Adult Family Home Industry Worker Safety Awareness Program

Module 7: Washington State Information on

Preventing Workplace Violence

**Washington State L&I
Requirements & Information Under the
Washington State Industrial Safety and Health Act
(WISHA)**

Adult Family Home Industry Worker Safety Awareness Program

Funding and support for this project has been provided by the state of Washington, Department of Labor & Industries, Safety & Health Investment Projects.

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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.

Purpose Of The
Safety Awareness Program

- **Assist Adult Family Home Industry employers, supervisors, and all workers in recognizing key safety hazards in their work environment and help them avoid and control these hazards**

- **Outcome: Create a safer work environment and significantly reduce injuries in Adult Family Homes**

Module 7:
Preventing Workplace Violence
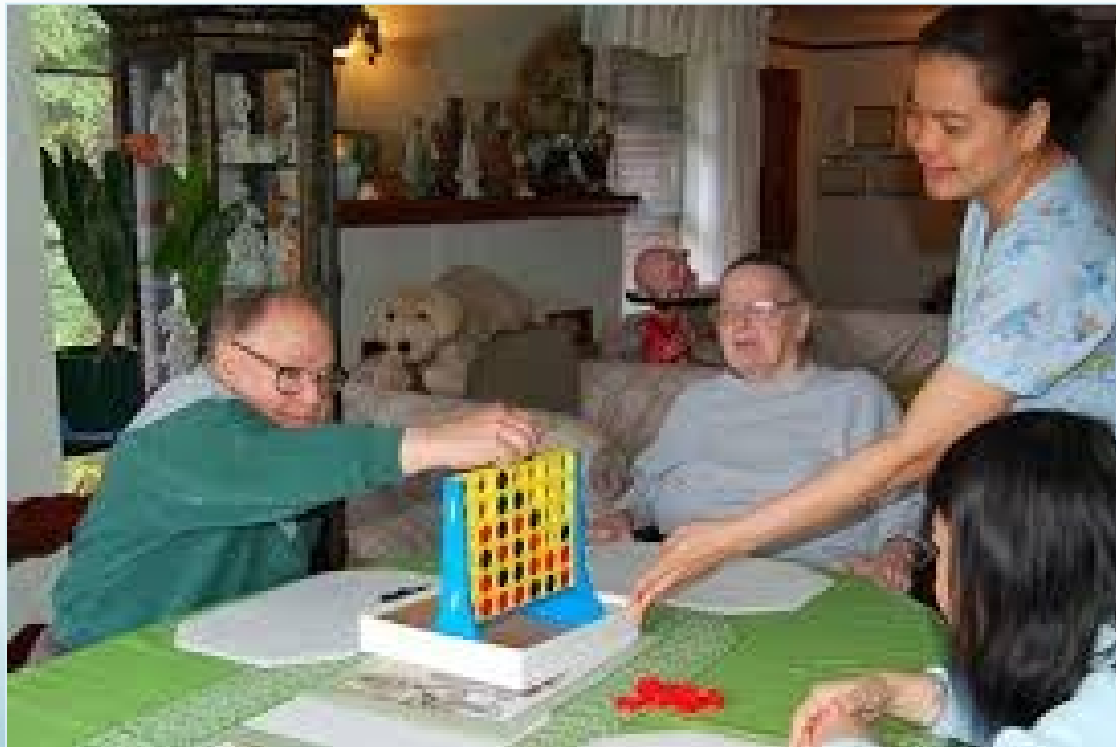
Course Objectives
# Preventing Workplace Violence

- 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 related to workplace violence
- Recognize workplace violence hazards in your home
- Identify actions you can take to prevent workplace violence

How Can Adult Family Homes Prevent Workplace Violence?

- What experiences do you have with workplace violence at your adult family home?

- What causes verbal or physical abuse of workers in adult family homes?

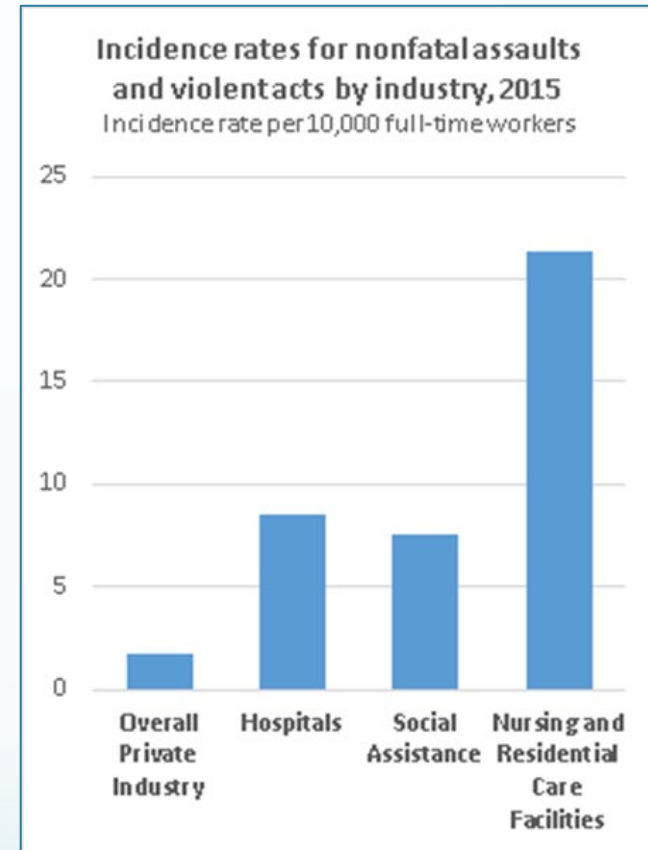- What are the best ways to prevent workplace violence in adult family homes?

Module 7A:
Workplace Violence Definitions & Hazards
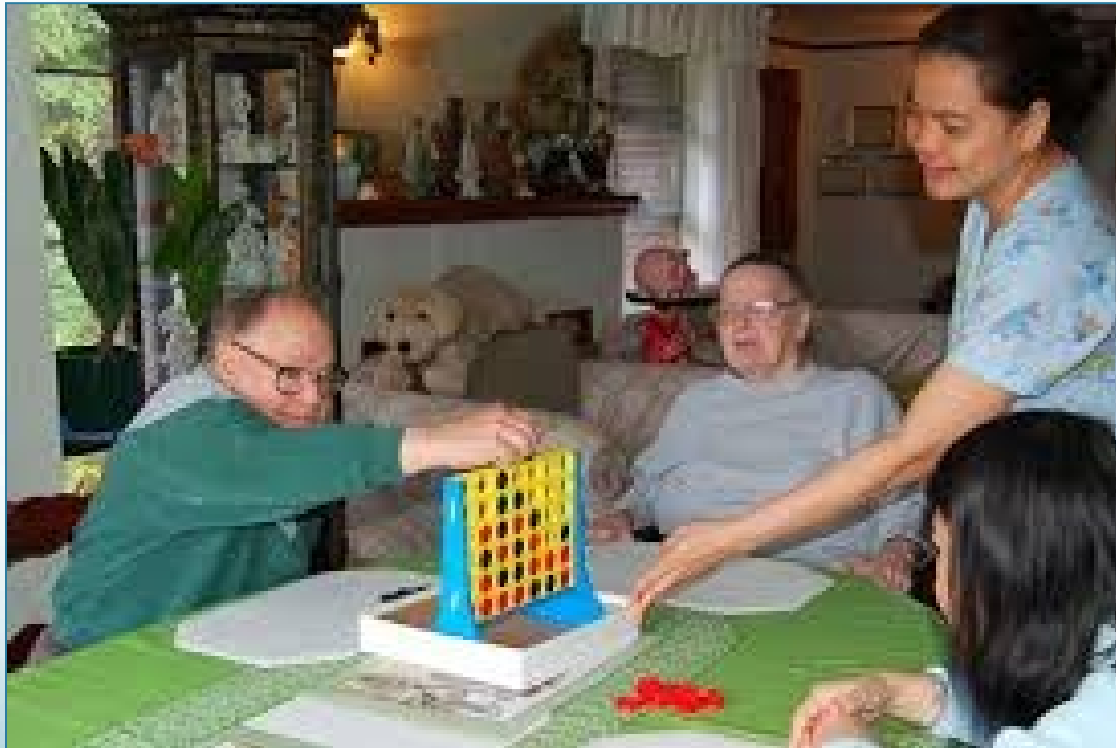
Workplace Violence Hurts Adult Family Home Workers 1

- #3 cause of WA adult family home injury claims from 2011-2017
  - ❖ Total injuries: 1715
  - ❖ Average of 245 violence related injuries reported per year
- Nationally, workers **from healthcare & social service settings** suffer majority of all workplace assaults
  - ❖ 10%-11% of time-loss injuries in healthcare due to violence
  - ❖ Serious injuries from violence 4 times more likely than in private industry overall
- Experts say injuries from violence significantly underreported

Incidence rates for nonfatal assaults and violent acts by industry, 2015
Incidence rate per 10,000 full-time workers

Source: Bureau of Labor Statistics, U.S. Department of Labor (BLS, 2016)

