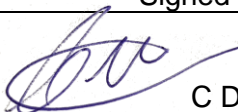




# Totton & Eling Community Association Zero Tolerance Policy and Procedure

## 1) Zero Tolerance Policy and Procedure

Version	Action	Date	Signed
VERSION 01	Issued	7/11/2021	 C D Compton
	Authorised		

## 2) Introduction

- a) Totton & Eling Community Association is an equal opportunities employer, committed to treating employees (Including volunteers) in a fair and equitable manner, with dignity and respect, within a working environment free from all forms of bullying, harassment, and aggression.
- b) This document should be read in conjunction with the “Dignity at Work Policy.PDF”.
- c) The Association relies upon volunteers, both in carrying out day to day task and through involvement on the Trustees of the Association. For the purpose of this policy the term employee will also refer to these volunteers and their involvement with the Association.
- d) The Association acknowledges that, in the day-to-day delivery of services, employees can be confronted by aggressive or violent behaviour by service users / members of the public. Whilst acknowledging that such eventualities may arise, the Association affirms that such behaviour is wholly unacceptable. The Association is not prepared to tolerate harassment or bullying as defined in the Totton & Eling Community Association ‘Dignity at Work Policy’ document.
- e) The Association will consider action as appropriate (including service withdrawal and/or legal action where appropriate) against any member of the public or service clients who abuse an employee of the Association in terms of the contents of this Policy.
- f) In order to afford Association employees with the maximum level of protection under this Policy and to assist in the maintenance of a positive and productive working environment, the Trustees of the Association will keep under regular and systematic review working procedures with an aim to, as far as practicable, assess and minimise risk to employees.
- g) Where employees are subject to violence/threat of violence or aggression they will be provided with appropriate personal support.

## 3) Scope of the Policy

- a) Everyone working for Totton & Eling Centre Association will be covered by this Policy.
- b) It is acknowledged, however, that different individuals are subject to different levels of risk and that additional guidelines may require to be produced on an individual basis.



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- c) This Policy dovetails with the existing Association's document "Dignity at Work Policy".

## 4) In the Event of an Assault on an Employee

- a) Violent or threatening incidents must be reported to the appropriate supervisor or manager immediately and recorded in Complaints Log (see "Complaints Procedure") including the details of any physical or mental injury.
- b) In all but the most minor of cases, the Police should be notified of the incident. If the employee must attend a Police Station to give a written statement, he/she may be accompanied by the Centre Administrator, a Trustee or colleague.
- c) Where the assaulted employee requires medical attention, arrangements must be made by a Trustee or Centre Administrator for the employee to be seen by a qualified first aider and/or taken to hospital, as necessary. Arrangements should also be made for the individual to be taken home, if required. If the incident takes place in an area to which the public has access, it may be necessary temporarily to close the premises (e.g. to ensure privacy for the individuals concerned or to preserve the context for Police purposes if any criminal actions have occurred).
- d) The employee must be allowed to discuss the incident and the Centre Administrator or Trustee should be available for this purpose. De-briefing should take place as soon as possible after the incident.
- e) The Association may take action against members of the public/service users, where appropriate. On occasion, the cessation of a service may require to be considered. This will be a decision of the Trustees following examination of all appropriate facts. Legal advice may be sought.
- f) The Association's will assist in sourcing specialist assistance following assault/abuse.

## 5) Monitoring and Aftercare

- a) Dealing with the immediate effects of an incident represents the beginning of the process of responding to violence in the workplace. Whilst much will depend on the nature of the incident, the Association recognises that further support may be necessary to restore the confidence of the individual affected. Following an incident, relevant Association procedures and training requirements should be reviewed with a view to minimising the risk of recurrence. Reports should be routinely made to and discussed by the Trustees of the Association.
- b) The Centre Administrator will inform the individual affected of the facts of the incident in order to prevent misinformation being circulated and to help prevent a recurrence. This must not, however, break confidentiality for the person concerned.
- c) Where colleagues have been involved in or witnessed the incident, counselling may be necessary for them as well as for the employee who has suffered the assault.
- d) Anyone involved in a violent incident should be de-briefed by the Centre



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Administrator or Trustee (providing such a session is not counter-productive to any individual counselling being given) and the details entered in the Complaints Log.

- e) An appropriate Trustees member will instigate an investigation of the incident and make recommendations for appropriate changes, if necessary.
- f) The Trustees will be made aware of all such incidents and any discernible trends in relation to the pattern or nature of incidents across the Association will be addressed by the Trustees.

## **6) Poster**

- a) See poster attached at the end of this Policy which must be displayed prominently in the centre.



# WE ARE HERE TO HELP YOU

Our staff always have the right to be treated with dignity and respect without the fear of threatening behaviour or violence.

Offenders will be asked to leave and may not be banned from the premises and the police will be informed.

**Violence and abuse will not be tolerated.**