESIDENTS TOWARD ANY  
EMPLOYEE HIRED BY THIV**

**INAPPROPRIATE, REACTIVE BEHAVIOR SHALL BE DEFINED AS: use of foul language, yelling, screaming, threatening actions by any residents toward an employed worker.**

**The procedure to be followed in such an instance shall be:**

- 1. Worker will immediately inform his/her supervisor.**
- 2. Supervisor or worker will contact appropriate member of the THIV Board of Directors.**
- 3. That BOD member —or, one other BOD member or member of the appropriate committee — will come to the scene of the incident. (There needs to be two witness to the incident, however arranged.)**
- 4. An attempt will be made to address and calm the situation.**
- 5. If calming and resolution are not successful, the Pima County Sheriff's office will be called in to assist.**
- 6. An incident report will be written by the appropriate board member with input from the employees and the other witnesses. It will officially filed with the THIV Board Secretary at the next BOD meeting.**