



## **Practice policy on violence and aggression**

1. This policy is intended to protect everyone who works at the practice from possible harm from violent or aggressive behaviour. It also helps to fulfil the practice's obligations to provide a safe place to work.
2. Our philosophy is that violence is unacceptable in whatever form it takes, for whatever reason.
3. It is the responsibility of every member of the practice to take reasonable care of the health and safety of him or herself and of other persons who might be affected by his or her acts and omissions at work.
4. This policy covers everyone who is engaged by the practice including self-employed contractors (for example associates), employed workers (e.g. reception staff and nurses), temporary and casual workers.
5. The operation of this policy is the responsibility of D.P. Rundle/NJ Rundle
6. We define violence and aggression as:
  - actual or threatened physical assaults on staff
  - psychological abuse of staff
  - verbal abuse which includes shouting, swearing and gestures
  - threats against practice personnel which occur in the workplace.
7. The workplace is defined as the practice premises and all other premises where work is undertaken as part of the person's official duties. Travelling to and from the workplace other than practice premises is also included within the definition.
8. To comply with this policy we will:
  - undertake risk assessment
  - ensure that the practice premises are secure
  - install a panic button on the reception desk (integrated in SFD software)
  - provide training in dealing with difficult/aggressive patients during staff meetings
  - operate a protocol for dealing with out-of-hours emergencies which ensures staff safety

9. All incidents (however trivial) must be reported at once and a recording form completed. In the event of any actual or threatened violence, the police will be called. Injuries will be recorded in the accident book.
10. The practice will undertake to provide support, assistance and, if necessary, counselling to members of the practice who are victims of violence and aggression in the course of their work. In appropriate cases, a discretionary period of sick leave on full pay will be granted.
11. This policy will be reviewed and updated regularly.

### **Staff Procedure on Dealing with Harassment**

1. Ensure your personal safety as first priority. In the event of actual or threatened violence, the police will be called.
2. Contact DP Rundle/CS Rundle/NJ Rundle to report the incident. If they are unavailable discuss the situation with the dentist who usually treats the patient.
3. Ensure you carefully document the details of the incident on the patients records
4. DP Rundle/NJ Rundle will investigate the incident and determine the most appropriate course of action.
5. In cases of verbal aggression towards members of the dental team, the patient will be offered no further appointments until a written apology is given. Should the patient fail to provide such an apology, they will be requested to seek alternative dental services.
6. In cases of actual or threatened violence, or extreme cases of aggression (subsequent to investigation), the patient will be immediately advised to seek alternative dental services.

Updated: 16/05/2016