



Hearing Voices Network Dundee(SCIO)

The HaVeN

216-222 Hilltown

Dundee, DD3 7AU

t: 01382 223023

e:hearingvoices@havendundee.co.uk

scottish Charity Number SC047597

PANIC BUTTON PROCEDURE

If you find yourself in an aggressive or threatening situation or one that you feel unable to deal with.

1. Ask the person to leave the premises.
2. Press the panic button if they do not comply.

When panic button is heard in the office.

1. React immediately by going into the information point to assist.
2. Ensure that all volunteers are safe.
3. Assess the situation de-escalate if possible.
4. If offender persists, advise that the Police will be informed.
5. Call the police.

POLICE 101/999

S. Hand 30/11/18
S. Case 30/11/18