



# Workplace Violence Prevention for Home Care Professionals

Master Police Officer

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# Agenda



Introduction – “Why are we here?”



De-Escalation - “What’s it good for?”



Policy Writing – Dos and Don’ts



Investing in Safety – Time, Talent & Treasure



Safety Tech – What’s New?

# Objectives

- To define workplace violence for your organization.
- To build de-escalation situational awareness.
- To identify de-escalation timing and tactics.
- To develop a workplace violence program policy framework for your organization.
- To assess your organization's culture of safety and integrate workplace violence prevention strategies.
- To explore current available workplace safety tools & technologies.




# Introduction

Why are we here?

# Violence / Conflict in Health Care

- Domestic
- Assault
- Verbal Abuse
- Threats
- Harassment
- Intimidation
- Stalking
- Homicide
- Sexual Assault
- Hate Crimes
- Bullying
- Cyber Abuse
- Suicide

# Pathways to violence

- Criminal intent ?
  - Patient / Employee / Caregiver
  - Ideological / Political
  - Employee to Employee
  - Intimate Partner
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# WHAT MAKES HEALTHCARE UNIQUE?

- Predominantly Female (80%)
- Open Access 24/7
- High % of people in crisis
- Staffing shortages
- High tension / emotion environment
- Higher concentration of psych issues
- Substance abuse / drug seeking

# IMPACTS OF VIOLENCE

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Worker safety  
compromised

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Higher turnover

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Increased recruitment costs

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Decreased productivity






Safety is **EYERYONES**  
Responsibility

# De-Escalation

What is it good for?



De-Escalation *STARTS*  
before the interaction  
even *BEGINS!*

# The Customer is always right



STAFF TRAINING IN  
CUSTOMER CARE




BEDSIDE MANOR

CALL 911!!!!



# You can not de-escalate until you validate!

- “I’m so sorry you are going through that...”
  - “Let me see how I can help.....”
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# Deescalate

DON'T “trap”  
them

DON'T Argue

DON'T Allow  
other patrons to  
engage

DON'T Show  
anger

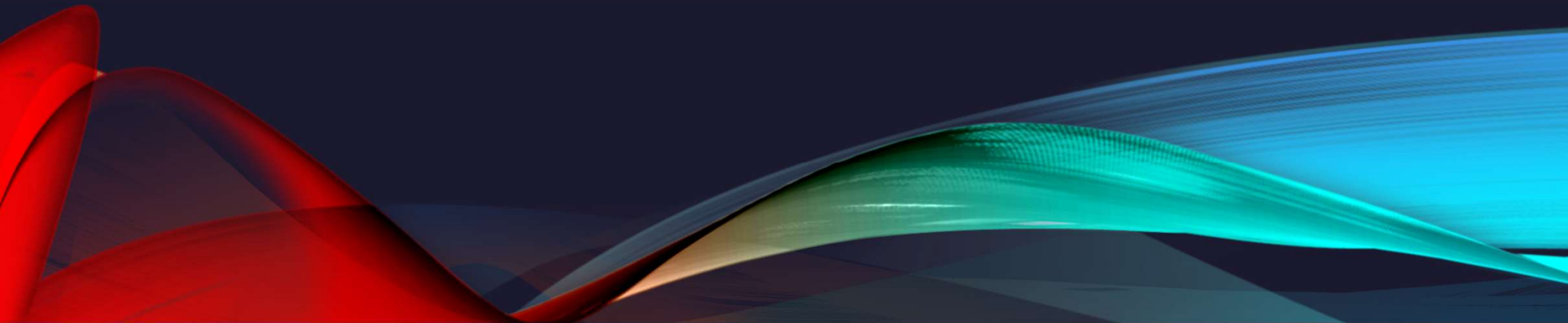
- Voice
- Body Language

Have a backup /  
partner

Walk away

**Call 911!!**

**Now !**







See something .....say  
something



# Policies and Procedures

Do's and Don'ts

# Good vs. Bad

## GOOD

1. Clearly written
2. Simple and to the point
3. Staff is trained on it
4. Backing of management / Supportive
5. Lead by example

## BAD

1. Obscure language and acronyms
2. Complicated and deals with minutia
3. “Here read this”
4. Just “another” policy
5. “This doesn’t apply to me”

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# Language Makes You Liable

# Policies to have

Weapons in the workplace

Opening / Closing

Internal / External Lockdown

WPV Reporting policy (Who /  
How / What?)

## Work From Home / Hybrid

Do your policies extend to cover work from home?

How do we report a violent situation?

Do you know where your employees geographically located?

IT Security (Can employees be traced to their remote locations?)



# Investing In a Culture Of Safety

Time Talent & Treasure

# Showing Safety As a Top Priority



## TRAIN, TRAIN, TRAIN

- 7 Times 7 Ways
- Offer training in:
  - Stop The Bleed
  - Robbery Prevention
  - Situational Awareness
  - Workplace Violence
  - De-Escalation
  - Communication

## MAKE YOUR DOLLARS COUNT

- Trauma Kits
  - In Car
  - In Office
- Locks, Lights & Alarms
- Develop relationship with PD
- Facility Security Assessment
- Company Phones

## SAFETY IF EVERYONE'S JOB

- Managers
- Doctors
- Owners





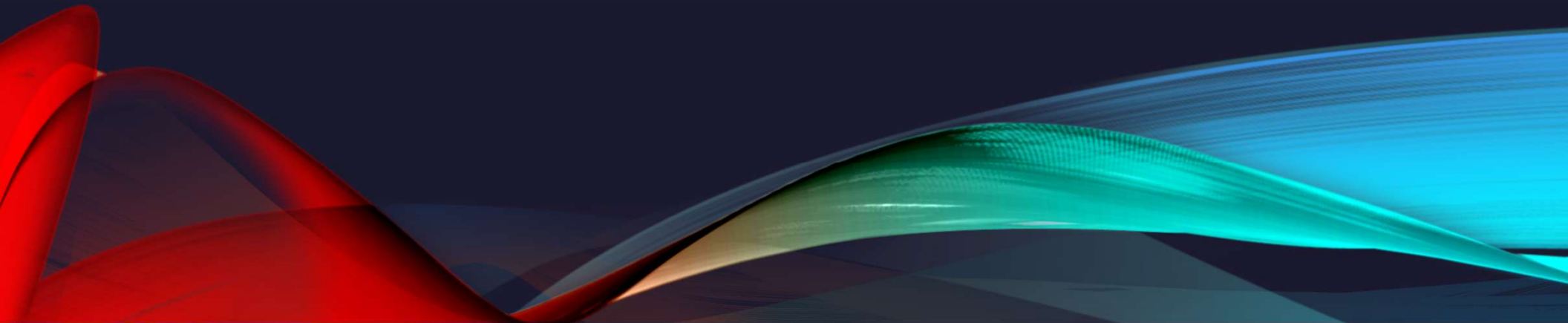
# Safety Tech

What's New?

# Small Tech for Big Jobs



# QUESTIONS ?



# Thank You

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