



Training and Competency	<ul style="list-style-type: none"> • Safety in the Community (PSW Portal) • PSW/HM Orientation Training Module (Dayforce) • Client Aggression tips and de-escalation techniques (PSW Portal) • Fundamental education on cognitive deficits (PSW Portal) • Workplace Violence Program • Workplace Violence, Workplace Harassment, Anti-bullying Policies (Intranet) • Annual Workplace Violence Training Module (Dayforce) • PSHSA Workplace Violence Learning Scenarios (PSW Portal)
Hazard(s)	<ul style="list-style-type: none"> • Inflicting physical and emotional abuse against staff (external perpetrator, client, worker to worker, & personal relationships) • Common hazards include but not limited to: <ul style="list-style-type: none"> ○ Verbal and physical attacks from the public with criminal intent ○ Unprovoked or sudden aggression by a client during care/visit ○ Client becomes resistive to care and displays responsive behaviours such as biting, spitting, kicking, grabbing, punching, and/or scratching to employee who tries to provide or assist with care ○ Client and/or family shows verbally abusive behaviour towards staff during care
Injury Potential	<ul style="list-style-type: none"> • Bruises, scratches and contusions • Strains and sprains • Fractures • Emotional distress
Energy Source(s)	<ul style="list-style-type: none"> • None
Applicability	<ul style="list-style-type: none"> • All employees. Higher risks for employees who work in the community.
PPE	<ul style="list-style-type: none"> • Goggle/face shield, gloves, face masks, gowns • Mobile Phones (Personal Safety Response System PSRS)
Pre-use Checklist	<ul style="list-style-type: none"> • Assessment of the client and home environment for risks prior to visit • Assessment of geographical region and travel route. • Assessment of the environment and client during the visit. • Ensure a sufficient supply of required PPE • Ensure work phone is assessable and charged (PSRS) • All employees must continue to assess risk as regular part of their daily work routine. • Observation and communication skills must be exercised when assessing and minimizing risk.

	<ul style="list-style-type: none"> Any incidents that are deemed unacceptable should be immediately reported by the worker, following the reporting procedures established at Circle of Care. Refer to Incident/Accident/Hazard Reporting Policy, Workplace Violence, and Workplace Harassment Policy.
Safety Precautions	<p><u>Aggression incidents relating to External Perpetrator (Criminal Intent):</u></p> <ul style="list-style-type: none"> To minimize the risk of an external assault when travelling to and from work or a client's home: <ul style="list-style-type: none"> Be aware of your surroundings – walk and park in well-lit areas Know the area you are visiting – map the area before visiting the client's home Carry only what you need for the visit – leave valuables in your car trunk or at home Have your cell phone close by and emergency numbers handy. Refer to Working Alone Safe Operating Procedures (SOP) on additional risk specific guidelines and tips. <p><u>Aggression incidents relating to clients (face to face):</u></p> <ul style="list-style-type: none"> Stand at the front door before entering the room and introduce yourself Review the care plan, and assessment history for the client to learn about their preferences, temperament, dislikes, former occupation and hobbies Assess and gauge receptiveness of client prior to approaching to determine temperament and mood at that time. Do not rush or force client. Learn to recognize changes or early warning signs that may indicate escalating behaviour such as clenched fist(s), silence, changes in facial expression or any other changes from normal behaviour Understand the unique ways that are specific to each client and assess any changes, stopping or re-directing your behaviour to reduce or eliminate what is triggering the different behaviour Remain calm, neutral, respectful and empathetic. Stay interested, listen actively and use mirroring. Stand outside of the person's personal space. Keep a safe distance away from the client, and stand to the side, never in front. Always position yourself in the room so you can easily reach an exit. Remove yourself from the situation if necessary and politely excuse yourself from the interaction. Report any incidents to your supervisor. If you have questions and want to know other techniques, including communication skills and body language that can be used to de-escalate client aggression or violence, please discuss with your supervisor. <p>Telephone Threats</p> <ul style="list-style-type: none"> If client is abusive, explain that their language is not acceptable and that you will terminate the call unless they refrain from such behavior. Be firm and consistent

	<ul style="list-style-type: none"> • Hang up if necessary • Try to avoid taking the situation personally • If you receive a threatening phone call and know the person, let them know their behavior is not acceptable and end the call • If you receive a threatening phone call and do not know the person, take notes and observations about background noise, voice characteristics, etc. <p><u>Aggression incidents worker to worker:</u></p> <ul style="list-style-type: none"> • Do not ignore the behavior of physical aggression, bullying, and harassment. • Tell the person who is harassing you that the behavior is unwelcomed • If the harassment is threatening to your personal safety (assault, sexual assault, or criminal harassment) call the police • Keep track of the details of the incident. Keep any correspondences you receive that is related to the harassment (i.e. emails, text messages) • Report the incident to your manager or supervisor and/or human resources. • Get help/support from our Employee and Family Assistance Program. <p><u>Aggression incidents personal relationships:</u></p> <ul style="list-style-type: none"> • If domestic violence follows you into the workplace, or you become aware of a colleague who is experiencing domestic violence it is important you report this to your supervisor/manager or human resources immediately. • If you are in danger, call 911 or your local police immediately • Get help/support from Ontario 211 helpline, local shelters, community services and our Employee and Family Assistance Program.
In the Event of Injury	<ul style="list-style-type: none"> • If you are in immediate danger, call 911 • Seek medical attention if needed • Notify your supervisor or office immediately of the incident • After a traumatic incident, seek support and/or counselling through our Employee & Family Assistance Program.
Lockout Steps	<ul style="list-style-type: none"> • None
Preventative Maintenance	<ul style="list-style-type: none"> • Ensure all proper preventative maintenance is maintained for all equipment, vehicles used for work.
Comments	<p>If aggression or actions by client are escalating or causing concern, notify your Supervisor immediately. A behaviour specialist may need to assist or HCCSS will ask for assistance</p>