



Volume 4

Violence in the Long-Term Care Workplace: Protecting Ourselves and Our Residents

A Video Guide for Staff
in Long-Term Care Facilities



Facilitator's Guide

videoPro
PRODUCTIONS



VIOLENCE IN THE LONG-TERM CARE WORKPLACE: PROTECTING OURSELVES AND OUR RESIDENTS

A Video Guide for Staff in Long-Term Care Facilities

As caregivers in long-term care, we seek a workplace where we feel safe. In our facilities, we are also charged with helping to safeguard our residents.

Yet violence can occur - no one knows the day or the hour it might happen, but it is our responsibility to identify the threat of violence and to be prepared should an incident occur.

Here are some facts about violence in long-term care:

- OSHA reports that nearly 2 million workers report being victims of workplace violence each year
- In the last decade healthcare workers represent two thirds of nonfatal workplace violence injuries
- Healthcare workers are five-times as likely to require time off due to assault in the workplace
- The majority of workplace assaults within the healthcare sector occurs in nursing-related facilities and is committed by facility residents. One study showed that the most assaulted worker in the US is the aide working in a nursing home
- Several studies indicate that violence often takes place during times of high activity and interactions with residents – mealtimes, visiting hours, or when residents are being transported

These facts should not only alarm us, they should enlighten and direct safety measures employed in the long-term care workplace. During this in-service program, we will focus on risk factors, including circumstances that increase the threat of violence, and on protection. Our aim is to help caregivers understand the alerts that signal a risk and the ways you can protect yourselves and others.

IN-SERVICE GUIDELINES

“Violence in the Long-Term Care Workplace” is a video-based learning program. It supports the needs and motivations of healthcare professionals and staff that provide direct resident care.

Conduct learning sessions for:

- All CNAs
- All RNs
- Staff across your facility including those supporting activities, social services, housekeeping and food service

“Violence in the Long-Term Care Workplace” can positively influence caregiving by helping staff and caregivers. The learning objectives include:

- **AWARENESS:** Recognize different forms of potential workplace violence and the risk factors that can increase the likelihood of an occurrence
- **PREVENTION:** Understand what you can do to help prevent violence — against yourself, your co-workers and the residents under your care
- **RESPONSE:** Know how to protect yourself and those around you in the event that violence does occur.

PROGRAM CONTENT

“Violence in the Long-Term Care Workplace”

is a practical educational tool. It demonstrates important skills necessary to recognize those risk factors that are more likely to lead to violence and to safeguard ourselves and those around us in the event that violence occurs.

Filled with practical information and useful instruction, this video training provides a unique and interactive learning experience. In addition to the valuable information contained in the video and the accompanying facilitator’s guide, the video in-service provides opportunities for facilitated discussion to help participants understand how they can protect themselves and the residents under their care.

SAMPLE GROUP SESSION AGENDA

Use the following sample agenda to structure a session featuring **“Violence in the Long-Term Care Workplace”**

Suggested length of session: Sixty minutes. Group discussion is important to learning. If participants are slow to respond, consider briefly recapping the main ideas just covered or the key situations and behaviors with which you feel your group can most easily relate.

Length of videotaped program: approximately 25 minutes

Materials needed:

- This facilitator’s guide
- The **“Violence in the Long-Term Care Workplace”** DVD program
- Optional paper and pencils for participant note-taking
- Optional flipchart and markers for writing key ideas

SUGGESTED SESSION AGENDA

Sequence

Content

- 1 Welcome the group to your session. Before beginning the video:

DISCUSS Ask group to define workplace violence. Refer back to this benchmark as the in-service continues (comparing it to the definition provided in the video and to the understanding expressed by participants at the end of the program).

With the following questions establish a baseline, what your participants believe as true, prior to the in-service. Later compare these preconceptions with actual learning after viewing the video.

ASK: Are there risk factors that increase the likelihood of workplace violence? What circumstances can increase the threat? What resident or staff behaviors can increase the risk of violence?

ASK: If a violent incident occurs, what should be the first response of a caregiver?

- 2 INTRODUCE the **“Violence in the Long-Term Care Workplace”** topic and show the first module of the video program — **INTRODUCTION/BACKGROUND — WHAT IS WORKPLACE VIOLENCE**

- 3 Engage viewers in a brief discussion about **MODULE 1**. Focus on the definition of workplace violence and

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the trends surrounding violence in long-term care. Discuss how these facts help us understand how we can anticipate violence.

