



## Violence towards Staff & Volunteers Procedure

BCMNI/P32

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### **1. Physical violence towards staff or volunteers from under 18s**

- 1.1 If a child or young person becomes physically violent towards staff or volunteers during a BCM activity, the adults should first seek to diffuse the situation verbally.
- 1.2 If physical restraint is required in order to protect the child/young person, other children, or other volunteers/staff, a minimum level of restraint should be used and the adult restraining the child should ensure that at least one other adult is with them at all times.
- 1.3 If the violence is not de-escalated, parents/guardians will be contacted and asked to remove their child from the BCM activity, either temporarily or permanently.
- 1.4 If the parent/guardian cannot, or will not, collect their child then a minimum of two volunteers will transport the child home.
- 1.5 If it is not possible for two volunteers to escort the child home (either due to non-compliance or lack of personnel) then the PSNI will be called and asked to remove the child/young person.
- 1.6 BCM NI will treat it as an **Incident**, and follow the reporting procedures outlined in the Child Protection procedures.
- 1.7 If the violence involves **serious threat** to a staff member/volunteer, eg. knife, life-threatening weapon, then 1.1-1.4 will become redundant and the PSNI will be called immediately.

### **2. Verbal abuse towards staff or volunteers from under 18s**

- 2.1 If children or young people become verbally abusive toward staff or volunteers during a BCM activity, they will be disciplined appropriately by the Team Leader of the ministry, eg exclusion from an activity, loss of a privilege
- 2.2 If the verbal abuse becomes extreme, or does not de-escalate, steps 1.3-1.6 will be followed.
- 2.3 If the verbal abuse involves life-threatening language then the Team Leader should consider calling the PSNI.
- 2.4 The Team Leader will ensure that the volunteer/staff member who has experienced the verbal abuse is offered additional support, and the option of leaving the activity.

### **3. *Physical abuse towards staff or volunteers from an adult***

- 3.1 If a parent/guardian or other adult becomes physically abusive towards staff, volunteers or another parent during a BCM activity, they will be asked to leave the premises at which the ministry is taking place.
- 3.2 If physical restraint is required in order to protect others, particularly the children/young people present, a minimum level of restraint should be used and the adult restraining the perpetrator should ensure that at least one other adult is with them at all times.
- 3.3 If the perpetrator refuses to leave the premises the PSNI will be called.
- 3.4 The Incident will be recorded as outlined in the Child Protection procedures.

### **4. *Verbal abuse towards staff or volunteers from an adult***

- 4.1 If a parent/guardian or other adult becomes verbally abusive towards staff, volunteers or another parent during a BCM activity, they will be asked to leave the premises.
- 4.2 If the verbal abuse is over the phone they will be asked to call back.
- 4.3 If the verbal abuse is online the staff member/volunteer should seek advice on how best to respond.
- 4.4 The staff member/volunteer can ask their Team Leader to deal with the parent/guardian etc on their behalf if they wish.
- 4.5 If the verbal abuse involves life-threatening language then the Team Leader should consider calling the PSNI.
- 4.6 The Incident will be recorded as outlined in the Child Protection procedures.

### **5. *Violence perpetrated by non-BCM groups using BCM facilities***

- 5.1 If violence occurs within a non-BCM group while on BCM property, the leaders of the group should implement their own policies and procedures.
- 5.2 If a member of a non-BCM group becomes violent towards a BCM staff member or volunteer, either physically or verbally, then the leader of the group will be asked to remove the perpetrator from the premises.
- 5.3 If the leader of the group will not remove the perpetrator, then the whole group will be asked to leave the premises.
- 5.4 If the group will not leave, or there is a serious threat to life, the PSNI will be called immediately.
- 5.5 If damage is caused to BCM property, or property belonging to staff or volunteers, eg. cars, the group will be asked to pay for fixing the damage.
- 5.6 If the group refuses to pay for the damage criminal charges may be brought by BCM NI.