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Workplace Violence Hurts Adult Family Home Workers 2

Intentional worker injuries on the rise

Health care and social assistance workers experience intentional injuries by another person at far greater rates than the private industry overall. This includes only injuries involving days away from work.
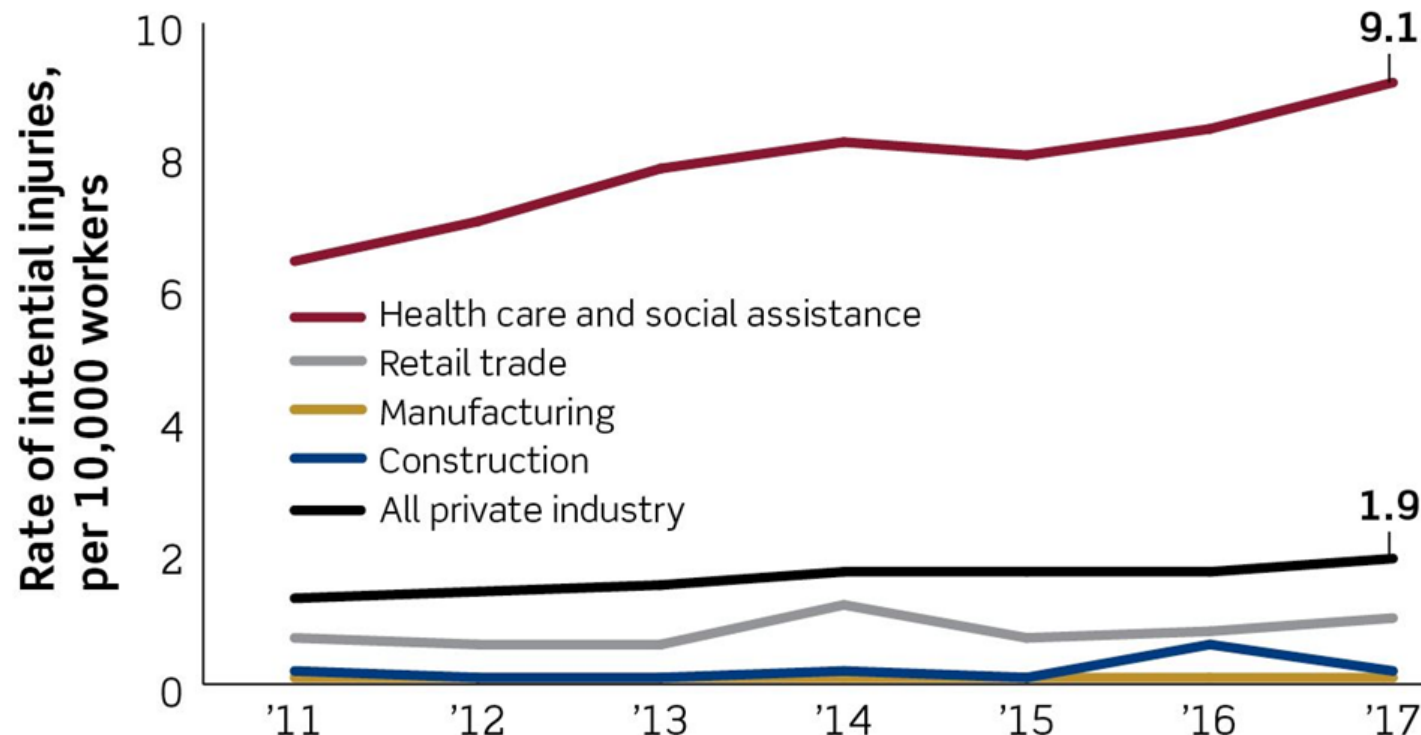
SOURCE: U.S. Bureau of Labor Statistics

What Is Workplace Violence?

- **Definitions**
  - ❖ OSHA defines workplace violence as:
    - ❑ **Any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide**
  - ❖ The National Institute for Occupational Safety and Health (NIOSH) definition:
    - ❑ **Violent acts (including physical assaults and threats of assaults) directed toward persons at work or on duty**

Workplace Violence Behaviors

- **Behaviors that should be reported** & handled per your home's policy:
  - ❖ Unwelcome name-calling, obscene language or gestures, & other abusive behavior
  - ❖ Intimidation through direct or veiled verbal threats
  - ❖ Throwing objects
    - ❑ Regardless of the size or type of object being thrown or whether a person is the target
  - ❖ Physically touching someone in an intimidating, malicious, or sexually harassing manner
    - ❑ Includes hitting, slapping, poking, kicking, pinching, grabbing, & pushing
  - ❖ Physically intimidating others
    - ❑ Getting "in your face", fist-shaking, etc.

- **Recognize Inappropriate Behavior Early**
  - ❖ Often a warning sign of escalating hostility or potential violence
  - ❖ May escalate to higher levels if left unchecked

Consequences Of Violence

- **Victims May Suffer Short & Long-term Issues**
  - ❖ Immediate physical injuries
  - ❖ Short & long-term psychological trauma
  - ❖ Fear of returning to work
  - ❖ Changes in relationships with coworkers, family, & friends
  - ❖ Feelings of guilt, powerlessness, & failure
  - ❖ Fear of criticism or getting in trouble from supervisors or managers
    - ❑ May include fear of losing their job

- **Strong Follow-up Programs Help**
  - ❖ Assists with resolving immediate issues
  - ❖ Helps prepare for confronting or stopping future violence issues

Workplace Violence Hazards 1

- **Resident & Environmental Risk Factors**
  1. People with a history of violence
  2. People with a history of drug or alcohol abuse
  3. Transporting residents
  4. Working alone
  5. Poor lighting either inside or outside
  6. No easy means of emergency communication
  7. Threats of violence & verbal abuse
  8. Limited escape routes
  9. Access to weapons or objects that could be used as weapons
  10. High crime area

Workplace Violence Hazards 2

- **Management & Organizational Risk Factors**
  1. Patterns of workplace violence in your home
  2. Lack of policies & training for recognizing & managing escalating, hostile, or violent behaviors
  3. Working when understaffed (especially during meals, visiting hours, or when transporting residents)
  4. High employee turnover rate
  5. Organizational culture of tolerance ("It's just part of the job")
  6. Lack of standard reporting method
  7. Long waits for residents or changes in routines
  8. Unrestricted movement of the public in the home
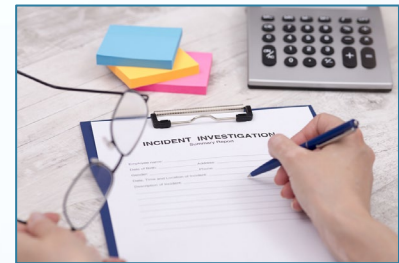
Four Types of Workplace Violence

- **Type 1- Violence by Strangers**
  - ❖ Violence committed by someone with no legitimate business at the home. Includes violence by anyone who enters the home intending to commit a crime

- **Type 2- Violence by Customers or Clients**
  - ❖ Violence directed at employees by residents, family or guests of a resident, visitors, vendors, or other individuals providing aid or services
  - ❖ **Most common violence type in adult family homes**

- **Type 3- Violence by Coworkers**
  - ❖ Violence against an employee by a current or former employee, supervisor, or manager

- **Type 4- Violence by Personal Relations**
  - ❖ Violence committed in the workplace by someone who does not work there, but has (or is known to have had) a personal relationship with an employee

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Violence By Strangers

- **Risk Factors**
  - Working alone
  - Working late at night
  - Poor lighting (Including outside the home)
  - High crime area
  - Working with money

- **Possible Prevention Methods**
  - Communication method to alert manager/police
    - Put emergency phone numbers for police, fire & emergency medical services near a telephone with an outside line
  - Procedures for reporting suspicious persons or activities
  - Address employee isolation factors & staffing levels
  - Training (Including de-escalation techniques)
  - Address adequate lighting, including outside the home
  - Consider appropriate use of surveillance cameras & panic buttons

Violence By Residents or Guests

- **Risk Factors**
  - ❖ Working alone, late at night, or in isolation
  - ❖ Residents or guests with past violent behavior
  - ❖ Lack of alternate escape route
  - ❖ No quick communication method to get help
  - ❖ Organizational culture of tolerance ("It's just part of the job")
  - ❖ Potential weapons available (Like scissors)

- **Possible Prevention Methods**
  - ❖ Training (Including de-escalation techniques)
  - ❖ Clear reporting system for all incidents
  - ❖ Use buddy system with risky residents or guests
  - ❖ Quick communication method to get help from manager/police (Consider panic buttons/alarms)
  - ❖ Set up rooms so workers not trapped from exiting
  - ❖ Controlled access to home (Restricted access signs, locked doors)
  - ❖ Eliminate easy access to potential weapons

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Violence By Coworkers

- **Risk Factors**
  - ❖ High stress workplace
  - ❖ Lack of management support, protocols, or policies
  - ❖ Individuals with a history of violent behavior
  - ❖ Lack of training
  - ❖ Organizational culture of tolerance

