



TOVEY LITTLE DENTAL CENTRE VIOLENCE AND AGGRESSION POLICY

INTRODUCTION

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. Our philosophy is that violence is unacceptable in whatever form it takes, for whatever reason. This policy covers everyone who is engaged by the practice including self-employed contractors (for example associates), temporary and casual workers.

RESPONSIBILITIES

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.

VIOLENCE AND AGGRESSION

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.

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.

To comply with this policy we will:

- Ensure that the practice premises are secure
- Provide training in dealing with difficult/aggressive patients
- Provide personnel who are required to stay on the premises after 9pm, where necessary, with the cost of a taxi home
- Aim to operate an effective appointment system and make the reception area as relaxing as possible to minimise delays and tension
- Operate a protocol for dealing with out-of-hours emergencies which will include call logging.

INCIDENT REPORTING

All incidents (however trivial) must be reported at once to the Practice manager or one of the Partners and an Incident form will be completed.

In the event of any actual or threatened violence, the police will be called.

Injuries will be recorded in the accident book.

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.

QUESTIONS

If you have any questions or comments regarding this policy, please contact the practice manager. If you do not have any questions, the organisation presumes that you understand and aware of the requirements of the policy and will adhere to them.

The practice manager is responsible for enforcing, maintaining and auditing the policy. This includes an annual review.