



MAHI MIHINARE  
ANGLICAN ACTION

# **VIOLENT AND DANGEROUS PERSONS POLICY**

It is the policy for Anglican Action to ensure as far as possible that all staff are safe and secure in their work.

In all circumstances where risk may be present no staff member will be left alone in the building.

Objects with potential to be used as weapons will not be left lying around.

## Violent and Dangerous Persons Policy

Violence includes verbal abuse and threats, physical attacks and other forms of harassment.

Note: ANY THREATS OF VIOLENCE OR THE PRODUCTION OF A WEAPON ARE TO BE TAKEN SERIOUSLY. (All staff will receive in-house training in the management of potentially violent situations and people)

### PROCEDURE

On site – at agency premises

- All callers and visitors are to be received courteously and treated in a respectful manner. Staff will act in culturally appropriate ways.
- Staff members are not to see people in isolation but are to ensure the proximity of a 'stand-by' person or request another staff member makes a pre-arranged interruption.
- Staff are to be trained to be sensitive to 'trigger-factors' in potentially violent situations.
- Staff are to relate to people in a safe non-threatening manner. This includes:
  - Talking with potentially violent people.
  - Offering a cup of tea.
  - Maintaining physical distance from potentially violent people.
  - Using humour - this may diffuse the tension.
- Heightened confrontations should be sidestepped or otherwise avoided.
- When violence is threatened or implied, staff will make an effort to diffuse the situation.
- If the situation is impossible to diffuse, then the appropriate assistance is to be called for.
- All other staff and people are to evacuate the building.
- Staff are to ensure the safety of other visitors to the agency first and then their own personal safety.
- If it is possible for the staff member involved with the violent person to extricate themselves from the situation without endangering other visitors or staff, this is to be done.
  
- After a situation has been dealt with, a debriefing will take place with staff. Staff are to be encouraged to admit feeling afraid, if this is accurate for them. The extent of shock must never be underestimated. All incidents of violence, whether threatened or implied, are to be documented in the critical incident register and passed on to the Missioner for filing.

- Staff will be available to give police statements where required.
- Pastoral care and counselling will be offered to staff members involved in a traumatic incident.
- Counselling sessions will be available to any staff member feeling significant trauma after experiencing a violent incident in consultation with the Missioner.
- Staff are not permitted to discuss agency security measures with anyone other than agency staff.

#### Off-site visiting

- All workers will speak and act courteously and treat the individual/whanau/family in a respectful manner. It is important that all workers are culturally aware and work in culturally appropriate ways when visiting homes.
- If staff are visiting alone they must ensure they have an agency cell phone on them at all times which is fully charged and actively working. Speed dial emergency numbers will have been programmed into the phone and all workers should be familiar with the use of the phone before leaving the agency premises.
- Staff are to ensure that the receptionist or alternative administration personnel are aware of their visiting schedule. If necessary a pre-arranged interruption via the cell phone should be organised prior to departure from the agency to ensure safety.
- Staff are to use the agency vehicle provided at all times and are not permitted to travel in the vehicle of the person they are working with.
- Staff are to be trained to be sensitive to 'trigger-factors' in potentially violent situations.
- When violence is threatened or implied, staff will make an effort to diffuse the situation.
- If the situation is impossible to diffuse, then the staff member should leave the premises and call for appropriate assistance via the cell phone. Staff safety is paramount and there is no expectation that staff should remain in any situation where they feel unsafe or at risk.
- On return to the agency, the staff member should advise the Missioner of any incident. If necessary pastoral care and/or counselling will be provided.