

Renewal Listening Service

SOP Reference: Health and Safety Policy	Date: June 2020
Author: Listening Service collaborative	Signature:
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Policy statement

This policy is to keep Listeners and clients safe while engaging in this service or within the facilities of Renewal Listening Service and or Renewal Christian Centre Facilities: Rooms/Fire System/Use of Kitchen etc

The Potentially Aggressive/Violent Client

- The Listener should always be seated closest to the door.
- The Listener should wear a personal alarm unless the room is alarmed.
- There should always be someone on hand to respond if the alarm is raised.
- All Renewal Christian Centre staff should understand the procedure for going to a Listener's aid.
- There should be a designated individual who will be able to enter the room. If this person fails to calm the situation, the Site Manager or Police will be called dependent upon the severity of the aggression being displayed.

A person is designated as the 'on duty risk manager'. This could be a receptionist or a member of the site team. This person is briefed as to action to be taken if the alarm is raised. This action could be:

1. Knock on the door – if the alarm is raised by mistake the counsellor will go to the door and say 'sorry it's a false alarm'. Anything else, like 'it's ok' or 'I'm fine' will result in the risk manager entering the room anyway to assess further.
2. The risk manager will ask politely for the session to be terminated for today and for the client, and Listener, to leave the room away from the confined space. Unless there are vulnerable people in the vicinity outside of the counselling room; in this case the risk manager will politely escort the client off the premises.
3. If the client is considered no threat to themselves or the public they should simply leave the premises. If not, the police should be called.

4. No person from Renewal Listening Service should conduct home visits except under the direct instruction of a minister at Renewal Christian Centre.