

Safety and Violence Education: *SAVE*

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Advancing Safety in the Workplace for Home Care's Front Line

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Safety Quotes

The door to safety swings on the hinges of common sense.

~Author unknown

To learn about eye protection, ask someone who has one.

~Author unknown

If you don't think it's safe, it probably isn't.

~Author unknown

Tupac was one of the biggest thugs I know, and he always wore his seat belt.

~Ice Cube to Kevin Hart

Promise of SAVE Training:

Allow you all to be:

- More effective in your roles
- Safer and more prepared being a TEAM!
- More efficient with challenging cases
- More satisfied with work
- Improving the workplace for all!

Need For Safety Training?

“I never received training for home visit, we need it before we ever start the job...”

“You need to recognize that sometimes you have to go in pairs and always a working phone. Sometimes it’s not safe to do it on your own...”

“Some people are not on their medications, they are not following through and are having active symptoms of their illness.”

Training and Education

- Employees should understand concept of “Universal Precautions for Violence”
 - Violence should be expected, but can be avoided or mitigated through proper preparation
 - “PPPPP”
 - **limit physical interventions** in community work!



Clients Requiring Outreach and Supportive Services

Characteristics:

- High levels of disability and symptoms
- Historically non-adherent to medications
- Historically have failed to engage in “traditional” treatment
- Multiple risk factors for violence
- Criminal justice involvement

Violence Risk Factors Identified for Individuals with SPMI and COD

- Treatment non-adherence
- Recent (6 months) history of violence
- Homelessness (survival mode)
- Active symptoms of their mental disorder
- Limited coping skills
- Antisocial attitudes
- Substance use
- Limited intelligence

Risk Factors for Future Violence: *Past History*

Violence History:

- Most violent thing done?
- Type of violent behavior?
- Why violence occurred?
- Who was involved?
- Presence of intoxication?
- Degree of injury?



Risk Factors for Future Violence:

Environmental Factors:

- Lack of Social Supports
 - More support = less violence
 - Family as central support
- Unemployment
 - Positively correlated with violence
- Domestic Violence
 - Common for mentally ill individuals
 - Uncertain as to perpetrator / victim

Risk Factors for Future Violence:

Life Events:

- Loss of significant others
 - Death, breakup, protective services
- Conditional Oversight/Controls
 - Parole, Probation, Release, AOT, CPS
 - *If not balanced with proper treatment!*
- Loss of stability
 - Legal status, job, **residence**, transportation
 - Entitlements or **finances**

Risk Factors for Future Violence:

Life Adjustments:

- Re-entry to community from
 - Incarceration
 - Hospital stay
- Moving
 - Alternative location
 - From family or **supportive residence** to independent living

Tips on Evaluating Dangerousness:

- All threats should be taken seriously
- All details should be clarified
- Grudge lists and fantasies of violence?
- Assess for suicidal risk in any homicidal patient
 - High correlation (ideation and attempts)
- *Your experience does not always save you!*
- *Each situation is new and unique!*

Proactive Team Approach:

- Roles of team staff
 - Who brings what to the team?
- Synergy:
 - Experience + Education = Proactive Collaboration
- Communication skills for safety
 - Team approach
 - ***Information must flow freely among ALL staff on team***
- Unified front for Universal Violence Precautions
- Maintaining trust and boundaries

Team Work:

- Can be used in new and difficult situations
- Team up with co-worker
- Team up with others
 - parole, probation, security, law-enforcement, loved ones
- *Allow teammates the discretion to ask for assistance or to discontinue a visit*

Scenario:
Outreach Preparation

Outreach Safety?

Assessing the Situation: *A.W.A.R.E.*

- **A**ssess from a safe space / Approach with caution
 - Make first observation from a distance
 - Face to face
 - Maintain appropriate social space
 - Approach
 - Assessment informs approach
 - Rate
 - Proximity
 - Posture and body language

Assessing the Situation: *A.W.A.R.E.*

- **W**'s: Where, What, Who, When?
 - Where are the exits?
 - Where is help?
 - What are potential weapons?
 - What is my relationship with this person?
 - What is the intensity of verbal/physical behaviors?

Assessing the Situation: *A.W.A.R.E.*

- Who:
 - Else is there (friends and family...)?
 - *Avoid being drawn into family issues*
 - Needs to leave?
 - Removing instigators
 - Person involved with escalated behavior
 - Can we diminish stimulation?