- **Possible Prevention Methods**
  - ❖ Communicate & enforce no tolerance policy for workplace violence
  - ❖ Clear management policy for staff discipline
  - ❖ Policy prohibiting weapons
  - ❖ Training (Including warning signs & de-escalation techniques)
  - ❖ Provide access to employee assistance programs or other counseling services

Violence By Personal Relations

- **Risk Factors**
  - ❖ Individuals with history of violence, threatening behavior, or domestic abuse
  - ❖ Uncontrolled access to home
  - ❖ No quick communication method to get help
  - ❖ No policies regarding restraining order communication or prohibiting weapons
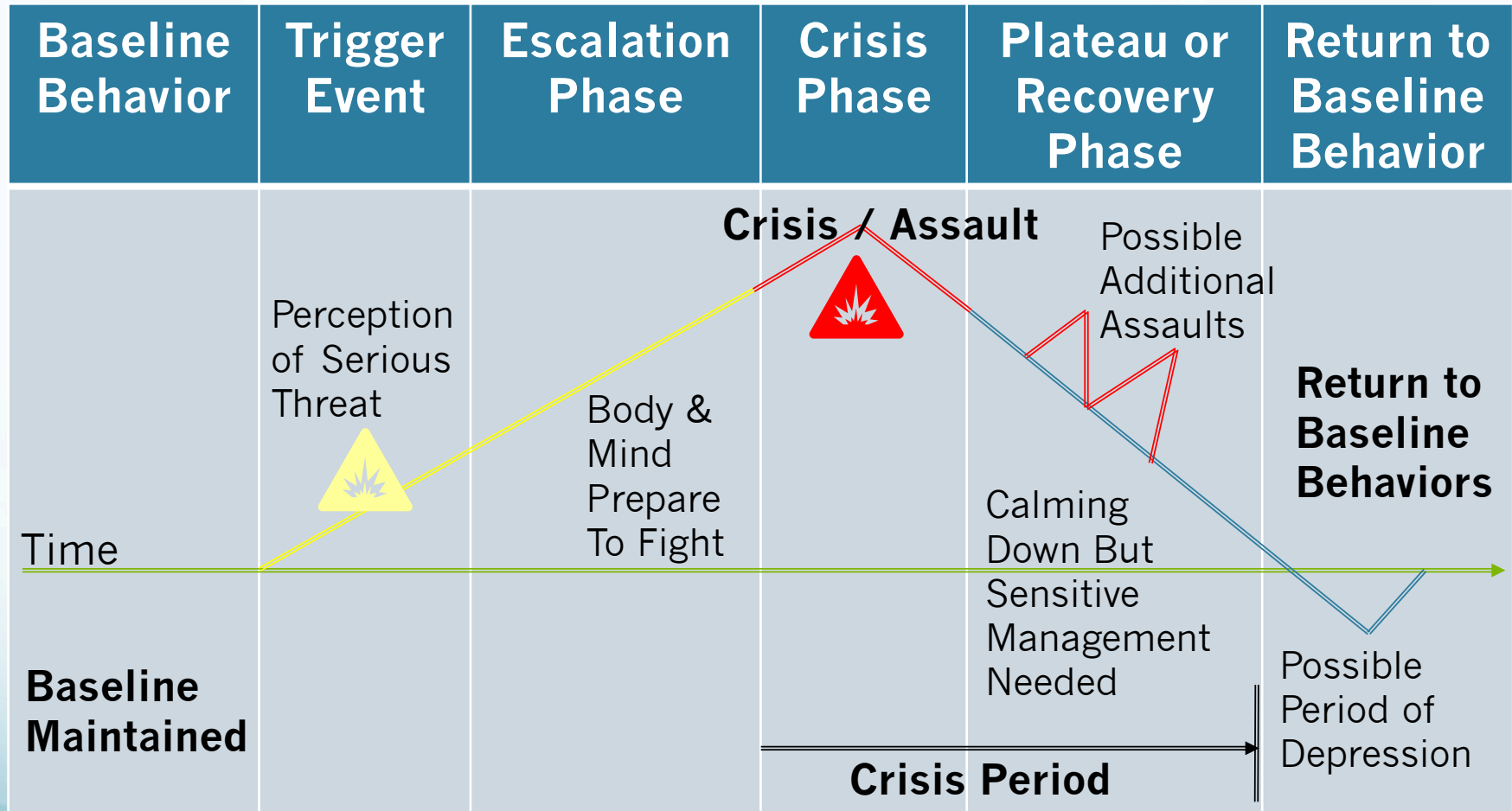
- **Possible Prevention Methods**
  - ❖ Enforced policies on handling / preventing violence & prohibiting weapons
  - ❖ Use restraining orders & notify staff as necessary
  - ❖ Quick Communication method to get help (Consider panic buttons/alarms)
  - ❖ Control access to home (Restricted access signs, locked doors)
  - ❖ Use a buddy system, especially with risky guests
  - ❖ Domestic violence training (Including de-escalation techniques)

Watch For Escalation Patterns

The Assault Cycle / Time Intensity Model

Baseline Behavior	Trigger Event	Escalation Phase	Crisis Phase	Plateau or Recovery Phase	Return to Baseline Behavior

Crisis / Assault

Perception of Serious Threat

Possible Additional Assaults

Body & Mind Prepare To Fight

Return to Baseline Behaviors

Calming Down But Sensitive Management Needed

Time

Baseline Maintained

Possible Period of Depression

Crisis Period

Adapted from Kaplan & Wheeler, 1983

Module 7A: Workplace Violence Definitions & Hazards Quiz Question 1:

- **The four kinds of workplace violence are:**

  A. Violence by people, Violence by Animals, Violence by equipment, Other

  B. Violence by Strangers, Violence by Customers or Clients, Violence by Co-workers, & Violence by Personal Relations

  C. Implied Violence, Verbal Violence, Physical Violence, Emotional Violence

  D. Violence by Strangers, Violence by Family Members, Violence by Patients or Residents, Gun Violence

Module 7A: Workplace Violence Definitions & Hazards Quiz Question 2:

- **Workplace Violence is the _____ leading cause of injuries in Washington's adult family home industry**

   A. 1st

    B. 2nd

    C. 3rd

    D. 4th

Module 7A: Workplace Violence Definitions & Hazards Quiz Question 3:

- **Which of the following are examples of inappropriate behavior that should be reported?**

    A. Unwelcome name-calling, obscene language, or obscene gestures
    B. Intimidation through direct or veiled verbal threats
    C. Throwing objects
    D. Physically intimidating others
    E. Hitting, poking, kicking, pinching, grabbing, or pushing
    F. All of the above
    G. None of the above

Module 7B:
Workplace Violence Requirements
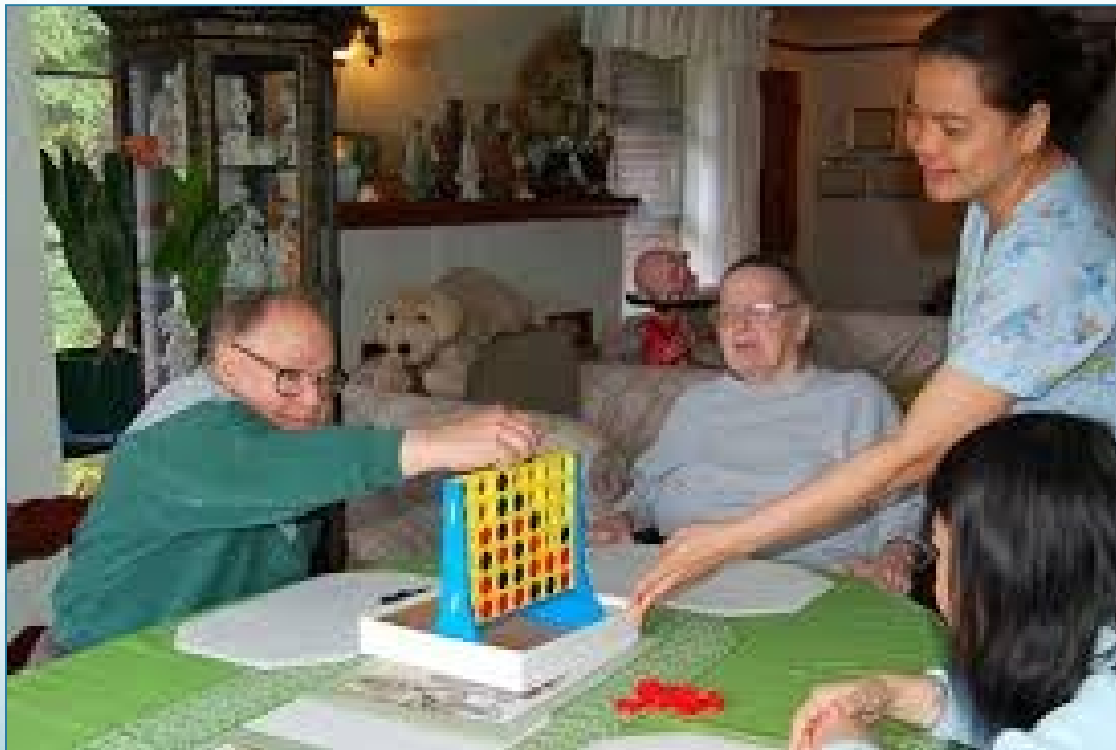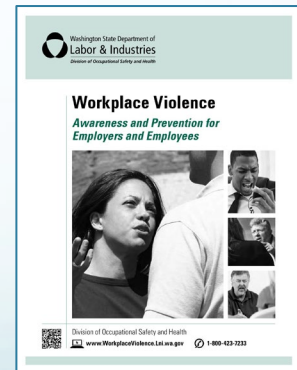
OSHA Requirements

