



Management of Assaultive Behavior for ARF Administrators

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Introduction

This four-hour online course is designed to meet the requirements toward the recertification of Adult Residential Facilities (ARF) administrators.

Persons who work in the healthcare industry are at risk for assaultive events as clients and staff have high risk stressors. In California, AB 508 is a law that requires all hospitals and healthcare facilities to conduct a security and safety assessment plan to protect personnel, clients, and visitors. All hospitals, healthcare facilities and residential care facilities are required to report any assault or battery to local law enforcement within 72 hours. All employees assigned to the emergency department will receive training on how to handle emergency room violence.

Preventing assaultive events before they occur is the key and verbal de-escalation techniques may help in preventing injury to the client or yourself. This course emphasizes verbal strategies and does cover aspects of hands-on techniques to prevent harm.

Course Objectives:

- To get certified so you can get back to work and to get out early.
- Safety for You, for the individual who is escalated along with anyone else in the area who may be in jeopardy.
- Working together as a team, even ahead of time, to ensure the best possible outcome when dealing with potential violence.
- Recognizing potential problems ahead of time so that you can initiate the most therapeutic effective interventions.
- Understanding why individuals become aggressive and what roles we the staff play in either de-escalating or provoking the behavior.
- To learn how to DE-ESCALATE an upset or escalating individual or situation before it becomes violent.
- To know when to remove yourself from the situation or area so the appropriate people can intervene. Legalities and liabilities of defending yourself.
- To learn ways to protect yourself when an individual becomes aggressive.

Introduction to Workplace Violence:

Welcome, ARF Administrators, to the session on "Introduction to Workplace Violence," a crucial aspect of ensuring the safety and well-being of both staff and residents within our facilities. As administrators, it's essential for us to understand the various forms of workplace violence and how they may manifest in the unique context of ARF settings, particularly concerning our residents.

Understanding Workplace Violence in ARF Settings:

In ARF facilities, the concept of workplace violence encompasses a broad spectrum of behaviors and incidents that compromise the safety and security of both staff and residents. While the term "violence" may evoke images of physical harm, it's important to recognize that workplace violence can manifest in various forms, including verbal abuse, intimidation, harassment, and emotional manipulation.

Impact on Residents:

Our residents, who rely on us for support and care, can be particularly vulnerable to the effects of workplace violence. For many of them, the ARF serves as their home, and any disruptions to the peace and security of this environment can have profound consequences on their well-being. Verbal altercations, aggressive behavior, or instances of intimidation can exacerbate existing trauma or mental health conditions, leading to increased anxiety, fear, and a sense of instability among residents.

Categories of Workplace Violence

In our discussion today, we will explore the four categories of workplace violence as outlined by experts in the field:

- **Criminal Intent:** Acts of violence perpetrated by individuals with no legitimate relationship to the ARF, such as intruders or individuals seeking to commit theft or vandalism. While such incidents may be less common in ARF settings, they still pose a significant risk to the safety of both staff and residents.
- **Customer/Client:** This category encompasses acts of violence directed towards staff members by residents or clients of the ARF. These incidents may arise due to frustration, agitation, or unmet needs on the part of the resident, leading to verbal or physical aggression towards staff members.

Categories of Workplace Violence

- **Worker on Worker:** Instances of workplace violence involving staff members themselves. While ARF administrators strive to foster a collaborative and supportive work environment, conflicts among staff members can occasionally escalate into acts of aggression or hostility, impacting the overall safety and morale of the facility.
- **Personal Relationships:** Workplace violence stemming from personal relationships outside the ARF setting, such as domestic disputes or conflicts spilling over into the workplace. While these incidents may not directly involve residents, they can still create an atmosphere of tension and unease within the facility.

The Role of ARF Administrators:

As ARF administrators, it is our responsibility to proactively address and mitigate the risk of workplace violence within our facilities. This includes implementing comprehensive policies and procedures, providing staff training on conflict resolution and de-escalation techniques, and fostering a culture of mutual respect and communication among all members of the ARF community.

In the following sections of this course, we will delve deeper into strategies for preventing workplace violence, recognizing early warning signs, and effectively managing crisis situations when they arise. Together, we can create a safe and supportive environment where both staff and residents can thrive.

Self-Assessments:

True or False: Workplace violence is limited to physical acts of aggression and does not include verbal abuse or harassment.

