

## MENTAL HEALTH SERVICE BUSINESS RULE SESLHDBR/085

<b>Name</b>	Safety Guidelines for Recovery and Wellbeing College, SafeHaven and KBIM Premises, Unit 2, 15 Kensington Street Kogarah		
<b>What it is</b>	<p>The Recovery and Wellbeing College, SafeHaven and KBIM Premises is a safe space where all people are treated with respect, fairness and dignity.</p> <p>This business rule provides instructions for staff, contractors and volunteers to minimise the risk of an aggressive or violent incident occurring, and how to respond to such an incident if it occurs, when working on the premises Unit 2, 15 Kensington Street Kogarah.</p>		
<b>Risk Rating</b>	Medium	<b>Review Date</b>	November 2024
<b>What it is not</b>	This is not a rule for staff when working in other mental health venues.		
<b>Who it applies to</b>	<p>All staff, contractors and volunteers of the South Eastern Sydney Local Health District Mental Health Service, in particular Recovery and Wellbeing College, Keeping Body in Mind (KBIM) and SafeHaven Programs. All students of the Recovery and Wellbeing College should abide by the <a href="#">Student Rights and Responsibilities</a> located in the Recovery and Wellbeing College Student Handbook document.</p> <p>All visitors to SafeHaven must agree to, and comply with, the <a href="#">SafeHaven Guest Rights and Responsibilities</a> document.</p>		
<b>What to do</b>	<p><b>In order to minimise the possibility of an aggressive or violent incident from occurring, the following rules which are set out in <a href="#">SESLHDBR/42 - Support of South Eastern Sydney Recovery and Wellbeing College (SESRWC) Students Experiencing Distress</a>, are to be followed by staff at all times:</b></p> <ul style="list-style-type: none"> <li>• The front door of the premises is to be locked at all times.</li> <li>• The intercom system is to be used to communicate with people requesting entry.</li> <li>• Entry to the premises is not provided unless the person can show identification, including staff of SESLHD.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Recovery and Wellbeing College students, SafeHaven guests and KBIM consumers requesting entry will be asked to wait until the appropriate staff member has arrived at the premises.</li> </ul> <p><b>In the event that an aggressive incident does occur, or is imminent, the following instructions should be followed:</b></p> <ul style="list-style-type: none"> <li>• If a staff member is exposed to a situation with the potential for an incident that is considered threatening or likely to cause physical or emotional harm, the person will be asked to leave the premises and de-escalation initiated.</li> <li>• If the person refuses to leave the premises the duress alarm is to be activated. The staff member will endeavour to de-escalate the situation for the safety of themselves and others present.</li> <li>• If a staff member is exposed to a violent or aggressive behaviour the duress alarm is to be activated and emergency services called on 000, <u>noting that you will need to dial an additional zero to obtain an outside line.</u></li> <li>• Once the duress alarm is sounded, all staff in the building will convene in the reception area and remain in the area until there is no longer a risk.</li> <li>• The most senior staff member present will identify the risk including the location, continue to de-escalate the situation and implement a suitable strategy depending on the nature of the incident. Options may include: <ul style="list-style-type: none"> <li>○ If the person is displaying aggression, including indecent, threatening or offensive behaviour or language, the person will be asked to leave the premises, using suitable de-escalation techniques.</li> <li>○ If there is the potential for aggressive behaviour, any students, guests or consumers should be removed from the immediate danger.</li> <li>○ Staff present at the event should be debriefed.</li> <li>○ The Recovery and Wellbeing College and SafeHaven Manager should be informed and a report in ims+ completed.</li> </ul> </li> </ul>
<b>When to use it</b>	In the event there is the potential for verbal or physical aggressive behaviour.
<b>Why the rule is necessary</b>	To provide specific guidelines that ensure the safety of staff, contractors, volunteers, visitors (including those attending SafeHaven), students and guests attending the premises.
<b>Who is responsible</b>	All employees
<b>Functional Group(s)</b>	Mental Health

<b>Ministry of Health / SESLHD reference</b>	<a href="#">PD2015_001 - Preventing and Managing Violence in the NSW Health Workplace – A Zero Tolerance Approach</a> <a href="#">SESLHDBR/42 - Support of South Eastern Sydney Recovery and Wellbeing College (SESRWC) Students Experiencing Distress</a> <a href="#">SESLHDBR/095 - Clinical Escalation Processes of SafeHaven Guests</a> <a href="#">Student Rights and Responsibilities</a> <a href="#">SafeHaven Guest Rights and Responsibilities</a> <a href="#">SESLHD Emergency Procedure Guide</a> (internal document)
<b>Executive Sponsor</b>	Sharon Carey, General Manager, Mental Health
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### Revision and Approval History

<b>Date</b>	<b>Revision Number</b>	<b>Author and Approval</b>
June 2017	Draft	Developed by SESLHD MHS Recovery College Manager.
August 2017	Draft	Emergency and security contacts confirmed by author. District MHS Policy Officer updated the reference list. Endorsed by DDCCC.
November 2017	0	Processed by Executive Services prior to publishing.
September 2020	v1.0	Routine review commenced Reviewed by Ben Chidester, A/Manager Recovery & Wellbeing College and Arna Rathgen, SafeHaven Project Lead
November 2021	v1.1	DDCC review – minor feedback to wording only. Endorsed out-of-session. Progressed to Clinical Council for endorsement. Endorsed SESLHD Clinical Council Approved by Executive Sponsor.
September 2022	v2.0	Revised to reflect new address. Executive Sponsor details updated. Author details updated. Approved by Executive Sponsor.