WORKER SAFETY AWARENESS PROGRAM

Module Seven: *Preventing Workplace Violence* provides basic information about how to identify and stop workplace violence injuries in adult family homes. Workplace Violence is the third most common cause of workplace injury claims in Washington's adult family home industry, injuring hundreds of workers every year. Many factors, including people with a history of violence, working alone, and lack of emergency communication systems can increase the risk of workplace violence. The Washing State Department of Labor & Industries requires adult family homes to have a written workplace violence prevention program because violence is considered a known high-risk hazard in the industry. Other recommendations for preventing workplace violence include developing standard reporting procedures, conducting a hazard assessment, establishing emergency communication systems, using a buddy system with risky individuals, ensuring adequate lighting, providing workplace violence training for staff, creating policies & procedures for recording & communicating past & current risky behaviors by residents, & developing contingency plans for emergency situations. A written accident prevention program, including how to identify and report workplace violence, plus a positive workplace safety culture that recognizes violence is not part of the job, help keep everyone safe.

Grant Project Goal:
The Adult Family Home Council (AFHC) believes that introducing a first-of-its-kind, industry specific, safety awareness training program will significantly reduce worker injuries in adult family homes.

Background:
The AFHC received a grant from the Safety and Health Investments Projects (SHIP) Program, Washington State Department of Labor & Industries for $175,000 to develop training and education materials for a worker safety awareness program specific to the adult family home (AFH) industry. Claims data from the Washington State workers' compensation system shows that workers are getting hurt in the AFH industry. There were over 12,000 reported injury claims, including over 100 serious injuries, from 2012 through 2016 in the risk class that includes adult family home businesses. In order to help prevent future injuries, an AFH Worker Safety Awareness Review Committee has been established to oversee development, upkeep, and implementation of worker safety awareness training and education materials specific to the AFH industry.

Training Topics Included in this Module:
1. The impact of workplace violence in the adult family home industry
2. What is workplace violence?
3. Consequences of violence
4. Workplace violence hazards
5. Four types of workplace violence
6. Escalation Patterns
7. OSHA & Washington L&I requirements
8. Creating a violence prevention program
9. What to do if violence occurs
10. Workplace bullying
11. Aggression with Alzheimer's disease
12. Identifying workplace violence hazards in your adult family home

Training Module Objectives:
- Identify the impact of workplace violence in the adult family home industry
- Recognize different types of workplace violence
- Understand L&I and OSHA requirements & recommendations relating to workplace violence
- Recognize workplace violence hazards in your home
- Identify actions you can take to prevent workplace violence

Target Audience:
The target audience includes the owners and operators of the 2,900 adult family homes in Washington and their approximately 14,000 employees. By definition, adult family homes are small businesses located in residential homes, each with unique challenges. The AFHC is committed to supporting and helping adult family homes succeed.

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- ☐ Start with your written accident prevention program, required by the Washington State Department of Labor & Industries, which should address:
    - o How to identify workplace violence hazards
    - o How to report workplace violence
    - o How to correct hazards before someone gets hurt
    - o How to get help if violence occurs
    - o How to evaluate & make improvements to your plan at least annually

- ☐ Develop, communicate, and enforce a no tolerance policy for workplace violence in your home, including a no weapons provision

- ☐ Target areas that you want to improve. Focus on processes & procedures that make sense for your home

- ☐ Provide safety awareness training related to workplace violence

- ☐ Create a positive safety culture that encourages the reporting of potential hazards and any incidents or violence or near misses

- ☐ Follow up quickly on any reports of violence or concerns about potential violence

- ☐ Ensure there is no retaliation for anyone who reports workplace violence incidents or concerns about possible violence

- ☐ Conduct a hazard recognition exercise with employees by walking through your adult family home to identify potential workplace violence hazards

- ☐ Use a job hazard analysis form to identify potential hazards and how to prevent or control them

- ☐ Develop a system for identifying risky past and current behaviors by residents and use this information to develop individualized care plans

- ☐ Provide a system for communicating during emergencies or calling for help when someone feels threatened (Consider cell phone or panic button use)

- ☐ Discuss workplace violence incidents or potential hazards at safety meetings

- ☐ Set up rooms so that clear escape paths are available.

- ☐ Control access to the home using locks and other security systems

- ☐ Ensure both indoor and outdoor areas are well lit

- ☐ Eliminate access to any potential weapons

- ☐ Identify cool down areas for residents or others to de-escalate & safe rooms for use in case of emergency

- ☐ Use specific log-in and log-out procedures for staff & guests

- ☐ Supervise the movement of residents & guests

- ☐ Develop procedures & contingency for what to do if a violent incident occurs. Include emergency contact information & processes for providing assistance to victims

- ☐ Use restraining orders when necessary & create a "restricted visitors" list for residents or guests with a history of violence

- ☐ Establish a liaison with local police & service providers (such as counselors) who can assist during & after a violent incident

- ☐ Cooperate with law enforcement, prosecutors, or other government agencies

- ☐ Request a consultation from the Washington State Department of Labor & Industries https://www.lni.wa.gov/safety-health/preventing-injuries-illnesses/request-consultation/ or by calling 360-902-5554.

These documents do not replace any standard or regulation and create no new legal obligations. They are advisory in nature, informational in content, and are intended to assist employers in providing a safe and healthful workplace.

