



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Oifig an Stiúrthóra Náisiúnta, Acmhainní Daonna
Feidhmeannacht na Seirbhíse Sláinte
Ospidéal Dr. Steevens'
Baile Átha Cliath 8

Office of the National Director of Human Resources
Health Service Executive
Dr. Steevens' Hospital
Dublin 8

All Queries to
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HSE HR Circular 025/ 2014

20th October 2014

**To: Each Member of the Directorate and Leadership Team HSE
Each ISA Manager, HSE
Each Assistant National Director, HR
Each Employee Relations Manager, HR, HSE**

cc: Each HR Manager Voluntary Agency/ Hospital

Re: Policy on Management of Work Related Aggression and Violence

Dear Colleagues

Ensuring the safety of employees and service users is a priority concern for the HSE. The HSE is committed to creating a safe environment within which to work or to be treated. While it is accepted that the provision of health services can involve situational conflicts, this recognition should not be equated with considering any form of aggression and/or violence as being inherent, inevitable or acceptable. Verbal or physical harassment in any form by employees, service users, members of the public or others is not acceptable and should not be tolerated.

I am pleased to publish the **HSE Policy on Management of Work Related Aggression and Violence**, which is now available on the HSE website and staff intranet (Human Resources sections) together with an implementation plan. This policy sets out a framework:

- to ensure that appropriate measures are in place to provide safe systems of work in relation to the risk of aggression and violence.
- to ensure that resources are available for the provision of risk assessment and for appropriate education in the management of aggression & violence.

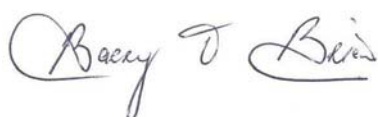
The purpose of this policy is to give guidance to managers and employees on how to manage work-related aggression and violence with a focus on risk assessment and management. In publishing this policy the Health Service Executive has adopted the EU definition of work-related aggression and violence:

“Any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well being or health”.¹

The policy, which has been agreed with the health services trade unions through the National Joint Council, should be read in conjunction with the HSE Corporate Safety Statement. Line Managers must ensure that all employees are aware of the Policy and have access to a copy. A review of information on physical intervention techniques is underway and will be issued under separate cover as a follow up to this policy.

Queries from HR and Employee Relations Managers in relation to this matter should be referred to Employee Relations Advisory and Assurance, HSE HR Directorate, 63/64 Adelaide Road, Dublin 2. Tel: 01 6626966; Email: info.t@hse.ie. Individual managers/employees who have queries in relation to the application of this Circular should contact their local HR/Employee Relations Department.

Yours sincerely



Barry O'Brien
National Director of Human Resources

¹ Linking Service & Safety: Together Creating Safer Places of Service, McKenna K., 2008 ISBN :978-1-906218-16-4.
Published by HSE