

CFAWRV7

Unit WRV7: Resolve and evaluate work-related violent incidents



Overview

This unit is for you if you work in an occupation which may require you to respond to a violent incident.

This unit is about taking immediate and appropriate action, when an incidence of violence occurs, to reduce risk to yourself and other individuals. It is also about recording events and reviewing your actions and those of other people in order to help prevent further similar incidents.

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Performance criteria

You must be able to:

Resolve a violent situation

- P1 identify the individuals involved in the incident
- P2 identify, prioritise and carry out actions in order to contain the incident and prevent escalation
- P3 maintain at all times:
 - P3.1 a positive and supportive attitude towards other people
 - P3.2 the safety to yourself and other people throughout the incident
- P4 assess whether further assistance is necessary and where appropriate hand over control of the incident accordingly to the relevant person
- P5 if necessary, use a level of physical intervention which is justifiable and proportionate to control the incident whilst minimising injury to you and other people
- P6 assess whether individuals require first aid treatment and organise it promptly
- P7 reassure individuals where they have become stressed and anxious
- P8 be alert to the possibility of danger still being present at the scene of the incident and make sure the scene of the incident is left safe and secure
- P9 report the details of the incident fully and accurately including witness statements where appropriate

You must be able to:

Follow procedures for reporting violent incidents

- P10 assess your own behaviour in the incident and make sure that you acted within relevant standards and in accordance with organisational procedures
- P11 discuss the events of the incident with relevant people and establish what can be done to prevent recurrences
- P12 complete records about the:
 - P12.1 circumstances and triggers of the incident
 - P12.2 action taken by other people
 - P12.3 your actions
 - P12.4 which precautionary measures were in use
- P13 if appropriate, make use of available support and advice to help reduce incident-related health problems

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Knowledge and understanding

You need to know and understand:

- K1 your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
- K2 the relevant organisational policy and procedures and their requirements and implications upon your work, lines of communication and accountability
- K3 your job role, responsibilities and limitations
- K4 organisational procedures relevant to dealing with incidents and strategies for handling violent situations
- K5 the recommended approach for most situations
- K6 the correct safety procedures to follow during violent incidents
- K7 the rights of service users and the legal consequences of your actions including from the use of physical intervention
- K8 that the use of physical restraint is the last resort and you must be trained before using it in appropriate situations and to the appropriate level
- K9 first aid practices and when to summon assistance for first aid
- K10 who to go to for support
- K11 the reporting and recording procedures for violent incidents
- K12 the relevant standards for your work
- K13 risk assessments which are appropriate to your work

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Additional Information

Glossary

KEY WORDS

DEFINITIONS

Conflict

Conflict is a state of opposition and disagreement between two or more people or groups of people, which is sometimes characterised by physical violence.

Employer

A person, firm, association, organisation, company or corporation who employs one or more workers in an industry.

Employment

Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

Equipment

These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc.

Evaluation

The process of determining whether an item or activity meets specified criteria.

It can include comparing the adequacy of policies and procedures with current practice or professional standards to manage work-related violence.

Learner

Any person learning or training in a workplace and becomes subject to the hazards of an industry in the course of that learning.

Management Information System

A system designed to help managers plan and direct business and organisational operations.

It can include a comprehensive system which holds necessary data regarding the number of incidents, when they occur, the types of worker involved, the types of service-users involved, the environments and location where incidents happen, the severity of incident and the preventative measures taken.

Manager

An individual charged with the responsibility for

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	managing staff, resources and processes.
Physical Intervention	<p>These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person's movement).</p> <p>Individuals should refer to their organisation's and industry specific guidelines and policies for further information.</p>
Policy	<ol style="list-style-type: none">1. A statement which directs the present and future decisions of an organisation.2. It is intended to influence and determine decisions, actions and other matters.3. Typically, a policy designates a required process or procedure within an organisation.4. They are often initiated because of some external requirement.
Positive working environment/culture	A working environment/culture which does not tolerate any violent behaviour.
Precautionary measures	These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working etc,
Procedures	A series of steps following in a regular definite order that implements a policy, for example.
Relevant person	A person named in the organisation's procedures as having responsibility for incidents of violence at work.
Risk	<p>The likelihood that the worker will be subjected to violence at work</p> <p>Definition taken from: HSE “Management of health and safety at work - Approved Code of Practice & Guidance”. Reference L21 (ISBN 0-7176-2488-9)</p> <p>A risk is the likelihood of potential harm from that hazard being realised.</p> <p>The extent of the risk depends on:</p> <ol style="list-style-type: none">1. the likelihood of that harm occurring;2. the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and3. the population which might be affected by the hazard, i.e. the number of people who might be

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	exposed
Safe working practices	Establish safe methods of carrying out activities, procedures or techniques used in carrying out your job or work activities to deliver a service with levels of quality and efficiency required by the organisation.
Service users	Examples are: Patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.
Supervisor	A person in charge of a workplace or who has authority over a worker.
Support	This may be listening, monitoring situations, offering advice and practical help or seeking further assistance if necessary.
Triggers of violence	<p>Factors that might cause violence to occur. They can be categorised in four different types :</p> <ol style="list-style-type: none">1. temporary personal factors – for example, the service-user (see below) being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or2. persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or3. temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or4. persistent environmental factors such as too much being expected of the service-user or that the quality of the service consistently does not meet the required standards of the user
Violence whilst at work	<p>Defined by HSE as: "Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks."</p> <p>The definition includes violence to employees at work by members of the public, whether inside a workplace or elsewhere, when the violence arises out of the employees' work activity. It would not include violence to people when not at work, e.g. when travelling between home and work or violence outside their normal working hours, even though where such risks were significant, employers might wish to take action to</p>

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	safeguard their employees.
Volunteer	A person who does volunteer work for which they receive little or no earnings.
Worker	A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.
Working environment	The work area(s) where the workers carry out their duties.
Work-related	That is, arising out of and in the course of the employment of a worker.

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Relevant occupations Business, Administration and Law; Health, Public Services and Care; Professional Occupations; Managers and Senior Officials; Associate Professionals and Technical Occupations; Engineering and manufacturing technologies; Construction, Planning and the built environment; Retail and commercial enterprise; Social sciences; Education and training; Preparation for life and work; Administration and Secretarial Occupations; Skilled Trades Occupations; Personal Service Occupations; Sales and Customer Services Occupations; Elementary Occupations

Suite Prevention and management of work-related violence

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