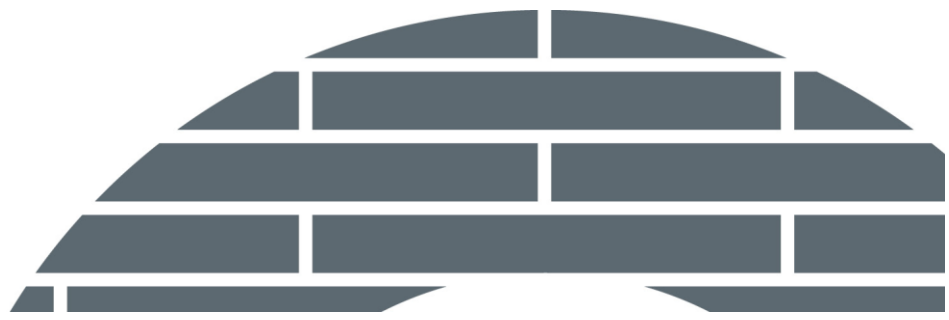




Zero Tolerance Policy

Introduction

The purpose of this policy is to address instances of unacceptable behaviours which may cause harm or the fear of harm to any members of staff within Pont Steffan Dental Practice. we take it very seriously if a member of staff is treated in an abusive or violent way. To successfully provide our services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

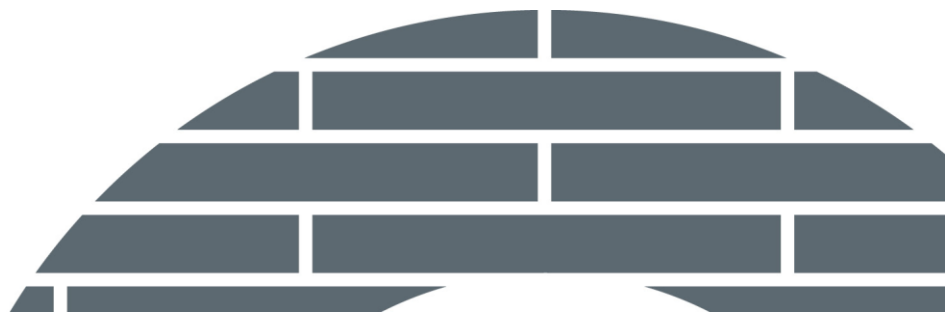
This policy covers:

Instances of violence, aggression or harassment committed by any person, whether this may be an attending patient, their relatives, any visitors to our practice and our staff. Against any patient, relative, any other visitor to our practice or a member of our staff.

This includes, but is not limited to:

- **Verbal abuse**, shouting, or aggressive behaviour in person or over the phone
- **Threatening, intimidating or offensive language or actions**
- **Persistent or excessive contact** via phone calls, voicemails, emails or text messages that causes distress, disrupts the running of the practice, or is considered unreasonable
- **Unwanted personal remarks**, discriminatory comments, or inappropriate advances
- **Attempts to harass or pressure staff** for appointments, prescriptions, or other services outside of normal procedures

This policy applies throughout the practice including the surrounding streets of the practice, It also applies to any employee or associate away from the practice premises but only in so far as it relates to the business.



Responsibilities

Employees responsibilities

- Employees of Pont Steffan Dental Practice have the responsibility to ensure their own safety and that of their colleagues at work. It is essential, therefore that all employees are familiar with practice policies and procedures, equipment and precautions adopted to combat risk of both physical and verbal abuse
- Ensure that they are aware of the practice policies and procedures, guidelines and instructions.
Participate in relevant training made available via the practice or personal CPD
Report all incidents of physical and verbal abuse to the Practice Manager
Records details of incidents in the incident log in line with practice policy
- Advise the practice manager/line manager of any perceived risks involved in work activities

Practice Responsibilities

- Carry out relevant risk assessments to assess and review the duties of employees, identifying any 'at risk' situations and taking the appropriate steps to reduce or remove the risk to employees, particularly if they are working alone.
- Assess and review the layout of the practice to reduce the risk to employees
- Assess and review the provision of personal safety equipment such as alarms
- Carry out annual reviews of practice policies, procedures and guidelines for handling physical and verbal abuse
- Provide support and counselling for victims or refer to suitable services
- Make employees aware of risks and ensure employee involvement in suitable training courses
- Record any incidents and take any remedial action to ensure similar events are prevented

What to do

If violence, aggression or harassment occur within our practice,

- A member of the staff will ask the individual(s) to stop behaving in an unacceptable manner. Sometimes a calm and quiet approach will be all that is necessary. Staff are reminded that they should not, in any circumstance respond in the same manner.
- Should the person cease their behaviour the Practice Manager should be asked to attend the member of staff should explain calmly what has occurred.
- If the person is acting in an unlawful manner, causes damages or strikes another then the police should be called immediately.

- Should it prove necessary to remove the person from the practice then the police should be called and staff should not, except in the most extreme occasions, attempt to manhandle the person from the practice.
- If the above was to take place the members of staff involved should write a full and detailed account of the incident.

Procedure Following an Incident

- Review the incident with the practice owner/principle immediately to ascertain the severity
- Determine if a patient should be removed from the patient list
- Decide whether a written warning should be given
- Decide whether to take further action if the matter has been sufficiently dealt with by the advice already given.

Every violent incident involving staff will be reasonably supported by the provision of medical or other treatment as necessary and all incidents should be brought to the attention of the Practice Manager if not already involved.

If an injury has occurred this may be notifiable to the Agency. As per the General Dental Services Regulations (Northern Ireland)

The practice re-affirms its commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour and their zero tolerance of any incident that causes hurt, alarm damage or distress.

Version 2.0