

Challenging behaviour policy

In the event that a service user or other individual exhibits challenging behaviour you must move away to a safe place as soon as practically possible. It is the duty of the staff accompanying a service user to manage their challenging behaviour and you must not intervene. Flight horizons will not support it's staff or volunteers in the event that they intervene when challenging behaviour is occurring – any individual doing so may be subject to the disciplinary procedure. If the challenging behaviour is not from a service then you should remove yourself from that situation as soon as possible and telephone the police and the chairman of the governing committee. You must make every effort possible to ensure that no harm comes to yourself.

If the challenging behaviour occurs when airborne you should declare an emergency and land the aircraft if you are the pilot in command. As soon as the aircraft has shut down you must remove yourself from the situation as fast as possible.

After any incident of challenging you must complete an incident sheet detailing the events that happened.

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By Shane Touhey (Chairman of the governing committee)

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