**Safety, Security & Vi****olence Prevention**

Department: Assisted Living

Approved By: Executive Team

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**Policy:**

For the purpose of this policy violence is defined as the threatened, attempted or actual exercise by a person, of any physical force so as to cause injury to another person. This includes any threatening statement or behavior that gives the other person reasonable cause to believe that he/she is at risk of injury. This policy also pertains to violence by a resident towards employees and/or other residents.

**Purpose:**

To ensure safe environments for all residents, employees and volunteers by eliminating or minimizing the risk of violence.

**Directive:**

It is the responsibility of the Assisted Living Manager to ensure that appropriate corrective actions are taken to prevent and respond to incidents of violence. This includes the creation of policies and procedures, incident investigation and follow-up, coordinating risk assessments, implementing training programs, consulting outside resources and ensuring appropriate placements of residents served by Southview Heights. Changes in behavior are taken seriously and attempts are made to support and understand the changing behavior before it escalates.

It is the responsibility of the Department Manager to ensure that employees are properly orientated to any potential risks. This orientation shall include an explanation and description of any assessed risks of violence with in the work site.

**Procedure:**

*Violence Prevention Responses*

Orientation must include an explanation of Southview Heights’ incident reporting procedure as it relates to violence in the workplace. Supervisors must also ensure that the employee team complies with established procedures, including behavior management guideline. It is imperative that incidents of violence are dealt with promptly to ensure everyone’s safety. If warranted, the supervisor should contact a program manager to request additional support from outside sources (e.g. VCH Case Manager, Mental Health Team).

It is the responsibility of all employees to follow established Southview Heights’ policies, procedures and protocols and to report all incidents of violence or threats of violence to the Assisted Living Manager.

The first responsibility of employees will be to secure the safety of themselves and others.

In the event of an incident, employees should act immediately to get assistance using their best judgment and the resources available, while balancing the severity of the incident with the most appropriate response.

Employees must notify the Assisted Living Manager or designate as soon as possible and document the incident in full on a Critical Incident Report form and reported to the Vancouver Coastal Health Case Manager.

All incidents of violent behavior will be investigated by the Assisted Living Manager and VCH Case Manager.

**Safety and Security**

In the event of vandalism, break-ins, threats, obscene phone calls and other similar incidents the Executive Director must be notified. The police must be contacted immediately. All calls to the police must be documented on an Internal Incident Report. Notify the Department Manager for the department in which the incident has happened immediately, if serious, or the next working day.

Employees will ensure (where feasible) that all exterior doors and windows are locked including vehicles when not in use.

No unauthorized persons will be allowed in the residence without permission by the Executive Director.