

HR - Violence Policy

PROCEDURE

We understand that the human services field can be very stressful and that the process of allocating scarce resources in times of stress can provoke a potentially violent situation when dealing with some services users. Workers should be prepared for incidents and be aware of triggers such as stress, noise, depression, sexual stimulation and / or accidents which could cause a person to exhibit violent or self-harming behaviours.

At all times the service will reflect the dignity and needs of service users.

Definition of violence

Workplace violence and aggression means actions and incidents that could physically or psychologically harm another person, which take place in the workplace or service environment. Violence and aggression include situations where workers or clients are threatened, attacked or physically assaulted in the service delivery setting. They include but are not limited to: verbal, physical or psychological abuse, punching, scratching, biting, grabbing, pushing, attacks with weapons, throwing objects/furniture, intimidation, bullying, sexual assault.

Guidelines

PREVENTION IS BETTER THAN CURE!!

The Board of Directors will ensure that all workers employed by Headway Gippsland Inc. have adequate training opportunities to deal with:

- Anger Management
- Conflict Resolution
- Behaviour Management including knowledge of Triggers
- Stress Management
- Personal Safety Awareness

The physical environment, within resource constraints, of the service, will be organised in such a way as to minimise frustration and eliminate dangers. Services will be delivered efficiently and matched to service user needs. Drug and alcohol use will be prohibited on all premises utilised by Headway Gippsland Inc.

Workers should, wherever possible, promote a calm, non-aggressive attitude and use rational tactics, whilst at all times maintaining their own safety.

The safety of a person is more important than equipment / property.

Abusive, threatening and violent behaviour will be dealt with in a way that has its focus on the management of the behaviour. We will endeavour to refer for stress management, anger management, problem solving, conflict management, counselling and / or behaviour management for all consumers presenting with violent behaviours and / or episodes.

Any violent or aggressive situations should be clearly documented by the worker/s involved and reported to the staff member's supervisor within 24 hours. A report of any incident is to be

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made to the CEO (Chief Executive Officer). Details of any follow up action will be presented to the Board of Directors at the next meeting. Details will be recorded in the consumer's personal file for reference.

The CEO has the right to report any violent behaviour related to the service to the police.

Workers and Participants have the right to report violent incidents to the police at their discretion.

Debriefing will be available for all workers and consumers as required or requested.

CRISIS STRATEGIES

Remove.....

Reassure.....

Reassess.....

Coordinators should ensure an adequate worker / participant ratio is employed to suit potentially difficult situations.

Workers should:

- Be aware of possible triggers and try to avoid any situation which may cause a violent incident.
- Not confront or crowd the person exhibiting violent or potentially violent behaviour and will use crisis strategies to diffuse the situation.
- Evacuate other consumers from the area.
- Use crisis strategies to de-escalate the situation and prevent harm.

Any person affected by the incident will be reassured and debriefed as required.

An incident report will be submitted to the CEO within 24 hours of the incident.

Appropriate strategies to assist the person to deal with their behaviour will be explored.

The CEO will provide an update to the Board either via email or at the next Board Meeting.