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- OSHA Healthcare Wide Hazards Workplace Violence eTool:
  https://www.osha.gov/SLTC/etools/hospital/hazards/workplaceviolence/viol.html
- OSHA Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers:
  https://www.osha.gov/Publications/osha3148.pdf
- OSHA PowerPoint training: Workplace Violence Prevention - Health Care and Social Service Workers:
  https://www.osha.gov/dte/library/wp-violence/healthcare/index.html
- OSHA Workplace Violence Checklist:
  https://www.osha.gov/SLTC/etools/hospital/hazards/workplaceviolence/checklist.html
- OSHA Enforcement Procedures and Scheduling for Occupational Exposure to Workplace Violence:
  https://www.osha.gov/sites/default/files/enforcement/directives/CPL_02-01-058.pdf
- OSHA Evacuation Plans and Procedures eTool:
  https://www.osha.gov/SLTC/etools/evacuation/floorplan_demo.html
- The National Institute for Occupational Safety and Health (NIOSH) website for Occupational Violence (Includes an Online Workplace Violence Prevention Course for Nurses):
  https://www.cdc.gov/niosh/topics/violence/default.html
- NIOSH Workplace Violence Prevention for Nurses Resources (Includes sample incident reports, checklists, and risk triage tools): https://wwwn.cdc.gov/WPVHC/Course.aspx/Slide/Resources
- NIOSH Home Healthcare Workers: How to Prevent Violence on the Job:
  https://www.cdc.gov/niosh/docs/2012-118/pdfs/2012-118.pdf
- NIOSH Workplace Violence Prevention for Nurses Additional Resources (including checklists):
  https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Resources
- CDC Risk Factors for Perpetration webpage:
  https://www.cdc.gov/violenceprevention/youthviolence/riskprotectivefactors.html
- CDC Violence Prevention: Coping with Stress:
  https://www.cdc.gov/violenceprevention/suicide/copingwith-stresstips.html
- CDC Workplace Violence Prevention Strategies and Research Needs:
  https://www.cdc.gov/niosh/docs/2006-144/pdfs/2006-144.pdf
- CDC Caring for Yourself while Caring for Others training: https://www.cdc.gov/niosh/docs/2015-102/default.html
- National Institute on Aging (NIA): Coping with Agitation and Aggression in Alzheimer's Disease:
  https://www.nia.nih.gov/health/coping-agitation-and-aggression-alzheimers-disease
- National Suicide Prevention Lifeline Wallet Card: Learn the Warning Signs:
  https://suicidepreventionlifeline.org/wp-content/uploads/2016/09/green-national-suicide-prevention-lifeline-wallet-card.pdf
- National Institute of Health: Traumatic stress: New roads to recovery:
  https://magazine.medlineplus.gov/article/traumatic-stress-new-roads-to-recovery/
- U.S. Department of Health and Human services Office of Women's Health: Caregiver Stress:
  https://www.womenshealth.gov/a-z-topics/caregiver-stress

- U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration (SAMHSA), Trauma and Violence website: https://www.samhsa.gov/trauma-violence
- SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach: https://ncsacw.samhsa.gov/userfiles/files/SAMHSA_Trauma.pdf
- Center for Health Care Strategies, Laying the Groundwork for Trauma Informed Care: https://www.chcs.org/resource/laying-groundwork-trauma-informed-care/
- Labor & Industries (L&I) Workplace Bullying and Violence webpage: https://lni.wa.gov/safety-health/safety-research/ongoing-projects/workplace-bullying#workplace-bullying
- L&I DOSH Directive 5.07- Workplace Violence Prevention issued 1/24/2020: https://www.lni.wa.gov/dA/1f58d0526f/DD507.pdf
- L&I DOSH Directive 5.05 Violence in the Workplace Enforcement Policy issued 11/5/2010: https://www.lni.wa.gov/dA/a11ed1ae97/DD505.pdf
- L&I "Stop Workplace Bullying" publication: https://lni.wa.gov/forms-publications/f310-001-000.pdf
- L&I Workplace Violence Awareness and Prevention for Employers and Employees: https://www.lni.wa.gov/dA/4391903bdb/F417-140-000.pdf
- Oregon Bureau of Labor and Industries, Workplace Bullying poster: https://employmentlaw.sussmanshank.com/wp-content/uploads/2018/11/boli-workplace-bullying.pdf
- Oregon OSHA Violence Prevention Program online course: https://osha.oregon.gov/edu/courses/Pages/violence-prevention-program-online-course.aspx
- 2017 Workplace Bullying Institute, U.S. Workplace Bullying Survey website: https://workplacebullying.org/download/2017-wbi/
- Workplace Bullying Institute: https://workplacebullying.org/
- University of California, Santa Cruz De-escalating Challenging Interactions with Students: A Review of the Literature Presentation (With good resource list): https://www.acha.org/documents/Programs_Services/webhandouts_2016/TH4-271_Jennette.pdf
- The Joint Commission, Quick Safety 47: De-escalation in Healthcare: https://www.jointcommission.org/resources/patient-safety-topics/workplace-violence-prevention/sentinel-event-alert-and-quick-safety-newsletters/
- The Joint Commission, Improving Patient and Worker Safety: https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/updated-wsps-monograph-final-42020.pdf
- The Joint Commission, Bullying Has No Place in Healthcare: https://www.jointcommission.org/resources/news-and-multimedia/newsletters/newsletters/quick-safety/quick-safety-issue-24-bullying-has-no-place-in-health-care/
- International Association of Chiefs of Police, Combating Workplace Violence: Guidelines for Employers and Law Enforcement 1996: https://apps.dtic.mil/dtic/tr/fulltext/u2/a305667.pdf
- International Association of Chiefs of Police, Combating Workplace Violence: Guidelines for Employers and Law Enforcement 2002: http://www.ncdsv.org/images/IACP_Combating-workplace-violence-guidelines-for-employers-and-LE_4-2002.pdf
- Survival Skills for Working with Potentially Violent Clients (Article)- Stephen Kaplan & Eugenie Wheeler, 1983: https://journals.sagepub.com/doi/10.1177/104438948306400603