



Little Feet Childcare Centre Limited

"we care for your child"

Managing Aggressive/Threatening Behaviour

Rationale

Little Feet Childcare Centre aims to maintain a calm, peaceful and safe environment for their children, staffs, parents, and Whanau at all times.

Procedure:

1. Staff are encouraged to assess the situation.
2. If an adult uses unacceptable behaviour towards a staff that arouses serious concerns, or if an intruder is armed, in such cases safety is priority. Followed by contacting the emergency services on 111(Police)
3. The staff on site will ensure that the children are kept calm and escorted to a safe and secure room. (At the discretion of the staff on site).
4. Staff are encouraged **not** to approach / confront the intruder.
5. If the intruder/person is not threatening or aggressive, listen to his /her concerns and act appropriately.
6. Staff are encouraged to maintain their distance from the intruder/person and try to distract their attention to calm them down.
7. The staff are advised to seek help from their colleagues, centre supervisor or manager if the situation gets unmanageable.
8. If a parent/caregiver uses unacceptable behaviour with or around the children, a staff member will discreetly approach them and remind them about the Centre Policies and protocols.
9. The staff onsite will write an incident report and inform the centre Supervisor/Manager/Chairperson.

The following behaviour that are considered serious, unacceptable and will not be tolerated are:

- Verbal abuse; either in person or over the telephone
- Unwelcoming or offensive gestures in front of the children and staffs
- Racial and sexist comments
- Sexual harassment
- Intimidation of any sort
- Physical violence e.g. slapping, punching, and kicking
- Being intoxicated
- Defacing or destroying Centre property