

VIOLENCE

Processed for the Union of employers ' associations
of the Czech Republic

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□ Strengthening the social dialogue with particular emphasis on coping with crisis situations of violence in the workplace, in particular, medical facilities and social services facilities.

- **Approximately 300 participants**
- **in 3 day blocks of training in the field of management of manifestations of violence and violence prevention.**

The most common manifestations of violence



In terms of cases:

- when employees are insulted,
- they are threatened with,
- or are attacked in the performance of their work.

These forms of violence:

- verbal abuse,
- nonverbal,
- the physical.



Causes of violence:

- Inadequate anticipation on the part of the family.
- Personal, psychological and health problems clients.
- A large number of clients in the establishments providing social services.
- The lack of qualified personnel.
- Poor financial rating – a lack of motivation.
- Fear of loss of employment

Options, solutions and resources

- ◉ Contract for the provision of social services.
- ◉ Ethical codes.
- ◉ Quality standards, their definition and compliance with the.
- ◉ Social evaluation of work in social services.
- ◉ Interagency cooperation = MZ, MPSV, MŠ.
- ◉ Sufficient support in the legislation.

Farvel

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