

Anti-Violence Policy

Purpose

The purpose of this policy is to ensure a safe, respectful, and supportive environment for all clients and staff within our counselling service. Violence, in any form, is not tolerated and will be addressed with appropriate measures.

Scope

This policy applies to all clients, staff, volunteers, and visitors within the premises of our counselling service, as well as during any activities conducted under our organisation's name.

Definition of Violence

Violence includes, but is not limited to, physical assault, verbal abuse, threats, harassment, bullying, and any behaviour that causes harm or intimidation.

Preventive Measures

Environment: Maintain a secure and welcoming environment with clear signage indicating a zero-tolerance approach to violence.

Training: Provide regular training for staff on conflict resolution, de-escalation techniques, and recognising signs of potential violence.

Screening: Conduct thorough assessments of new clients to identify any history of violent behaviour and address potential risks.

Response to Violence

Immediate Action: Any incident of violence will be immediately addressed. This may include summoning security, contacting the police, or escorting the offending individual from the premises.

Support for Victims: Provide immediate support to victims of violence, including medical attention, emotional support, and referral to appropriate services if needed.

Reporting: All incidents of violence must be reported to a designated senior staff member and documented in an incident report form.

Follow-up Actions

Investigation: Conduct a thorough investigation of the incident to understand the circumstances and identify any preventive measures.

Consequences: Based on the investigation, appropriate actions will be taken, including temporary or permanent suspension of the offending client's services, disciplinary action against staff, or legal action.

Review and Improvement: Regularly review and update policies and procedures based on incident reports and feedback from staff and clients.

Confidentiality

Ensure that all reports and investigations of violence are handled with the utmost confidentiality, respecting the privacy of all parties involved.

Support Systems

Counselling for Staff: Offer counselling services for staff affected by violence in the workplace.

Client Support: Provide resources and referrals for clients who have experienced violence outside the counselling service.

Conclusion

At New Road Psychotherapy, we are dedicated to creating a just and equitable society where everyone is treated with dignity and respect. We recognise that this requires ongoing commitment, effort, and steadfast resolve to be an actively inclusive organisation.

Contact Information: If you have any questions or concerns about this policy, please email the centre manager at admin@newroadpsychotherapy.com.

Review and Revision: This policy will be reviewed annually and updated as necessary to ensure its relevance and effectiveness.

Effective Date: 4 June 2024