- **Adult Family Homes Considered a "High Risk" Industry by OSHA**
  - ❖ No specific OSHA workplace violence requirements
  - ❖ However, workplace violence is considered a recognized hazard for healthcare & social services, including adult family homes
  - ❖ Safety citations can be made under OSHA's "General Duty Clause"
    - ❑ "Each employer shall furnish to each of his employees employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to his employees"

Washington L&I Requirements

- **Adult Family Homes must provide an environment free from recognized hazards**
  - ❖ Adult family homes **must have a written accident prevention program** (APP) that recognizes & addresses workplace hazards
    - ❑ Under state safety rules, all employers in Washington state **must** provide a workplace free from recognized hazards (WAC 296-800-11005)
    - ❑ A workplace violence prevention plan is **recommended** (but not required) because healthcare and social services (including adult family homes) are considered "highest risk" industries for workplace violence hazards (WAC 296-800-14005)
  - ❖ Adult family homes are **not** considered "Healthcare Facilities" under Chapter 49.19 RCW Safety- Health Care Settings that would require even more training, recordkeeping, other safety activities, & specific penalties for noncompliance

Module 7B: Workplace Violence Requirements Quiz Question:

- **The Washington state Department of Labor & Industries <u>requires</u> adult family homes to _____?**

    A. Separately track & report workplace violence incidents

    B. Report all workplace violence incidents to local law enforcement

    C. Provide a workplace free from recognized hazards, including workplace violence

    D. Provide specific workplace violence training for all workers

    E. All of the above

Module 7C: Workplace Violence Prevention, Reporting, & Responding
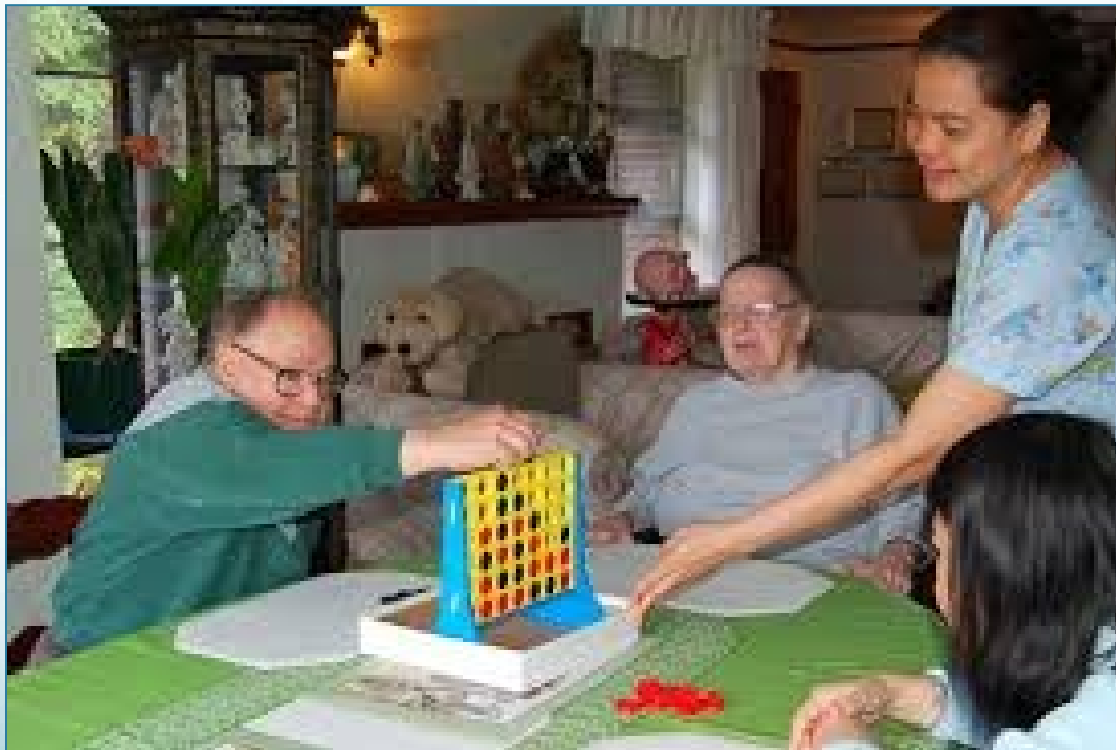
Creating An Effective Workplace Violence Prevention Program

- **Focus on processes and procedures that make sense for your adult family home**
  - ❖ Recognize that workplace violence is a safety & health hazard
  - ❖ Set clear goals and objectives
  - ❖ Consider the size & complexity of your home(s)
  - ❖ Make it adaptable for specific situations
  - ❖ Evaluate and reassess your plan at least annually or whenever an incident occurs
  - ❖ Include staff in developing, updating, and improving your plan
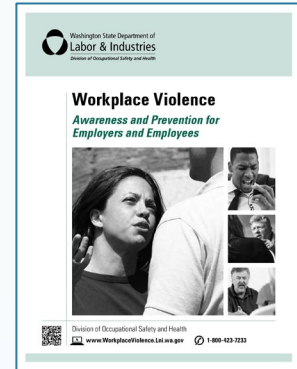
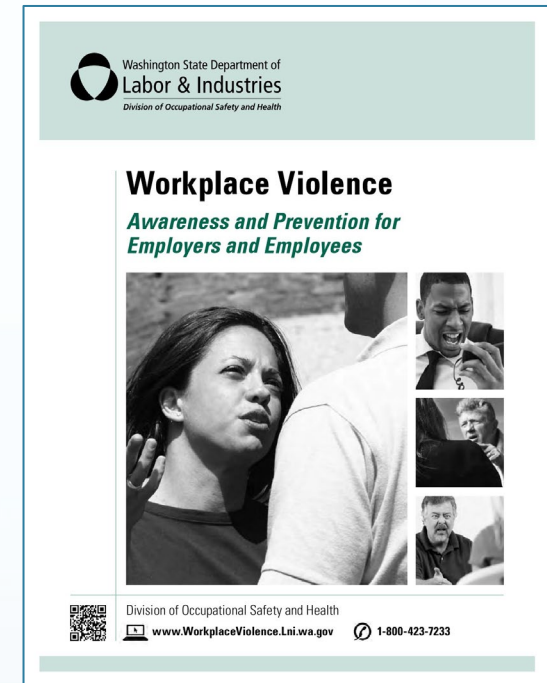# Elements Of A Workplace Violence Prevention Program

- **Seven Steps for a Workplace Violence Prevention Program**
  1. Management commitment & worker involvement
  2. Workplace violence hazard assessment
  3. Hazard prevention & control
  4. Training & instruction
  5. Reporting procedures
  6. Record keeping
  7. Evaluation & improvement

- An Example written Workplace Violence Prevention plan can be found in L&I's:
  - ❖ Workplace Violence: Awareness and Prevention for Employers and Employees guide: https://lni.wa.gov/forms-publications/f417-140-000.pdf

Management Commitment & Worker Involvement 1

- **Leadership Support Critical**
  - ❖ Begin by recognizing workplace violence is a safety & health hazard
    - ❑ Management endorsement & involvement in prevention efforts provides motivation & resources
      - ➢ Emphasize a safe & violence-free workplace
    - ❑ Show equal commitment to worker & resident safety
    - ❑ Provide resources such as information, adequate staffing, training, planning time, & equipment (such as phones or panic buttons to call for help)
  - ❖ Maintain a system of reporting, accountability, and feedback methods that address workplace violence
    - ❑ Set policies & worker expectations that ensure reporting, recording, and monitoring of incidents & near misses
  - ❖ Have regular safety meetings & include workplace violence as one of the safety topics
  - ❖ Establish procedures for medical and psychological care if an incident occurs

Management Commitment & Worker Involvement 2

- **Worker Participation Essential**
  - ❖ Workers should participate in the development, implementation, evaluation & modification of workplace violence prevention programs
    - ❑ Identify daily activities that put them most at risk
    - ❑ Participate in discussions and assessments aimed at improving safety policies & procedures
    - ❑ Provide input on how changes in the layout or set-up of the home will impact potential safety & health issues
  - ❖ Ensure that reporting systems are in place, easy, and used when incidents or near misses occur
    - ❑ Issues must be addressed appropriately
  - ❖ Thank workers for reporting incidents, near misses, or concerns
    - ❑ **Absolutely no retaliation for reporting!** (Otherwise, nobody will use the system)
  - ❖ All workers need to participate in training & safety discussions

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Workplace Violence Hazard Assessment 1

- **Review Your Home for Existing or Potential Issues**
  - ❖ Review records & look for patterns of behavior, triggers, or other issues that could be used to reduce or eliminate assaults or near-misses
    - ❑ Do incidents happen:
      - ➢ In specific locations?
      - ➢ At certain times during the day?
      - ➢ During particular activities?
      - ➢ With certain people?
  - ❖ Periodically walk through your home to identify potential risk factors
    - ❑ Consider doing safety walk-throughs as a group during your safety meetings
  - ❖ Anyone who cares for a potentially aggressive, abusive, or violent resident should be aware of their history, including triggers & de-escalation responses

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Workplace Violence Hazard Assessment 2

- **Review Your Home for Existing or Potential Issues**
  - ❖ Discuss workplace violence issues at safety meetings or at other designated times. Consider asking:
    - ❑ What activities expose you to the greatest risks?
      - ➢ Moving or transferring residents?
      - ➢ Administering medications?
      - ➢ Other?
    - ❑ How do changes in residents' daily routines affect the precautions you take to address the potential for violence?
    - ❑ What, if any, activities make you feel unprepared to respond to a violent action?
    - ❑ Have there been any new procedures or changes to procedures that may increase the risk for violence?
    - ❑ Can you recommend any changes or additions to our workplace violence program or training?

