

ZERO TOLERANCE ON AGGRESSION AND VIOLENCE

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.

Violence is unacceptable in whatever form it takes. It is the responsibility of every member of the practice to take reasonable care of the health and safety of him/herself and of other persons who might be affected by his or her acts and omissions at work.

Definitions

Violence and aggression are defined 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.

What We Will Do

To protect our staff from violence and aggression in the workplace, the practice will:

- Undertake risk assessments
- Ensure that the practice premises are secure
- Provide training in dealing with difficult/aggressive patients and assaults
- 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

All incidents (however trivial) must be reported at once to the Practice Manager and a recording form 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.

Review & Change Log

Date	Who	Action taken / Changes Made	Have staff been notified & new sign-off sheet completed, if not why?
28.02.2018	A. Hotchen	Policy creation	
28/05/2018	D. Hotchen	Minor layout changes	No – minor changes only
09/01/2019	K. Shock	Updated following rebranding	No. No amendments to policy content.
04/03/2022	N. Crockett	Reviewed and updated	No- No amendments made
03/01/2023	D. Hotchen	Minor wording changes	No – no change to policy

ALLIANCE DENTISTRY OPERATE A POLICY OF ZERO TOLERANCE TO VIOLENCE OR AGGRESSION

Many people find visiting the dentist stressful. However, here at Alliance Dentistry, we operate a policy of zero tolerance to abuse, both physical or verbal, towards any member of our team or fellow patients.

Any patient or member of the public found to behave in breach of this policy will be asked to leave the premises.

We reserve the right to refuse to treat those who behave abusively to our staff.

Please respect the team that looks after you.