

Employee Assistance Programme

Aberdeenshire Council provides a free and confidential Employee Assistance Programme which enables employees and managers to access confidential, independent, professional advice and counselling support.

Counselling support can be accessed 24 hours a day, seven days a week through the following means;

Time for Talking help line: **0800 9703980**

Time for Talking email: admin@timefortalking.co.uk

Time for Talking Website: www.timefortalking.co.uk

Username: Aberdeenshire
Password: AB1



**ZERO
TOLERANCE**

Our promise to
YOU
as employees

Aberdeenshire Council Zero Tolerance Promise to Employees

Aberdeenshire Council is committed to providing employees with a safe working environment. Violence, aggression, bullying and harassment can result in undue stress and employee safety being compromised. Zero Tolerance is fundamental in helping to achieve this commitment.

The Promise

Aberdeenshire Council promises to support employees and provide systems which will enable them to successfully manage challenging situations that may arise while they are carrying out their day to day duties.

Aberdeenshire Council will support any employee who takes the correct action as detailed in the guidance to manage any challenging behaviour they encounter whilst carrying out their duties as an employee of the Council.

Zero Tolerance Postcard

The postcard should be used if an attempt has been made, in the first instance, to calm the situation using standard advice and guidance available from Arcadia.

If this fails then a postcard can be handed over or left in the place where the incident occurred and the employee should walk away. All incidents must be reported to your line manager.

Things you can do:

- Inform the person as to the action you will take
- Use the postcard and stop the interview or walk away from the person
- Ask the person to leave the premises
- If necessary, phone the Police
- Tell your manager what has happened
- Formally report the incident using the Violent Incident form available on Arcadia

Things your manager can do:

- If necessary call the Police
- Attend to the needs of the employees
- Send a letter to the person acting in an unacceptable manner advising them of the Council Policy
- If necessary contact Legal & Governance to discuss an Anti-Social Behaviour Order

How will Customers know about the Zero Tolerance Promise?

Aberdeenshire Council will make public its Zero Tolerance Promise by the use of posters and leaflets available in reception areas and offices. Aberdeenshire Council recognises that problems arise from only a small minority of individuals. Often situations arise for genuine reasons. These must be resolved quickly, professionally and sensitively for all concerned.

The tools to make it work

The following resources and information are available to support Zero Tolerance; these can be obtained from your Line Manager, HR&OD, Trade Union Representative, Equalities Team or by accessing Arcadia.

Equalities

- [Prejudice Incident Reporting Form](#) (Disability/ Sexual Orientation/Race/Religion or Belief/ Age /Sex)/Pregnancy/Marriage and Civil Partnership/Gender Reassignment)

Health & Safety

- [Violence & Building Security Policy](#)
- [Lone Working Policy](#)
- [Corporate Absence and Accident Recording Database](#) (for recording violent incidents)

HR Policies

- [Bullying & Harassment Guidance](#)
- [Equality Policy](#)
- [Disclosure of Information \(Whistleblowing\) Policy](#)