Workplace Violence Hazard Assessment 3

- **Review Your Home for Existing or Potential Issues**
  - ❖ Examine incidents & near-misses carefully when they occur to identify lessons learned:
    - ❑ Were existing policies & procedures followed?
      - ➢ If not, why not?
    - ❑ Were staff adequately trained for the situation?
    - ❑ What new policies or procedures would improve safety?
    - ❑ What else was learned that could improve safety?
    - ❑ What will we do differently as a result of this incident?

Description	Colour Code
Immediately Dangerous	
High Risk	
Medium Risk	
Low Risk	
Very Low Risk	

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Hazard Prevention & Control

- **Take Appropriate Steps to Prevent or Control Identified Hazards**
  - ❖ Identify & evaluate control options
  - ❖ Select the most effective & feasible controls for your home (What you think will work best)
  - ❖ Implement the controls in your home
  - ❖ Follow up to make sure that your controls are being used & maintained properly
  - ❖ Evaluate the effectiveness of your controls & make improvements
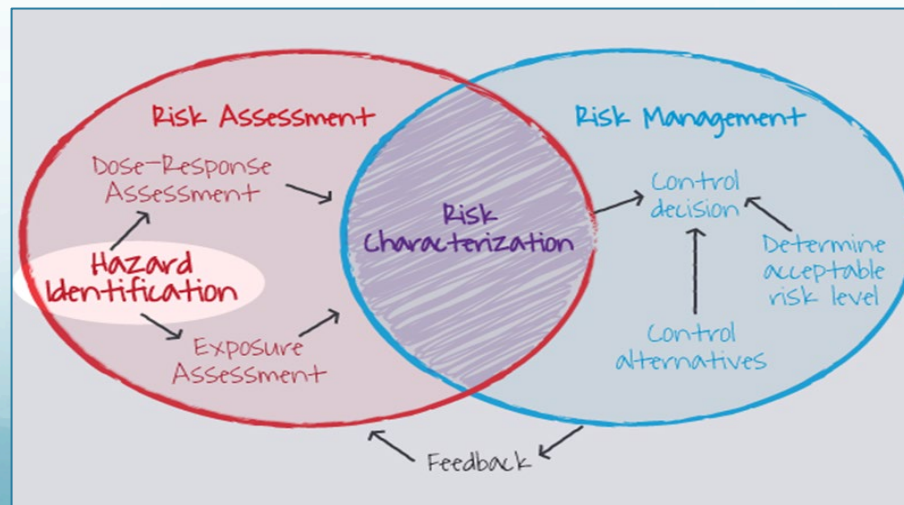
Hazard Prevention & Control Examples 1

- **Eliminate the Hazard or Substitute a Safer Alternative (Most Effective Controls)**
  - ❖ Transfer a resident with violent behaviors to a more appropriate facility (if possible)
  - ❖ Remove or secure items that could be used as a weapon
  - ❖ Replace sharp-edged objects such as carts, counters, or furniture
  - ❖ Use door locks and other controls to prevent unauthorized access to the home or to potentially risky areas (Or residents) inside the home

Table 1: Risk matrix

Probability	Severity		
	Low	Med.	High
High			
Med.			
Low			

Hazard Prevention & Control Examples 2

- **Engineering Controls & Adapting the Workplace** (Physical changes that protect workers from hazards)
  - ❖ Use locks to reduce exposures
    - ❑ Lock employee only, storage areas, & unused rooms
    - ❑ Ensure cabinets & drawers have working locks
  - ❖ Arrange furniture so workers have clear exit routes
    - ❑ Ensure workers know the different exits available
  - ❖ Position prep areas / staff stations to allow for proper visual scanning of residents or guests
  - ❖ Provide employee "safe room" for emergencies
  - ❖ Establish "cool down" areas for residents or others to de-escalate
  - ❖ Rooms should have 2 exits (where possible)
  - ❖ Provide secure bathrooms (with locks) for staff
  - ❖ Install better or additional lighting
  - ❖ Pad sharp-edged objects such as carts, counters, or furniture & smooth down any sharp surfaces

Hazard Prevention & Control Examples 3

- **Administrative & Work Practice Controls** (These affect how workers perform jobs or tasks)
  - ❖ Develop a workplace violence prevention program & enforce a violence response policy
    - ❑ Make it clear to workers that assaults are not acceptable behavior & not considered part of the job
    - ❑ Clearly state to residents, families, guests & workers that violence is not allowed & will not be tolerated
    - ❑ Enforce a no weapons policy
  - ❖ Develop a procedure to identify & record the behavior history of residents in order to develop individual care plans based on the level of risk
    - ❑ Learn about past violent or assaultive behaviors
    - ❑ Identify trigger events & best responses for de-escalation
    - ❑ Identify the type of violence, including patterns, severity, & intended purpose
  - ❖ Ensure resident confidentiality is maintained
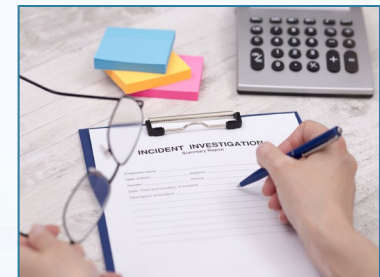
Hazard Prevention & Control Examples 4

- **Administrative & Work Practice Controls** (These affect how workers perform jobs or tasks)
  - ❖ Develop standard procedures for violence reporting
    - ❑ Require reporting of all violent incidents
    - ❑ Update other staff in shift reports about residents or guests with a violent history or incidents
    - ❑ Keep a log of all incidents & near-misses
  - ❖ Use specific log-in and log-out procedures for staff & guests
  - ❖ Supervise the movement of residents & guests

Hazard Prevention & Control Examples 5

- **Administrative & Work Practice Controls** (These affect how workers perform jobs or tasks)
  - ❖ Give workers discretion to begin or continue an interaction if they feel unsafe or threatened

  - ❖ Encourage staff to dress appropriately for safety

    - ❑ Avoid chains, necklaces, or scarves to prevent possible strangulation during an assault
   - ❑ Discourage workers from wearing expensive jewelry or carrying large amounts of cash

hair tucked away

no jewelry

clothing not overly loose or tight

breakaway safety cord

Hazard Prevention & Control Examples 6

- **Administrative & Work Practice Controls** (These affect how workers perform jobs or tasks)
  - ❖ Ensure an easy way for staff to call for help & communicate during an emergency
    - ❑ Cell phones and/or panic buttons with procedures & training on how to use them in an emergency
  - ❖ Develop a policy on when to use a buddy system
    - ❑ Give workers the discretion to ask for help if they feel threatened or unsafe
  - ❖ Establish policies & procedures for secure areas & emergency evacuations
    - ❑ Ensure staff know who to call for help or medical aid
  - ❖ Develop contingency plans for when residents are making physical or verbal threats or assaults
  - ❖ Ensure enough trained staff are available to de-escalate & counsel residents
    - ❑ Especially during high-risk times like transfers, meals, changes in routine, emergency responses, & at night
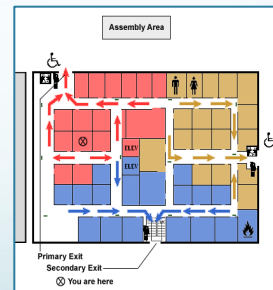
Hazard Prevention & Control Examples 7

- **Administrative & Work Practice Controls**
  (These affect how workers perform jobs or tasks)
  - ❖ Provide management support during emergencies & respond promptly to complaints or concerns
  - ❖ Advise workers of company policies on asking for police assistance or filing charges when assaulted & assist them in doing so if needed
  - ❖ 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 who can assist (such as counselors)
  - ❖ Cooperate with law enforcement, prosecutors, & other government agencies

