

Unacceptable Client Behaviour

The policy aims to clearly articulate the guidelines for dealing with incidents of inappropriate client behaviour, enabling staff to put into place workable and appropriate procedures. This policy also aims to foster and promote effective mechanisms to ensure that as far as possible such incidents are prevented, and that in the event of an incident occurring, the impact on staff and clients is minimised.

NYCH has a commitment to provide as far as practicable a workplace that is safe and without risk to health and wellbeing. NYCH recognises that we serve a diverse community, where interests may be in conflict, or difficult circumstances may generate anger or other emotional disturbance. NYCH also recognises that everybody has the right to be treated with respect *"...regardless of age, gender, race, social status or sexual preference, taking into account such things as cultural background, health status or special needs"* (NYCH, 2000).

Unacceptable behaviours include:

- Incidents of verbal abuse
- Threats and/or intimidation including comments which are racist, sexist or otherwise offensive, which are intended to harass or cause harm to others
- Physical attacks and assault, including throwing missile
- Property damage, and
- Threats with a weapon of any kind to do harm to self or others.