

Violence

Policy

Abuse, threats or violence are not acceptable behaviours at Lions Emergency Accommodation Centre Inc. (LEAC), as is any other behaviour inconsistent with the respect and dignity of other individuals. This policy applies equally to service users and service providers.

Procedure

Verbal Abuse

Definition:

Verbal abuse of an unrelenting and threatening nature, or racist and sexist comments that are offensive to others, or threats to harass or cause harm to others.

- Workers will use communication skills to ascertain the person's frustration and encourage more appropriate expression.
- The person will be asked to stop the abusive behaviour.
- The person will be asked to leave the area.
- An incident report will be submitted to the Co-ordinator.
- A written warning will be given to the person.
- Appropriate strategies to assist the person to deal with the behaviour will be explored.
- Persistent verbal abuse, particularly that of a highly offensive nature, may result in the person being asked to leave the service.

Sexist or Racist Language

- Workers will use communication skills to inform the person that other people find the language offensive.
- The person will be asked not to express the offending remarks.
- The person will be asked to leave the area.
- An incident report will be submitted to the Co-ordinator.
- A written warning will be given to the person.
- Appropriate strategies to assist the person to deal with the behaviour will be explored.
- Persistent sexist or racist language, particularly that of a highly offensive nature, may result in the person being asked to leave the service.

Physical Attacks

Definition:

Physical attack is any deliberate act that causes harm or pain to another person, including acts of sexual aggression.

- Workers will not confront or crowd the person and will use crisis communication to defuse the situation.
- Workers will evacuate all other service users from the area.
- Workers will use appropriate strategies to de-escalate violence and prevent harm.
- Workers will call the Police if necessary.

- The victim(s), and any other person affected by the incident, will be debriefed.
- An incident report will be submitted to the Co-ordinator.
- The person will be asked to leave the service.

Sexual Assault

- Workers will use appropriate strategies to de-escalate violence and prevent harm.
- Workers will call the Police.
- The victim(s), and any other person affected by the incident, will be debriefed.
- The victim(s) will be referred to the closest Sexual Assault service.
- An incident report will be submitted to the Co-ordinator.
- The person will be asked to leave the service.

Property Damage

Definition:

Property damage is any act that deliberately causes harm to property or possessions.

- Workers will use communication skills to ascertain the reasons for the behaviour, de-escalate violence and prevent harm.
- The person will be asked to stop the behaviour.
- The person will be asked to leave the area.
- Police will be called if the person refuses to stop the behaviour.
- An incident report will be submitted to the Co-ordinator.
- A written warning will be given.
- Appropriate strategies to assist the person to deal with the behaviour will be explored.
- Persistent property damage will result in the person being asked to leave the service.

Threat with a Weapon

Definition:

Threat with a weapon is threat or use of any instrument that endangers life.

- Workers will evacuate other service users.
- Depending on the level of threat and other circumstances, workers are to attempt to use communication skills to ascertain the reasons for the behaviour, and encourage the person to surrender the weapon. If this is not appropriate, workers will leave the area and attempt to isolate the person.
- The Police will be called.
- An incident report will be submitted to the Co-ordinator.
- The person will be asked to leave the service.

Self Mutilation

Definition

Self mutilation is any act of self-inflicted violence that causes significant stress to others.

- Workers will use communication skills to encourage the person to surrender the mutilating object.
- If the person refuses to surrender the mutilating object, the Police will be called.
- First-Aid will be applied where possible.
- Medical attention will be sought in all cases (either ambulance or other transport to casualty or local clinic).
- An incident report will be submitted to the Co-ordinator.
- Appropriate strategies to assist the person to deal with the behaviour will be explored.
- Persistent self-mutilating behaviour may result in the person being asked to leave the service.

Debriefing

Debriefing will be available for all workers and service users who are traumatised after any incident.