Training & Education 1

- **The Importance Of Workplace Violence Prevention Training**
  - ❖ Helps ensure all staff are aware of potential risks and how to protect themselves & others
    - ❑ May be included as a separate section during trainings on how to protect residents
  - ❖ Addresses potential problems before they happen & helps reduce risks
  - ❖ Training should involve all workers, including contract workers, supervisors, & managers
  - ❖ Supervisors & managers should be trained in spotting high-risk situations to ensure workers are not placed in dangerous situations
    - ❑ After training, supervisors & managers should be able to recognize hazardous situations & make necessary changes to eliminate or reduce risks
  - ❖ The training program should be evaluated for effectiveness & improvement at least annually

Training & Education 2

- **Training Frequency & Topics**
  - ❖ Training should be provided at least annually or when a worker is new or receives a different assignment with new hazards
  - ❖ All staff should be trained on the workplace violence policies & procedures for your home
    - ❑ Include policies for documenting & reporting incidents & near misses
    - ❑ How & when to use alarms, a buddy system, and/or safe rooms
    - ❑ Standard response contingency plans for violent situations, including how to call for help, escape routes, & evacuation plans
    - ❑ Policies & procedures for obtaining medical care, counseling, workers' compensation, or legal assistance after a violent encounter or injury
  - ❖ It is recommended that your training include role-playing scenarios & practice drills

Training & Education 3

- **Additional Training Topics**
  - ❖ Additional topics may Include:
    - ❑ Risk factors for violence
    - ❑ Managing assaultive behavior
      - ➢ Police/professional assault-response training
      - ➢ Personal safety training for prevention & avoidance
      - ➢ How to recognize & defuse escalating behavior
    - ❑ Approaches that are sensitive to the underlying causes & triggers of violence such as Trauma Informed Care
    - ❑ Anger management
    - ❑ How medications can impact behavior
    - ❑ How to deal with hostile behavior from nonresidents, such as guests or family members
    - ❑ Domestic violence or bullying

NIOSH Workplace Violence Prevention Online Course for Nurses

Reporting Procedures

- **Develop a System for Reporting All Violence Related Incidents**
  - ❖ Use a standard written procedure that is easy for all staff to understand & also safeguards confidentiality
  - ❖ Enforce non-retaliation policies to make it safe for workers to report injuries, incidents, & concerns
  - ❖ Incidents should be reported whether or not an injury occurred
  - ❖ Include verbal abuse, threats, & near misses
  - ❖ Have procedures for updating shift reports on violent histories or incidents
    - ❑ Event triggers such as certain dates, times, or people
    - ❑ Type of violence including severity, pattern, & purpose
    - ❑ Use information to develop individual resident contingency plans for preventing or reducing future incidents

Keeping Records

- **Good Records Essential**
  - ❖ Helps identify the type, extent, & severity of problems
  - ❖ Helps determine your program effectiveness, improvement opportunities, & training needs
  - ❖ Comply with any required OSHA, L&I, or other government agency records or logs
  - ❖ It is recommended that you keep track of:
    - ❑ Injury & illness records
    - ❑ Assaults & other incidents
    - ❑ Near misses
    - ❑ Identified hazards or potential risks
    - ❑ Resident histories
    - ❑ Staff training & safety meeting minutes
    - ❑ Corrective actions recommended & taken
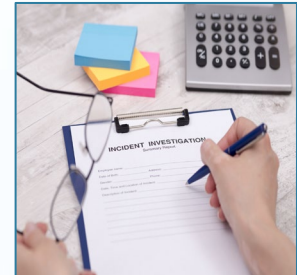
Evaluation & Improvement

- **Program Evaluation**
  - ❖ Analyze records for patterns or trends such as time, locations, trigger events, etc.
  - ❖ Measure improvement in terms of reducing the frequency & severity of incidents
  - ❖ Review your violence prevention program periodically & after every incident
  - ❖ Conduct periodic safety walk-throughs
  - ❖ Request periodic law enforcement or safety consultant reviews for recommendations
  - ❖ All reports or shared information should appropriately protect worker & resident confidentiality

- **Make Program Improvements as Indicated**
  - ❖ Discuss any changes or recommended improvements with all staff
  - ❖ Ask or survey workers before & after changes to see how effective they are

What To Do If Violence Occurs 2

- **After Incident Response Critical**
  - ❖ First steps after an incident
    - ❑ Provide first aid & emergency care
    - ❑ Take necessary measures to stop others from getting hurt
      - ➢ Contact police & help them do their work
      - ➢ Secure work areas where incident occurred & check to make sure they are safe
      - ➢ Account for all workers
    - ❑ Injured workers should receive prompt treatment & psychological evaluation
      - ➢ Helps reduce trauma & stress
    - ❑ Provide transportation to medical care if needed
    - ❑ Speak with victims, witnesses, & other employees confidentially
      - ➢ Allow them to express their feelings
      - ➢ Encourage appropriate treatment, including counseling by certified professionals
    - ❑ Provide accurate information for government agencies, media, & law enforcement
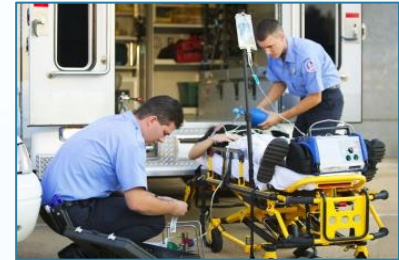
What To Do If Violence Occurs 3

- **Investigating Incidents**
  - ❖ Begin promptly once everyone is safe
    - ❑ Any delays may cause important evidence to be lost or destroyed
    - ❑ Be sure to investigate near misses & incidents where no injury occurred
  - ❖ Investigations should focus on facts & how to prevent similar incidents from repeating
    - ❑ Visit the scene & collect facts on who, what, when, & how the incident happened
    - ❑ Get statements from witnesses & take pictures of damage or injuries as appropriate
    - ❑ Review prior incidents & previous reports of inappropriate action by perpetrator
  - ❖ Identify what caused the incident
    - ❑ Try to find the root cause & any contributing factors- Ask why the incident happened
    - ❑ Make recommendations for future prevention
    - ❑ Take appropriate follow-up & corrective action, including required reporting
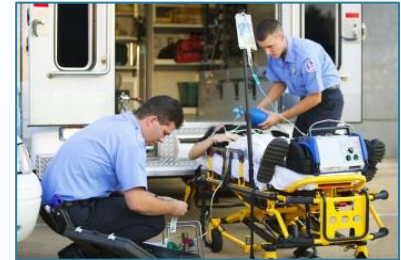
Module 7C: Workplace Violence Prevention, Reporting, & Responding Quiz Question:

- **True or False: Employers should give workers discretion to begin or continue an interaction if they feel unsafe or threatened**

  A. True

  B. False

Module 7D:
Workplace Bullying

Workplace Bullying 1

- **What is Workplace Bullying?**
  - ❖A pattern of repeated mistreatment that harms, intimidates, undermines, offends, degrades, or humiliates an employee
  - ❖Usually involves an abuse or misuse of power

Common types of bullying:

Physical
hitting, kicking, punching, spitting, tripping, pushing

Emotional
teasing, name calling, inappropriate sexual comments, or verbal or written threats

Social
excluding someone, spreading rumors, making embarrassing comments

CDC

HHS.gov

Workplace Bullying 2

- **Examples of Workplace Bullying**
  - ❖ Types of bullying include:
    - ❑ Bosses or supervisors against subordinates
    - ❑ Worker against worker
    - ❑ Group of workers targeting a worker (mobbing)
    - ❑ Organizational- entrenched & part of the culture
    - ❑ 3rd party, such as a resident, who bullies a worker
  - ❖ Abusive work environment
    - ❑ Physical or verbal threats, especially when repeated or without apparent consequences from employer
    - ❑ Repeated insults or spreading malicious rumors
    - ❑ Public humiliation, exclusion, or treating the target differently

Workplace Bullying 3

- **Examples of Workplace Bullying**
  - ❖Undermining or discrediting the target
    - ❑ Bully blames the target for other people's errors, takes credit for their work, or makes false accusations of incompetence
  - ❖Retaliation
    - ❑ Intentionally threatening, excluding, or ostracizing the target after they raise concerns
    - ❑ May include lost job opportunities such as reduced scheduling or removal from favored work activities

