

## **Vulnerability policy OGV TAPROOM AND EVENTS**

**A vulnerable person may be a person, who for any of a variety of reasons is unable to look after themselves from or exploitation and that risk of coming to harm, either physically or emotionally is increased as a result of:**

- Intoxication**
- Substance Misuse**
- Illness or medical condition**
- Mental Health Issues**
- Disability**
- Age**
- Gender – risk of sexual exploitation**

### **Duty of Care & Reducing Risk Factors**

#### ***Prevention***

- All staff are aware that they have a Duty of Care to patrons and to others they may observe on site**
- All staff have been made aware of their responsibility when dealing with a person who is / may be vulnerable.**
- All staff are instructed to be vigilant and observe customers for any signs of vulnerability.**
- All staff understand what could make a person vulnerable.**
- All staff to be aware of potential predatory behaviour.**

#### ***Actions To Be Taken If Risk of Vulnerability***

- **All staff are aware of when to refer to a manager/ and security.**
- **All staff are aware they should try to identify if the person is with anybody.**
- **Try to identify the cause of the symptoms, i.e. drink or drugs.**
- **Assess Age of patron if applicable.**
- **Be patient, listen & believe a complainant of harassment.**
- **Phone police / or ambulance if required for assistance**
  
- **Record details of person in Incident Log.**

**The venue safe haven for vulnerable customers:**

- **beside the BAR counters [phones located there]**