ASK: Why is workplace violence more common among healthcare providers? Why is workplace violence more common in long-term care settings? What circumstances in this environment and among the people who live and work here contributes to the increased threat of violence?

DISCUSS the different types of **WORKPLACE VIOLENCE:**

Type 1: Criminal Intent — Violent acts by people who enter the workplace to commit robbery or other crime – or a current or former employee who enters the workplace with the intent to commit a crime

Type 2: Customer/Client/Residents — Violence directed at employees by customers, clients, residents, students, inmates or any others to whom the employer provides a service

Type 3: Co-worker — Violence against co-workers, supervisors, or managers by a current or former employee, supervisor, or manager

Type 4: Personal — Violence in the workplace by someone who does not work there, but who is known to, or has personal relationships with, an employee or a resident. This type of violence also includes domestic violence which we will discuss in more detail.

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4 Show second module of the video program – **PREVENTING WORKPLACE VIOLENCE**

5 Engage viewers in a brief discussion about **MODULE 2**. Focus on prevention and how participants can best identify risk factors.

DISCUSS the risk factors and cite an example of each:

- Previous violent behavior including domestic abuse
- Victims of domestic abuse
- Alcohol/drug abuse
- Cognitive impairment
- Alzheimer's/dementia patients
- Residents experiencing pain/depression
- Mind or mood altering medications

DISCUSS how to best observe above risk factors.

ASK: about dementia and the risk of violence. Studies have shown that dementia and Alzheimer's can lead to aggressive – and even violent behavior. What do you think is the link between dementia and violence?

ASK: what can caregivers do to help prevent residents with dementia from becoming victims of abuse or violence?

6 Show third module of the video program – **PROTECTING OURSELVES AND OUR RESIDENTS – THE RIGHT RESPONSES**

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- 7 Engage viewers in a brief discussion about **MODULE 3**, focusing on how staff should respond to incidents of violence.

DISCUSS the prescribed response to violence:

- Safety first
- Protect yourself and others
- Then (and only then) do you try to resolve the conflict

ASK: what can or should caregivers do to subdue or contain a perpetrator of violence?

ASK: what does it mean to defuse a threatening situation?

ASK: Why is it important to report a violent incident? When is it appropriate to report an incident?

- 8 Show fourth and final module of the video program – **CONCLUSION/RECAP**

DISCUSS: Refer back to definitions of workplace violence expressed before the video in-service. Ask participants to define workplace violence now and discuss how/why their definitions have changed.

Thank group members for their participation and conclude the session.

DISCUSSION AFTER VIDEO

- 1 What have you learned during this session that you had not known beforehand?
- 2 With what you have learned, do you look at violence in the workplace differently than you had before this session?
- 3 How would you apply what you've learned on-the-job.
- 4 Considering what this in-service covered, how would you rate your facility protocol for preparing caregivers to prevent violence in the workplace and to protect yourselves and residents if violence occurs?

EXERCISES/ROLE PLAYS (OPTIONAL)

Break into small groups (at least two people/group)

1. **PREVENTION:** List the risk factors that increase the threat of violence and discuss examples where participants have observed a risk factor.
 - Risk factors
 - Previous violent behavior including domestic abuse
 - Victims of domestic abuse
 - Alcohol/drug abuse
 - Cognitive impairment
 - Alzheimer's/dementia patients
 - Residents experiencing pain/depression
 - Mind or mood altering medications
 - One participant describes a case where a risk factor is observed (from experience or imagined). Take a moment before beginning to develop a story. Select a risk factor, describe a resident/caregiver profile, and explain the circumstances surrounding the presentation of a risk factor.
 - Other participant describes why risk factor increases the threat of violence and describes his/her reaction to the observation (what he or she would do)
 - Group discusses incident and response
 - Rotate participant roles and repeat the exercise with a new or different observation of a risk factor.

EXERCISES/ROLE PLAYS (OPTIONAL) CONTINUED

2. **PROTECTION:** Ask participant to describe a workplace violence incident (in news or from experience):
- One participant describes the circumstances (take a moment before beginning to develop a story – who, what, where and when – that allows you to clearly describe a violent incident)
 - Other participant describes immediate reactions to incident (what he or she would do)
 - Group discusses incident and response
 - Rotate participant roles and repeat the exercise with a new or different incident of violence.

Questions?

If you have questions about how to implement the **"Violence in the Long-Term Care Workplace"** program, or if you would like information about other programs available from Video Pro Productions, call or write:

Video Pro Productions
5878 Cook Road, Suite F
Milford, Ohio 45150
Phone: 800-505-3232

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