Workplace Bullying 4

- **What are the Costs of Bullying?**
  - ❖ Worker costs
    - ❑ Stress, depression, & sleep problems
    - ❑ Increased illness & sick days
    - ❑ Lack of focus & lower effectiveness
    - ❑ Reduced self-esteem
    - ❑ Loss of income due to absences & family problems
  - ❖ Employer costs
    - ❑ Staffing problems due to increased absences
    - ❑ Increased grievances, resignations, & discipline
    - ❑ Reduced trust & productivity
    - ❑ Loss of revenue due to investigations, lawsuits, & loss of company reputation
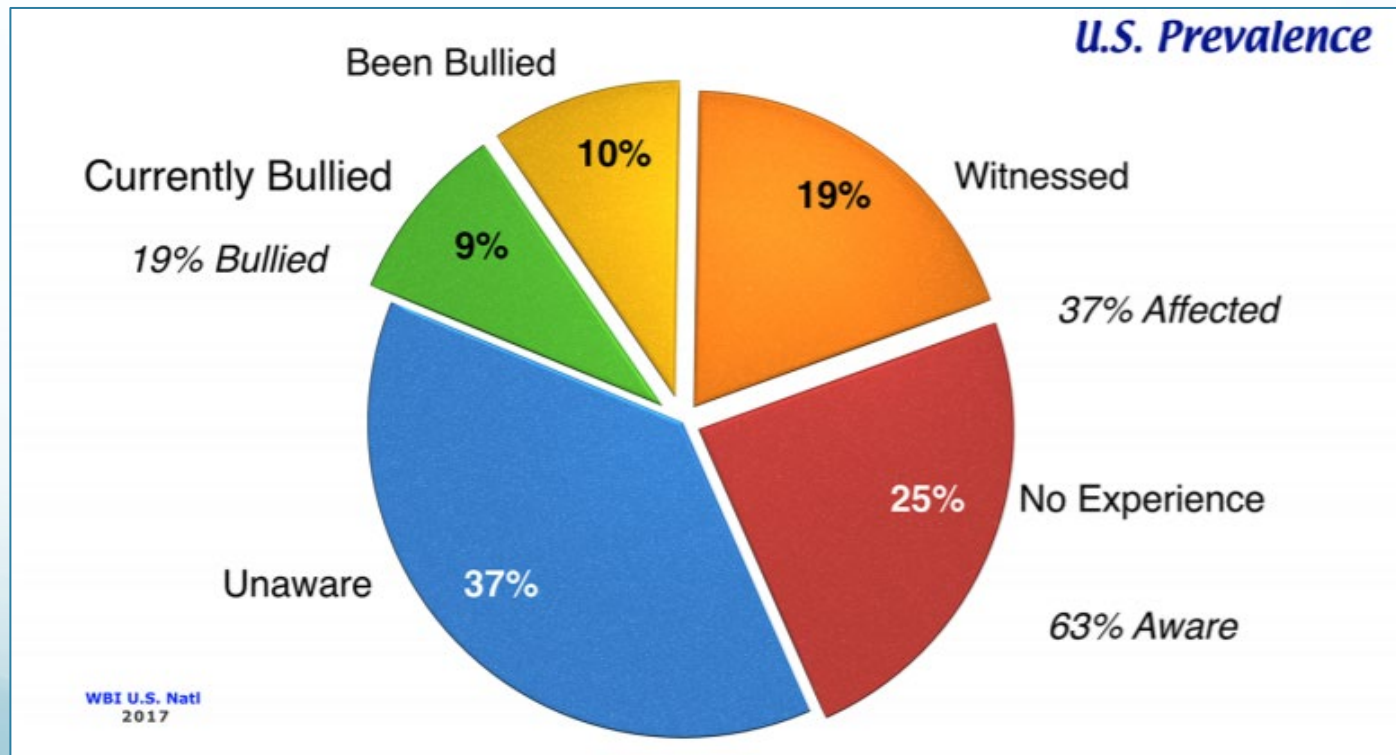
Stop workplace bullying
It's not normal — it's unreasonable.

Workplace Bullying 5

- **How Common is Workplace Bullying?**
  - ❖ According to a <u>2017 survey</u> by the Workplace Bullying Institute:
    - ❑ 19% of workers report being bullied
    - ❑ Another 19% report witnessing bullying
  - ❖ According to <u>The Joint Commission</u>, bullying rates much higher in healthcare- **around 50%**

U.S. Prevalence

- Been Bullied 10%
- Currently Bullied — 9% (19% Bullied)
- Witnessed — 19% (37% Affected)
- No Experience — 25% (63% Aware)
- Unaware — 37%

WBI U.S. Natl 2017

From the 2017 Workplace Bullying Institute U.S. Workplace Bullying Survey

Workplace Bullying 6

- **Preventing Bullying**
  - ❖ What employers can do
    - ❑ Develop a zero-tolerance policy that prohibits bullying & other forms of workplace violence, including consequences
    - ❑ Educate staff on expectations for respectful behavior & discuss your home's policy
    - ❑ Allow opportunities for both informal & mediated conflict resolution
    - ❑ Take bullying claims seriously & address issues immediately & consistently

Workplace Bullying 7

- **Preventing Bullying**
  - ❖ What workers can do
    - ❑ Report problems to your supervisor or manager
    - ❑ Document incidents, including dates, places, & witnesses
    - ❑ Check your home's workplace violence policy & assess
      whether changes in your behavior might help
    - ❑ Set boundaries with the bully if safe to do so
      - ➢ Describe the offensive behavior & what you expect
    - ❑ Do not retaliate or escalate your own behavior
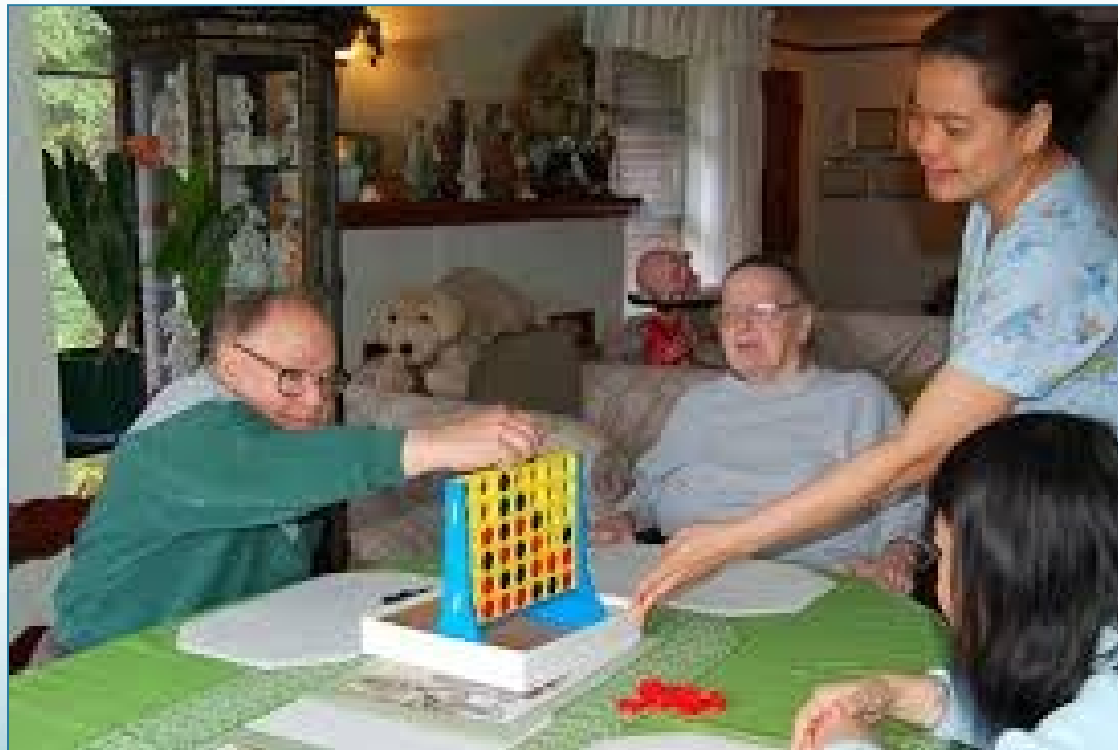   - ❑ Find emotional support from trusted people

Module 7D: Workplace Bullying Quiz Question:

- **True or False: Developing a zero-tolerance policy that prohibits bullying & other forms of workplace violence, including consequences, helps prevent workplace bullying**

  A. True

  B. False

Module 7E:
Aggression With Alzheimer's

Aggression With Alzheimer's 1

- **Agitation & Aggression May Increase as Alzheimer's Disease Gets Worse**
    - ❖ Agitated people are restless or worried. They can't seem to settle down
        - ❑ Agitation may cause pacing, sleeplessness, or aggressive acts like hitting or verbal assaults

- **Causes of Agitation & Aggression**
    - ❖ Pain or physical discomfort such as from soiled clothing
    - ❖ Depression, stress, feelings of loss, or loneliness
    - ❖ Lack of sleep or rest
    - ❖ Side effects from medications
    - ❖ Sudden changes in routine
    - ❖ Too much confusion, noise, or too many people in the room
    - ❖ Being pushed by others to do things they don't want to do- such as eat or bathe

Aggression With Alzheimer's 2

- **Coping with Agitation or Aggression**
  - Try to identify the cause
  - Reassure the person
    - Speak calmly, stay relaxed, & try to slow down
    - Listen to concerns
    - Show that you understand their fear or anger
  - Allow them as much control as possible
    - Keep well loved objects & pictures in the home to help the person feel more secure
    - Reduce noise, clutter, & people around them
  - Try to keep to routines for eating, dressing, bathing & other daily tasks
  - Distract them with a favorite snack, object, or activity

