

Violence

Principles

- Every effort will be made to diffuse any potentially violent situation
- Physical violence will not be tolerated amongst guests or volunteers
- Implied violence and threatening behaviour will not be tolerated
- The use or threatened use of any weapon will not be tolerated

General guidelines

- Any guest hitting a volunteer or member of staff may be banned immediately
- Any volunteer hitting a guest (unless in self-defence) may be banned immediately
- Anyone who consistently causes fights may be banned
- Anyone who causes fights unprovoked may be banned immediately
- Anyone who consistently threatens or implies violence may be banned

Please note that banning is a last resort for guests who exhibit continuous violent or harmful behaviour.

When a violent incident has taken place

- The Shift Leader will notify the Venue Manager and Project Coordinator (or Project Administrator) of any incident
- If the incident is deemed unmanageable and cause for concern the Shift Leader will decide on whether or not a person is to be asked to leave
- Details of the incident will be recorded on an incident report form with any action taken. Details of incident will also be noted in the Log Book
- Details of individuals who have been banned by the Project Administrator will be circulated to the next shift team and all Venue Manager
- The Shift Leader will be initially responsible for talking to any volunteer involved in a violent incident

The police may be called in the following instances

- If anyone is being threatening/violent with a weapon
- If there is a multiple fight which cannot be contained
- If anyone has failed to accept a ban, refuses to leave when asked and/or is consistently coming back to a shelter

Role of volunteers

- Volunteers are not expected to become involved in violent incidents unless they feel confident to do so or are given instructions by their Shift Leader
- Volunteers may assist by disbursing a crowd, comforting or distracting on-lookers and, where instructed by a Shift Leader, phoning the police

Counselling

- This may be offered to volunteers after any incident

Weapons

- If a volunteer sees a weapon at any time on a guest (whether at the entrance or inside the shelter) they should inform the Shift Leader immediately



- Any weapon found will be confiscated