

<b>Royal Children's Hospital</b>	<b>POLICY:</b> <b>Worker safety in regards to potentially violent situations</b>	<b>Policy No:</b>
		<b>Issue Date: 20.06.14</b>
<b>Gatehouse Centre (for the Assessment &amp; Treatment of Child Abuse)</b>		<b>Review Date: 20.06.15</b>
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## 1. Policy statement

Gatehouse Centre has a commitment to the maintenance of worker safety at all times.

Gatehouse Centre also has a commitment to the provision of services to all children and young people who meet the Gatehouse Centre acceptance criteria for medical and counselling services.

Referrals for medical and/or counselling services will be provided even in situations when family members (not currently living with the family) are known to be a risk to the safety of children, young people, family members and Gatehouse Centre staff. However, such services will be provided in a way that ensures worker and client safety at all times.

## 2. Persons affected

Referrer's for services  
Gatehouse Centre Staff  
Gatehouse Executive  
RCH Security services

## 3. Responsibility

### *Referrers for service*

All people who refer clients to the Gatehouse Centre are responsible for the provision of all known information to Gatehouse Centre regarding the potential threat of family members toward Gatehouse Centre staff and/or clients.

All people who refer clients to Gatehouse Centre are responsible for ensuring this information is given to the relevant Gatehouse Centre worker as soon as it is made known to them.

### *Gatehouse Centre Staff*

Gatehouse Centre staff are responsible for informing a member of executive, either their supervisor or another member, as soon as they are aware that there is a threat to Gatehouse Centre staff and /or client safety.

Gatehouse Centre staff are responsible for ensuring that client's who present potential risk to Gatehouse Centre staff or client safety:

- Are seen in rooms where there are other staff in close proximity
- Gatehouse Centre reception and staff are made aware of the session times
- RCH security are alerted re the family's attendance and relevant risk issues
- Follow RCH policy *Respond Code Black to personal threat*

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- Workers are advised to use a phone number block if using their home phone for work purposes:

***Temporary block***

for each specific call dial 1831 prior to dialling the phone number

***Permanent block***

Call Telstra Home Services 132 200 and ask for a "line block -at no extra charge"

Workers with a silent number, which they are charged for, will automatically have the permanent block on their telephone number.

If a worker wishes to let the person they are calling know their number they can reverse the number bar service by dialling 1832 prior to dialling each number.

***Executive***

Gatehouse Centre executive are responsible for ensuring that once potential threat to Gatehouse Centre staff or client safety is identified a strategic safety plan is developed for the specific situation. This strategic safety plan should then be made known to all staff verbally and in writing. Copies of the strategic safety plan should be placed in each on-call kit and also sent to RCH security.

The strategic safety plan may include the following:

- A description and name of the person considered a potential threat be placed in a highly visible position in Gatehouse Centre Reception area.
- RCH security is called whenever any person giving the name or matching the description of the person considered to be a potential threat attends Gatehouse Centre
- RCH security be alerted prior to the attendance at Gatehouse Centre of family members of the person considered to be a risk. The alert would ensure that RCH security attend Gatehouse Centre as soon as they are contacted about the particular person.
- RCH staff will cancel appointments when they assess that the attendance of appointments places Gatehouse Centre staff and/or clients at risk.
- Gatehouse Centre staff to call police as appropriate when they consider the safety of themselves, other staff members or their family members are at risk.
- Gatehouse Centre staff to follow RCH safety procedures in relation to worker safety when at RCH. Respond Code Black to personal threat:
  - Remain calm, do not panic
  - Follow instructions if safe
  - Hand it over
  - Do not inflame situation
  - Try to passively defuse if able
  - Listen carefully
  - Avoid tunnel vision, be aware of your surroundings
  - Notify zone warden
  - Call switch emergency

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#### 4. Special provisions/reference documents (which may be referred to)

WCHCN Emergency Procedure Manual: Respond Code Black, Personal Threat  
RCH and Gatehouse Centre Policy regarding critical incident debriefing