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| **Safety Task Card** |
| **COM 08** |  **Violence at work**  |
| **Workplace Safety Hazards** |
| What are the hazards? | How might they be harmed? |
| Mental illness including acute mental health Drug and alcohol abuseTargeted or Opportunist theftStressful situations causing aggressive behaviourSerious or persistent verbal abuseHandling and carrying money in public areas | Physical injuries including:Back, muscle and upper limb strainsImpact injuriesCuts and abrasionsStress and mental health affected.Contact with body fluids and infection including BBV |
| **Safe System of Work** |
| Cash Handling* If practicable, handle money behind locked a door
* Avoid lone working
* Provide panic buttons in rooms where handling large amounts of cash is unavoidable
* Do not offer resistance to the thief, comply with demands, hand over requested goods/money and do not give chase
* Be observant so as to be able to describe events, assailants etc in order to assist the police in apprehending the thief
* Call for assistance as soon as it is safe to do so and call on site security or the police
* Whenever possible, use a security collection company to collect cash
* Two people to take money from the unit
* Use a vehicle rather than going on foot
* Vary routes and times

General areas* Avoid lone working
* Employees to be trained to deal with difficult customers
* Keep calm and do not provoke the person
* Comply with demands, hand over requested goods and do not offer resistance
* Provide panic buttons where unprovoked attack is possible
* Manoeuvre so that there is a barrier or locked door between employee and the attacker
* Call for assistance as soon as it is safe to do so and call on site security or the police

Specialist environments* All employees need to be trained in diffusion techniques and post incident action
* Report any concerns over patient/resident behaviour immediately and check with medical staff before entering an area for the first time. Support training with Keeping you safe – breakaway information.
* Personal attack alarms may always need to be carried by employees. Where alarms are used, these must be tested at start of shift and spare batteries always held in stock
* Client organisations are responsible for the assessment of the risks presented to employees and contractors by individual patients or residents. Appropriate control measures/safe systems of work must be communicated to Company employees for implementation before entering a secure or “at risk” area. This communication process may need to occur daily as new residents or patients may present different risks. This information to be checked and signed off accordingly.

 Outside areas* Avoid lone working
* Report any concerns about lighting or evidence of area being watched.
* Avoid leaving the unit alone, especially at night, e.g. to take out rubbish
* Provide panic buttons and operate if it is safe to
* Do not offer resistance, comply with demands as far as is possible
* Be observant to be able to describe events, assailants etc in order to assist the police in apprehending the assailant
* Call for assistance as soon as it is safe/practicable to do so and call the police
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| **Site Specific Actions**List any actions required in addition to the above safe system of work |
| Site specific induction /areas under special control requirements: |
| The above control measures are implemented within my unit. All relevant staff are aware of these control measures and this is recorded in the training record for this safety task card. |
| Unit Manager Name | Signed | Date |
| **Safety Card Training Record** |
| **COM 08** | **Violence at work**  |
| I confirm that I fully understand the risks and control measures associated with the taskand that I will follow the Safe System of Work at all times.  |
| Operative Name | Signature | Date |
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