

## CFAWRV8

### Unit WRV8: Support individuals involved in violent incidents at work



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#### Overview

This unit is for you if your workers are involved in a violent incident at work.

This unit is about your role in providing the appropriate support to those affected by a violent incident at work. The support should be consistent with statutory regulations and policies and procedures laid down by your organisation. It is about ensuring support is available immediately, as well as in the short and long term.

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### Performance criteria

*You must be able to:*

#### **Provide immediate support**

- P1 maintain a calm, reassuring, sensitive and non-judgmental attitude with those involved in the incident
- P2 check that all those affected have received appropriate assistance following the incident and get advice without delay where behaviour and condition gives cause for concern
- P3 assess the needs of those affected by the incident including whether they feel safe, reassured and comfortable to discuss the incident and disclose the violence that took place
- P4 agree and implement short term arrangements which may involve:
  - P4.1 the type of support to enable recovery and return to normal duties
  - P4.2 time away from work
  - P4.3 returning to work
  - P4.4 a change from normal duties
- P5 establish with those affected the levels of confidentiality and reasons why information may have to be shared
- P6 provide information about their rights and procedures in relation to their situation
- P7 record discussions and agree actions accurately to aid and assist further investigations in accordance with relevant legal requirements
- P8 seek advice from an appropriate person about the well-being, safety, health and continued support for those affected by the incident
- P9 make sure that the arrangements for support are put in place immediately

*You must be able to:*

#### **Make sure continuing support is available**

- P10 follow up with those affected by the incident to make sure the agreed support arrangements are in place
- P11 provide information about further support options and any relevant organisational procedures
- P12 agree options for future working arrangements with those involved and inform the necessary people
- P13 make sure options for future working arrangements are implemented and communicate with those requiring support at the agreed times
- P14 make sure the agreed referrals have been arranged
- P15 involve the individuals, when appropriate, in reviewing the incident and contributing to organisational initiatives to reduce future incidents and promote safer working
- P16 review the incident and associated support with all relevant people and record the findings in accordance with organisational procedures to aid recommendations and action plans resulting from the investigation
- P17 record discussions and the agreed actions accurately

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### Knowledge and understanding

*You need to know and understand:*

- K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work
- K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection
- K3 how to maintain a calm, reassuring and professional attitude whilst with people under stress
- K4 the impact of violence on individuals and other people close to them and the immediate, short and long term impact of ongoing court procedures
- K5 how to recognise and respond appropriately to an individual's distress
- K6 how to interpret body language for signs of distress and problems and the importance of making sure the individuals concerned feel safe to discuss the events of the incident
- K7 the organisation's policy and procedures for preventing work-related violence and the criteria laid down by the organisation as to what constitutes unacceptable behaviour
- K8 how to discuss the incident in a sensitive and non-judgmental manner and the importance of reassurance about confidentiality and when the need may arise to share the information
- K9 the range of support options available to workers after an incident in the immediate, short and long term
- K10 how and when to make effective referrals
- K11 the importance of discussing suitable working arrangements after an incident
- K12 the importance of keeping accurate records of all discussions

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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.
<b>Physical Intervention</b>	<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>
<b>Policy</b>	<ol style="list-style-type: none"><li>1. A statement which directs the present and future decisions of an organisation.</li><li>2. It is intended to influence and determine decisions, actions and other matters.</li><li>3. Typically, a policy designates a required process or procedure within an organisation.</li><li>4. They are often initiated because of some external requirement.</li></ol>
<b>Positive working environment/culture</b>	A working environment/culture which does not tolerate any violent behaviour.
<b>Precautionary measures</b>	These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working etc,
<b>Procedures</b>	A series of steps following in a regular definite order that implements a policy, for example.
<b>Relevant person</b>	A person named in the organisation's procedures as having responsibility for incidents of violence at work.
<b>Risk</b>	<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 &amp; 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"><li>1. the likelihood of that harm occurring;</li><li>2. the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and</li><li>3. the population which might be affected by the hazard, i.e. the number of people who might be</li></ol>

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<b>Safe working practices</b>	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.
<b>Service users</b>	Examples are: Patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.
<b>Supervisor</b>	A person in charge of a workplace or who has authority over a worker.
<b>Support</b>	This may be listening, monitoring situations, offering advice and practical help or seeking further assistance if necessary.
<b>Triggers of violence</b>	<p>Factors that might cause violence to occur. They can be categorised in four different types :</p> <ol style="list-style-type: none"><li>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, or</li><li>2. persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or</li><li>3. temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or</li><li>4. 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</li></ol>
<b>Violence whilst at work</b>	<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.
<b>Volunteer</b>	A person who does volunteer work for which they receive little or no earnings.
<b>Worker</b>	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.
<b>Working environment</b>	The work area(s) where the workers carry out their duties.
<b>Work-related</b>	That is, arising out of and in the course of the employment of a worker.

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**Developed by** CFA Business Skills @ Work

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**Version number** 1

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**Date approved** April 2007

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**Indicative review date** April 2009

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**Validity** Current

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**Status** Original

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**Originating organisation** Ento

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**Original URN** WRV8

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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

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**Suite** Prevention and management of work-related violence

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**Key words** support, individuals, involved, violent, violence, incidents, work

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