

MULTI-CULTURAL FAMILY BASE
Policy on Aggression and Violence to Workers

Multi-Cultural Family Base has a policy of zero tolerance of aggression and violence directed towards its staff and students (hereafter 'workers'). Anyone who displays aggressive behaviour or is violent towards a worker will be subject to disciplinary procedure and/or police action.

Procedure for Aggression, Violence and Robbery

In the event of violence or aggressive behaviour from other workers or the public the following actions should be taken by:

The affected worker:

- Attempt to calm the violent or aggressive person by talking to them. Be firm, but not confrontational. If the situation does not calm down, attempt to walk away.
- If relevant, inform the person that the proceedings are being recorded on CCTV.
- Try to ensure that other workers are aware of the problem.
- Do not offer physical resistance. Where violence is threatened, give the person what he/she has demanded.
- After the incident is over, write down the time and essential details.
- Discuss the incident with the Manager and other workers.

The Manager:

- Ascertain whether medical help is required for any victims.
- Ensure that everyone has recovered from the incident; if not, consider seeking professional help for post-incident support.
- If appropriate, report the details to the police.
- Gather all the information regarding the incident by interviewing those involved, as well as any witnesses.
- Ensure any CCTV video evidence is stored in a safe place.
- Consider whether disciplinary action is necessary.
- Consider whether the incident was handled in the best possible way, or whether there are lessons to be learned for the future. Disseminate any lessons learned to all workers.
- Ensure that appropriate records of the incident are kept in the Health & Safety Manual. Personal details should be kept separately, to comply with the Data Protection Act.

Procedure for Attempted Robbery

During an attempted robbery, all workers are to do as the robber demands, if violence is remotely probable. (Bear in mind the instructions on Aggression and Violence above.) The health and safety of workers are paramount.

At all times the procedures on aggression and robbery should be followed.