

Post Incident - make people or environment safe

Occupational violence (OV) incidents can result in both psychological or physical trauma (injury or illness) to healthcare workers (workers) and/or healthcare consumers (consumers). In addition, the workplace where the OV incident occurred may be disrupted because of the incident and pose new risks to be managed. To make the workplace safe, it is important for the manager to address both personnel and environmental concerns.

Personnel

1. As soon as possible remove affected people from the environment, or to a safe space.
2. Identify any injuries that have been sustained (and by whom), treating as required.
 - Ensure that the treating healthcare provider is aware of any risks or safety precautions that need to be taken.
 - Document the details of any medical treatment/care provided.
 - In instances where ACT Policing have been engaged photos of any injuries sustained may be required for the collection of evidence – be guided by ACT Policing.
3. Where possible, and as required, ensure adequate staff to maintain a safe workplace
 - This may require additional or replacement workers to be engaged.

Environmental

1. Assess the environment where the OV Incident occurred.
2. Determine whether any clean-up is required.
3. Engage local resources (e.g., workers or cleaners) to assist with any required clean up.
 - In instances where ACT Policing have been engaged the site may need to be preserved for the collection of evidence.
 - If the site cannot be preserved (e.g., it needs to be cleaned to ensure safe service), where possible take photos of any damage to the environment or items in the environment.
 - Be guided by ACT Policing.

Examples of environmental risks that may require attention include

Type	Examples
Biological hazards	<ul style="list-style-type: none">• Body fluids such as blood, vomit, urine, or faeces.• Any products/materials that may contain biohazardous materials that may cause injury if handled such as needles, blades, or glass.
Furniture or other objects	<ul style="list-style-type: none">• Any site-specific furniture that has been moved, damaged or broken.• Any object that has been introduced to the site that is causing an obstruction, is damaged or broken.
Spills	<ul style="list-style-type: none">• Any fluid or substance that may cause a risk for slippage such as water, food, tea/coffee or other drinks and chemicals.

General

1. Ensure that details of the OV Incident (and any treatments or actions undertaken) are handed over to oncoming workers and managers, highlighting ongoing or potential risks.
2. Support the worker to commence a RiskMan report to capture details of the OV incident.

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

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