Assessing the Situation: *A.W.A.R.E.*

- **Ask**
 - Ask for help
 - *Plan ahead for sources of help (partner, supervisor...)*
 - Ask yourself
 - *Do I feel afraid?*
 - *Do I feel angry?*
 - *Should I even enter the situation?*

Assessing the Situation: *A.W.A.R.E.*

- Respond
 - Use knowledge and skills
 - Safe space
 - Verbal defusing
 - Personal safety
 - Use Crisis Plans
 - Agency
 - Team
 - Individual
 - Use Self
 - Relationship
 - Respect

Assessing the Situation: *A.W.A.R.E.*

- Evaluate

- Damage

- Property
- Personal injury
- Psychological injury

- To whom

- Staff, recipients, others

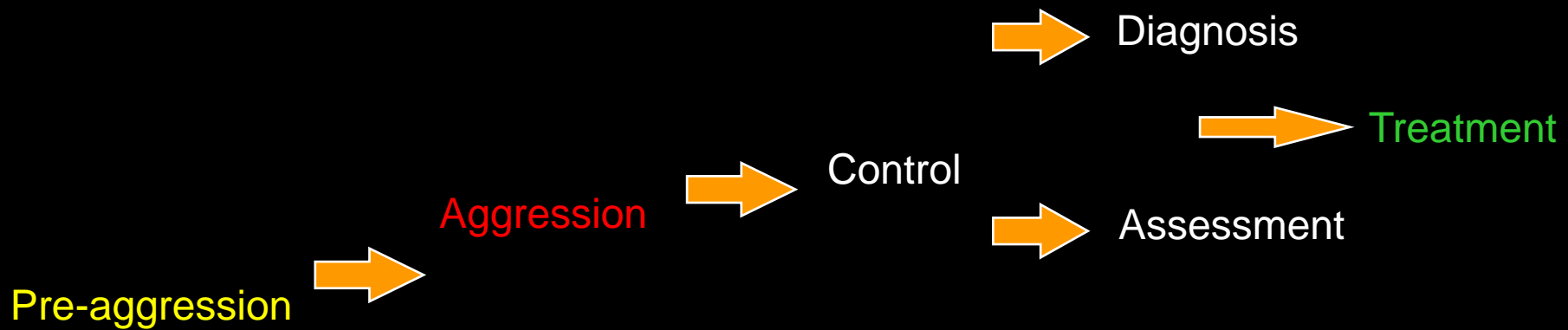
- Skills

- What went well?
- What could have been done differently?
- Do plans need reevaluation?

- Restoration

- Safety, health, control of arena (Court)?

Linear Aggression Sequence:



Preaggression:

- Most violence has a prodrome
- Progression is usually obvious

OBSERVATION IS ESSENTIAL

COMMON MISTAKES by US:

- Argue



- Lose Composure
- Resort to power

- Move in too closely - *Encroach*
- Minimize potential for danger



Limit Setting:

Strategy for deescalating behavior

- Polite Requests
 - “Please and Thank You”
 - Avoid authoritative stances
 - *Parental responses may fuel situations*
- Save Face
 - Allow person to do so if limits are being set
 - Avoid anger/arrogance
- Communicate Respect
 - It's not about you*
 - *Avoid personalizing person's behavior*
 - *Back off and get assistance if necessary!!*

“When in Doubt - Get Out and Shout!”



Transporting Individuals: “Rules of the Road”

- Partner when necessary during transport
- Do not transport an individual who is:
 - Agitated, threatening or self-injurious
 - Intoxicated
 - Medically compromised
 - In psychiatric or emotional crisis
- Location in vehicle
 - Rear passenger seat- belted
- Meet individual outside of vehicle at pick-up and remove keys
 - Allows direct assessment
 - Do not transport until belted and in required seat position
- Drive in right hand lane
 - Allows rapid pull over and rider exit
 - Stop vehicle if requested and it is safe

Requesting Emergency Assistance: *Steps*

- **Don't panic** – Adrenaline is flowing
 - Obtain space from the emergency - if possible
- **Find a phone and ID your number**
- **Dial 9-1-1:**
 - **Do not hang up if you do not connect immediately!!**
- **Plan what you will say to the dispatcher**
- **Know what you will be asked:**
 - Where is the emergency?
 - What is the nature of the emergency?
 - What happened or is happening?
 - Where you are located?
 - Listen to dispatch and follow orders
 - **Do not hang up until instructed to**

Circumstances for Review:

- Review all incidents
 - Both what did not, and what did work!
- Review with all team staff if possible
- Do not overlook “emotional injury” incidents

Incident Review: *Response*



- Medical attention immediately if needed
- Process all incidents!
 - Involve victim/s and client if appropriate
 - **Avoid denial by team members or leaders**
 - Administrative support
 - Informal supports
- Utilize Trauma Preparation or trained individuals
- Referral to EAP or similar counseling services
- Planned time off and return to work

Team Mental Health:

It is up to **all staff** to recognize signs and symptoms of burnout

- *Apathy and lethargy may lead to poor judgment and bad outcomes*

- Offer assistance to overworked staff:

- *“mental health” days and extra supports*

- *EAP?*

- Consider educational retreats or team building events to reduce burden

- Outings and collective recreational activities can ease work related burnout, while improving staff relations and team morale!!

Q & A