- **Stay Safe**
  - During aggression, protect yourself & others
    - Stay at a safe distance until the behavior stops
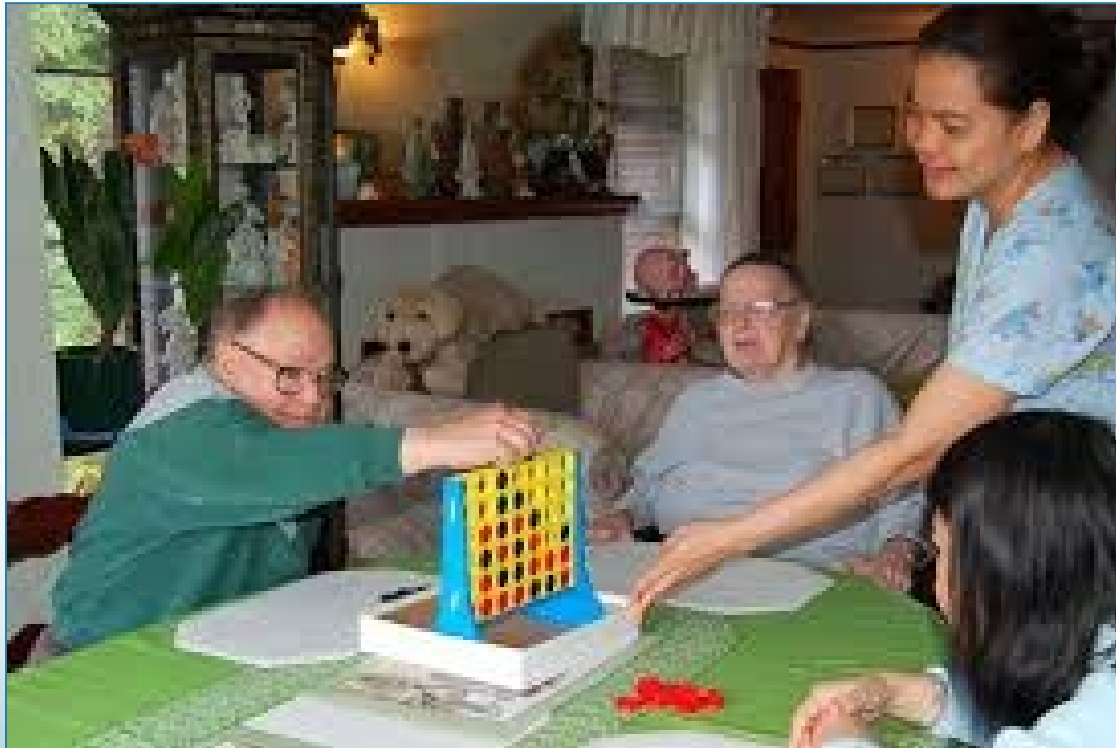   - Try to keep person from injuring themselves

Module 7E: Aggression With Alzheimer's Quiz Question:

- **True or False: Agitation & Aggression May Increase as Alzheimer's Disease Gets Worse**

    A. True

    B. False

Module 7F:
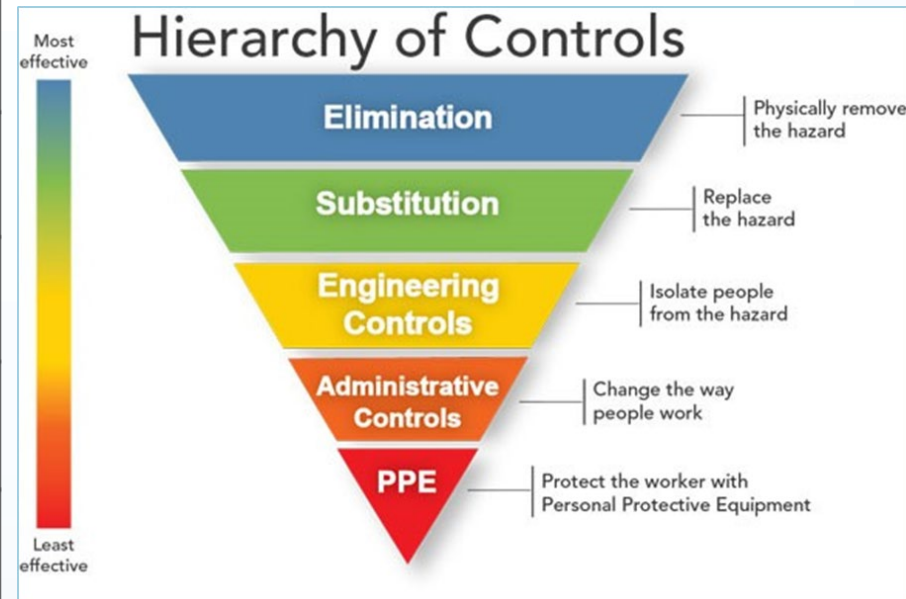# Complete a Job Hazard Analysis for Workplace Violence Exercise

Finding Workplace Violence Hazards

Hazard Recognition Exercise:
Identify Hazards At Your Adult Family Home

Sample Job Hazard Analysis for Workplace Violence	
Hazard #1:	Hazard Description:
Consequence:	Hazard Controls:
Actions Needed:	Potential Barriers:
Rationale or Comments:	

Hierarchy of Controls

Most effective → Least effective

- Elimination — Physically remove the hazard
- Substitution — Replace the hazard
- Engineering Controls — Isolate people from the hazard
- Administrative Controls — Change the way people work
- PPE — Protect the worker with Personal Protective Equipment

See module 2, *Accident Prevention Planning and Hazard Recognition,* for more information on conducting a hazard recognition exercise

Hazard Recognition Exercise:
Identify Hazards At Your Adult Family Home

Sample Job Hazard Analysis for Workplace Violence	
Hazard #1:	Hazard Description:
Consequence:	Hazard Controls:
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Hazard Recognition Exercise:
Identify Hazards At Your Adult Family Home
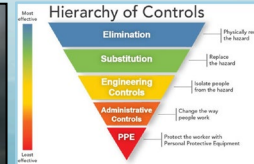
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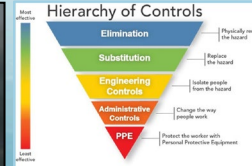
Sample Job Hazard Analysis for Workplace Violence	
Hazard #1:	Hazard Description:
Consequence:	Hazard Controls:
Actions Needed:	Potential Barriers:
Rationale or Comments:	

Request A Consultation

- To request a free & confidential safety consultation, contact Washington state's Department of Labor & Industries' DOSH Consultation Program by:
  - ❖ Calling 360-902-5554
  - ❖ Going to L&I's Request Consultation webpage: https://www.lni.wa.gov/safety-health/preventing-injuries-illnesses/request-consultation/

- If you disagree with the results of a consultation, ask to speak to the consultant's supervisor to request a review

Consultation Services
(No-fee assistance)

Helping you find and fix safety and health hazards

Overwhelmed or confused by safety and health regulations? Concerned about workers' compensation costs? Our professional consultants can help you find solutions.

Washington State Department of
Labor & Industries
Division of Occupational Safety and Health

Adult Family Home Council OF WASHINGTON STATE

SHIP Grant Program — Safety and Health Investment Projects — SafetyGrants.Lni.wa.gov
Funding and support provided by the Department of Labor & Industries

Questions?

FEEDBACK COMMENTS

For questions or additional information about these educational materials, contact the Washington state Adult Family Home Council at 1-888-439-8999 or at their website.

Quiz Answers 1

Preventing Workplace Violence

- Module 7A: Workplace Violence Definitions & Hazards
  Quiz Question 1**: The four kinds of workplace violence are:**

  - ❖ B is the correct answer
    (Violence by Strangers, Violence by Customers or Clients, Violence by Co-workers, & Violence by Personal Relations)

- Module 7A: Workplace Violence Definitions & Hazards
  Quiz Question 2: **Workplace Violence is the _____ leading cause of injuries in Washington's adult family home industry:**

  - ❖ C is the correct answer
    (3rd)

- Module 7A: Workplace Violence Definitions & Hazards
  Quiz Question 3: **Which of the following are examples of inappropriate behavior that should be reported?**

  - ❖ F is the correct answer
    (All of the above)

Quiz Answers 2

Preventing Workplace Violence

- Module 7B: Workplace Violence Requirements Quiz Question:
The Washington state Department of Labor & Industries requires adult family homes to _____?

  - ❖ C is the correct answer
    (Provide a workplace free from recognized hazards, including workplace violence)

- Module 7C: Workplace Violence Prevention, Reporting, & Responding Quiz Question:
True or False: Employers should give workers discretion to begin or continue an interaction if they feel unsafe or threatened

  - ❖ A is the correct answer
    (True)

Quiz Answers 3

Preventing Workplace Violence

- Module 7D: Workplace Bullying Quiz Question:
True or False: Developing a zero-tolerance policy that prohibits bullying & other forms of workplace violence, including consequences, helps prevent workplace bullying

  - ❖ A is the correct answer
    (True)

- Module 7E: Aggression With Alzheimer's Quiz Question:
True or False: Agitation & Aggression May Increase as Alzheimer's Disease Gets Worse

  - ❖ A is the correct answer
    (True)