

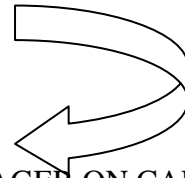
# ZERO TOLERANCE TOWARDS ABUSE FROM PATIENTS OR VISITORS

**IF YOU ARE IN FEAR DO NOT HESITATE CALL 2222**

## **WHAT TO DO**

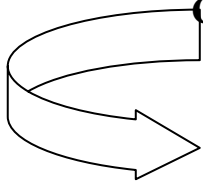
### **Visitor**

**1. Informal warning (Quiet word)**  
NURSING/MIDWIFERY/STAFF MEMBER



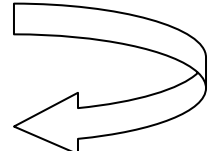
**2. Formal warning (Verbal warning)**  
FROM SENIOR NURSE / MIDWIFE, DEPARTMENT MANAGER, MANAGER ON CALL (BLEEP  
HOLDER), CLINICIAN  
SECURITY TO BE INFORMED

**Complete and report Incident on non-clinical incident form**



**3. Exclusion**  
**(RED CARD)**

IN EXTREME CASES AND WITH THE AGREEMENT OF THE DIRECTORATE MANAGER



*Out of hours, duty Bleep holder / Manager on call must contact the Directorate Manager for authorisation of exclusion. Director of Nursing/ Midwifery & Quality to be notified within 24 hours of incident.*

*All violent incidents must be reported to the HSE (RIDDOR Regs 1995) & Security Management Service via physical assault form*

**YOU DO NOT HAVE TO FOLLOW ALL STAGES OF THIS  
FLOWCHART IF THE SITUATION WARRANTS IMMEDIATE  
ACTION**