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| **Safety Task Card** |
| **SO9** |  **Dealing with Violence** |
| **Workplace Safety Hazards** |
| What are the hazards? | How might they be harmed? |
| Aggressive building users/publicMental illnessDrug and Alcohol abuseGang violence within local area | Physical assaultVerbal aggression |
| **Safe System of Work** |
| * Police should be called to any armed aggressor or person detained or being evicted.
* All officers are trained in Conflict Management as part of Basic Training and are aware of their responsibility to withdraw from situations of conflict.
* Staff have been trained in Physical Intervention in how to correctly handle people when detaining.
* All officers to remain calm when dealing with aggression and should try to isolate the situation from other Members of Public.
* Site has extensive monitored CCTV coverage any incident can be reviewed and where appropriate back up and emergency services can be summoned.
* All officers carry radios and maintain contact with patrolling colleague and the central control room and can radio for back up if required.
* All staff are aware that any needles or sharps reported or found during the patrols are to be isolated and specialist clean up summoned.
* Officers are not to pick up or attempt to move sharps themselves.
* Review local area crime rates and the need for further PPE such as stab vests.
* Officers to be trained to MAYBO healthcare environments if relevant to role. With annual refreshers.
* If risk levels identify need for body cams to be worn, all officers to be aware of requirements within ward or restricted areas.
* In patient/resident interaction in healthcare environment officers to follow lead from medical personnel.

REFER: SO23 body cam risk assessment/COM08 violence at work risk assessment/Security SOP 04 radios/Security SOP15 Terrorist and bomb threat/Security SOP 14 CCTV/SOP19 Intruder /Security SOP22 Protester/ Strikes  |
| **Site Specific Actions**List any actions required in addition to the above safe system of work |
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| 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 |

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| **Safety Card Training Record** |
| **SO09** |  **Dealing with Violence** |
| 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 | Trainer |
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