

OSHA WORKPLACE VIOLENCE GUIDELINE HIGHLIGHTS

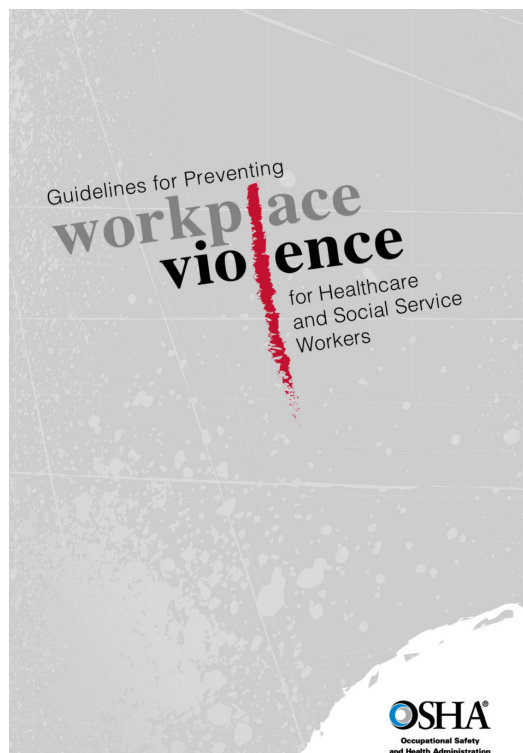
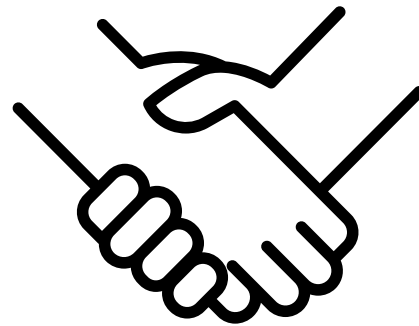
The **U.S. Department of Labor, Occupational Safety and Health Administration (OSHA)** has written a **guidance document** to help employers of healthcare and social service workers across various settings address risks of job-related violence. The guidelines identify **five healthcare workplace settings**. The resources, checklists, and program development tools that reference the **Field Work** and **Community Care** settings are the most relevant for home care organizations.

The below content is adapted from the “Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers” (OSHA, 3148-06R 2016). Please refer to the full set of Guidelines as you *develop, evaluate, and/or amend* your organization’s *Workplace Violence Prevention Program*.


The Anatomy of an Effective Workplace Violence Prevention Program:

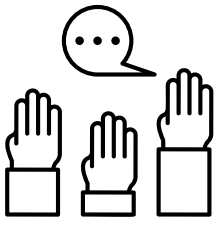
Research has found that workplace violence is underreported. Therefore, it is necessary for any workplace violence prevention program to include the following:

- Clear, consistent reporting expectations that protect the employee’s confidentiality rights.
- Post-incident response that is supportive of the employee’s needs.
- A robust system to monitor these incidents to develop risk mitigation strategies.



An effective workplace violence prevention program should:

- ***Engage*** direct care staff to ensure their perspective is recognized and their needs are incorporated into the organization’s program.
- ***Develop*** policies and conduct corresponding staff training for recognizing and managing escalating and to assault behaviors from patients, clients, household members, visitors, and/or staff.
- ***Avoid*** perpetuating the perception that violence is tolerated.
- ***Ensure*** both the organization and the victim understand the victim’s legal right to seek criminal charges in circumstances where appropriate.
- ***Be*** incorporated into your organization’s overall health and safety program.
- ***Include*** the **five building blocks** found on the **next page.** 



1. Management Commitment & Employee Participation:

- Management commitment, including the endorsement and visible involvement of top management, provides the motivation and resources for workers and employers to deal effectively with workplace violence.
- Through involvement and feedback, workers with different functions and at various levels within the organization bring a broad range of experience and skills to program design, implementation, and assessment.

2. Worksite Analysis:

- Worksite analysis involves a mutual step-by-step assessment of the workplace to find existing or potential hazards that may lead to incidents of workplace violence.
- A thorough worksite analysis should include a physical security assessment that contains observation & assessment of the practices that occur in the field. Certified security assessment resources may be available through local law enforcement.
- Cooperation between workers and employers in identifying and assessing hazards is the foundation of a successful violence prevention program.
- Workers have a critical role in helping identify and assess workplace hazards because of their knowledge and familiarity with facility operations, process activities, and potential threats.



3. Hazard Prevention Control



- The principles of industrial hygiene are applied to workplace violence as a hazard control framework.
- A detailed chart is included on pages 14-17 of the Guidelines that refer to hazard control relevant to Community Care and Field Work Settings. Go to bit.ly/OSHApreventingWorkplaceViolenceGuidelines to access the chart.

4. Safety & Health Training

- Every worker should understand the concept of “universal precautions for violence” – that is, violence should be expected but can be avoided or mitigated through preparation.
- De-escalation techniques can be offered to staff as part of broader instruction on protecting patients and clients. However, employers should be sure that worker safety is a separate component of education & training to ensure that all staff are aware of potential hazards and how to protect themselves through established policies and procedures.
- Effective training programs should involve role-playing, simulations, and drills.








5. Recordkeeping & Program Evaluation

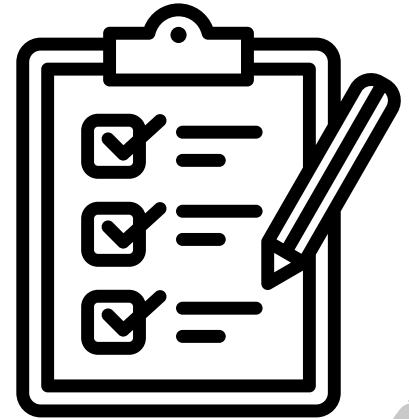


- Accurate records of assaults, injuries, corrective actions, patient histories, and training can help employers identify the scope and severity of workplace violence hazards and inform future training needs.
- Management should share workplace violence prevention evaluation reports with all workers.
- All reports should protect worker and patient confidentiality, either by presenting only aggregate data or by removing personal identifiers if individual data are used.

How Do You Assess Your Organization's Program?

When assessing your Organization's Program ask the following questions:

-  Are there clearly stated goals and directives for prevention?
-  Is the program suitable for the size and complexity of your operations?
-  Is it adaptable for specific situations or environments where your staff is working?
-  Does it comply with applicable state requirements?
-  Is the program evaluated and assessed on no less than an annual basis?



Resources:

- OSHA'S Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers www.osha.gov/sites/default/files/publications/osha3148.pdf
- Graphic Design Tools: *Canva Pro*

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