Example Scenario: During a staff meeting, a resident becomes verbally abusive towards a staff member, using offensive language and making threatening remarks.

TRUE

FALSE

Click the button that corresponds to the letter of your choice.

Self-Assessments:

YOU GOT IT RIGHT!

Workplace violence encompasses a range of behaviors, including physical acts of aggression, verbal abuse, threats, intimidation, and harassment. In this scenario, the resident's verbal abuse constitutes workplace violence, even though it does not involve physical harm.

Self-Assessments:

THE CORRECT ANSWER IS FALSE.

Workplace violence encompasses a range of behaviors, including physical acts of aggression, verbal abuse, threats, intimidation, and harassment. In this scenario, the resident's verbal abuse constitutes workplace violence, even though it does not involve physical harm.

Self-Assessments:

True or False: Workplace violence can only occur between employees and clients or residents, and it does not involve interactions between co-workers.

Example Scenario: Two staff members get into a heated argument over how to handle a resident's behavioral crisis, resulting in one staff member pushing the other.

TRUE

FALSE

Click the button that corresponds to the letter of your choice.

Self-Assessments:

YOU GOT IT RIGHT!

Workplace violence can occur in various forms, including conflicts between co-workers. In this scenario, the altercation between the two staff members constitutes workplace violence, even though they are both employees of the facility.

Self-Assessments:

THE CORRECT ANSWER IS FALSE.

Workplace violence can occur in various forms, including conflicts between co-workers. In this scenario, the altercation between the two staff members constitutes workplace violence, even though they are both employees of the facility.

Self-Assessments:

True or False: Workplace violence categorized as "customer/client" involves violence perpetrated by individuals with no legitimate relationship to the facility.

Example Scenario: A resident's family member becomes physically aggressive towards staff members during a visit to the ARF facility.

TRUE

FALSE

Click the button that corresponds to the letter of your choice.

Self-Assessments:

YOU GOT IT RIGHT!

Workplace violence categorized as "customer/client" involves violence directed towards staff members or other residents by clients or individuals receiving services. In this scenario, the resident's family member falls under the category of "personal relationship" rather than "customer/client."

Self-Assessments:

THE CORRECT ANSWER IS FALSE.

Workplace violence categorized as "customer/client" involves violence directed towards staff members or other residents by clients or individuals receiving services. In this scenario, the resident's family member falls under the category of "personal relationship" rather than "customer/client."

Self-Assessments:

True or False: Recognizing early signs of aggression and implementing preventive measures are essential components of effective crisis management in ARF facilities.

Example Scenario: A resident begins to show signs of agitation and restlessness, pacing back and forth in their room and clenching their fists.

TRUE

FALSE

Click the button that corresponds to the letter of your choice.

Self-Assessments:

YOU GOT IT RIGHT!

Recognizing early signs of aggression allows staff members to intervene proactively and implement preventive measures to de-escalate the situation before it escalates into violence. In this scenario, the resident's behavior signals potential agitation, prompting staff members to initiate de-escalation techniques.

Self-Assessments:

THE CORRECT ANSWER IS TRUE.

Recognizing early signs of aggression allows staff members to intervene proactively and implement preventive measures to de-escalate the situation before it escalates into violence. In this scenario, the resident's behavior signals potential agitation, prompting staff members to initiate de-escalation techniques.

Self-Assessments:

True or False: Workplace violence is solely the responsibility of frontline staff, and administrators have no role in preventing or addressing incidents of violence.

Example Scenario: Following a violent altercation between two residents, the ARF administrator delegates responsibility for addressing the situation to the frontline staff without providing guidance or support.

TRUE

FALSE

Click the button that corresponds to the letter of your choice.

Self-Assessments:

YOU GOT IT RIGHT!

Workplace violence prevention and management require a collaborative effort involving both frontline staff and administrators. Administrators play a crucial role in establishing policies, providing training, fostering a culture of safety, and supporting staff in effectively managing incidents of violence. In this scenario, the administrator's lack of involvement demonstrates a failure to fulfill their responsibilities in addressing workplace violence.

Self-Assessments:

THE CORRECT ANSWER IS FALSE.

Workplace violence prevention and management require a collaborative effort involving both frontline staff and administrators. Administrators play a crucial role in establishing policies, providing training, fostering a culture of safety, and supporting staff in effectively managing incidents of violence. In this scenario, the administrator's lack of involvement demonstrates a failure to fulfill their responsibilities in addressing workplace violence.