

Violence and Aggression Policy

Date	Review Date	Chairman	Vice-Chair	Centre Manager
01.08.18	01.08.19	Neil Jones	Anne Everitt	Sally Mills

The following are important telephone numbers that must be kept up to date:

Contacts	Home	Mobile
Chairman of Trustees Neil Jones		
Vice-Chair Anne Everitt		
Centre Manager Sally Mills	01483 813846	

The purpose of this document is to communicate the procedure in place to prevent, manage and respond to work-related violence.

1. Policy Statement

The Therapy Garden believes all employees have the right to be treated with consideration, dignity and respect when at work and instances of work-related violence will not be tolerated.

Work-related violence is any incident in which an employee is abused, threatened or assaulted in circumstances arising out of the course of his/her employment. This may be from a co-worker or other individual.

Abusive behaviours, whether verbal, psychological or physical, will be considered as work-place violence including -

- Verbal abuse that is unwelcoming, embarrassing, offensive, threatening or degrading
- Psychological abuse that provokes fear or diminishes a person's dignity or self-esteem
- Sexual abuse

2. Responsibilities of Staff

All employees have a personal responsibility for their own behaviour and for ensuring they comply with this policy and should -

- Recognise the potential for violence and take action to resolve it early on
- Report any instances of violence, threats or abuse - include details of when it happened, who was involved and any relevant circumstances that may have contributed to the incident.
- Be supportive of colleagues who are victims or witnessed work-related violence

Employees have a responsibility to act in a way that does not incite or increase the likelihood of violence in clients, the general public or other employees. Disciplinary action may be taken if this occurs.

3. Responsibilities/Support from Centre Manager/Trustee Board

All employees will be fully supported by the Centre Manager and Trustee Board if an incident of work-related violence occurs. This support will be shown by -

- Treating any reports of violence, threats or abuse seriously and responding to them promptly
- Monitoring incidents of violence and initiating appropriate action if additional measures are needed
- Directing employees to appropriate support and advice after the incident and offering additional support if required such as time off work or changes to tasks
- If an investigation is required, working with the police and offering any assistance needed to help with their enquiries

4. Risk Reduction Measures

The Therapy Garden does not expect employees to be able to determine who may be violent or not towards them however, you are expected to use good judgement and inform the Centre Manager if you are concerned about an individual's behaviour. Such behaviour includes, but is not limited to, the following -

- Discussing dangerous weapons and/or bringing such weapons into the workplace
- Displaying overt signs or extreme stress, resentment, hostility, or anger
- Making threatening remarks
- Exhibiting sudden or significant deterioration of performance
- Displaying irrational or inappropriate behaviour

5. Reporting Procedure

Any potentially dangerous situations must be reported immediately to the Centre Manager or Garden Manager and recorded in the accident/ incident book in the Centre Managers office.

If you have been subjected to workplace violence, this can be reported anonymously and will be investigated by the Centre Manager. Reports or incidents warranting confidentiality will be handled appropriately although details of the incident may be shared with the Chairman/Board of Trustees if deemed necessary.

All parties involved in a situation will be counselled and the results of investigations will be discussed with them. The Therapy Garden may take appropriate action at any indication of a potentially hostile or violent situation.

6. Consequences of Violent Behaviour

The relevant charity policies will be followed if an employee is found to have been violent toward, abused or threatened any individual within the work place. This may result in dismissal and, depending on the seriousness of eth allegation, referral to the appropriate authority for prosecution

Individuals who are not staff will be reported to the appropriate authority for prosecution if they have been violent within The Therapy Garden site.

7. Linked Policies

- Complaints Policy
- Disciplinary Policy
- Bullying and Harassment Policy
- Whistleblowing
- Recruitment Policy

8. Raising Awareness of this Policy

The Therapy Garden will raise awareness of this policy via:

- The Therapy Garden policy folder located in the Centre Manager's office containing all the charity's policies. Clients and third parties can request a copy of the policy if required. Staff and volunteers are to be informed when policies are updated.
- During staff and volunteer induction
- Through emails to staff and volunteers when policies are updated
- The Therapy Garden policies are also available to view on the charity's website

9. Policy Reviews

Any questions regarding the policy should be directed to the Centre Manager. The policy may be amended at any time.

The policy should be reviewed in the light of any trends or new legal changes and at least once every two years.

This policy was adopted on 01 August 2018 by:

Chair of Trustees Neil Jones		Date:	
Vice-Chair Anne Everitt		Date:	
Centre Manager Sally Mills		Date:	