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
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

- Worker safety compromised
- Higher turnover
- Increased recruitment costs
- Decreased productivity
Safety is EVERYONE'S 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…..”
Deescalate

DON'T “trap” them

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”
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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