

# WORKPLACE VIOLENCE: HOME VISIT

## COURSE OUTLINE



### PROBLEMS ADDRESSED

According to the U.S. Department of Labor, some 2 million American workers are victims of violence each year. Many of these victims are home-visit workers who face the following risk factors (as identified by the National Institute for Occupational Safety and Health):

- Contact with the public
- Exchange money with the public
- Work late at night or during early morning hours
- Work is understaffed
- Enter areas with a high crime rate
- Have a mobile workplace
- Deliver passengers or goods
- Perform jobs that might put them in conflict with others
- Perform duties that could upset people (deny benefits, confiscate property, terminate child custody, etc.)
- Deal with people known or suspected of having a history of violence (e.g., assault, verbal abuse, harassment, or other threatening behavior)

For home-visit workers, violence or the threat of violence can cause a heavy emotional and physical toll that can negatively impact employee retention, legal liability, and workers' compensation claims. Home visit organizations can experience violence in the form of harassing or threatening phone calls, on-premises violent behavior, and active shooter incidents.

### TARGET AUDIENCE

This training program is meant for healthcare and social services professionals working in the field. These professionals primarily work independently in contacting clients, setting their own schedule, and entering clients' homes—an unpredictable and unprotected environment. Their clients can be in urban centers, suburban locations, towns, or remote rural areas, any of which may have high-crime elements or histories.

### COURSE DESCRIPTION

This training program focuses on how to conduct safe home visits. It covers how to prevent and mitigate workplace violence, and if such violence occurs, how to respond.



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### BENEFITS

Participants will gain the knowledge, skills, and abilities to

- assess initial client contact and follow-up community contacts for threat potential and peripheral risk
- prevent emotional and physical violence via the practice of non-escalation
- manage safety at three critical junctures: when approaching a client's home, when interacting at the door, and once inside the dwelling
- recognize gateway behaviors and threat indicators that may compromise safety
- resolve disagreements and refusals and de-escalate verbal confrontations
- stay safe and promote recovery in dealing with people with mental health issues
- end interactions better than they started and with a positive foundation for future contact
- recognize when verbal methods have failed and it is necessary to take further action
- act appropriately when faced with violence
- debrief, document, and report violent incidents

Organizational results include

- enhanced client satisfaction and outcomes
- decreased risk and liability
- increased safety for home-visit workers and their clients
- increased home-visit worker performance and morale
- more effective service recovery and complaint resolution
- less absenteeism and turnover
- fewer worker compensation claims

### TOPICS COVERED

The outline of a *Workplace Violence Prevention and Recovery – Home Visit* training program cover the following topics:

- Definitions
- State of the Profession
- Significance of the Problem
- Context: Approach Considerations
- Contact: Point of Engagement
- Non-Escalation Methods
- Conflict and Crisis
- De-Escalation Methods
- When Word-Based Methods Fail
- Reporting of Incidents
- Transporting Clients
- Dealing with Insects
- Combat: Aggression and Violence
- Interacting with Violence Responders
- Impact on Client Satisfaction and Worker Performance/Retention

