

The following are possible administrative controls that could apply in different settings.

Possible administrative and work practice controls for different healthcare and social service settings

	Hospital	Residential Treatment	Non-residential Treatment/Service	Community Care	Field Workers (Home Healthcare, Social Service)
Workplace violence response policy	<ul style="list-style-type: none"> Clearly state to patients, clients, visitors and workers that violence is not permitted and will not be tolerated. Such a policy makes it clear to workers that assaults are not considered part of the job or acceptable behavior. 				
Tracking workers³		Traveling workers should: <ul style="list-style-type: none"> have specific log-in and log-out procedures be required to contact the office after each visit and managers should have procedures to follow-up if workers fail to do so 		Workers should: <ul style="list-style-type: none"> have specific log-in and log-out procedures be required to contact the office after each visit and managers should have procedures to follow-up if workers fail to do so be given discretion as to whether or not they begin or continue a visit if they feel threatened or unsafe 	
	<ul style="list-style-type: none"> Log-in/log-out procedures should include: <ul style="list-style-type: none"> the name and address of client visited; the scheduled time and duration of visit; a contact number; a code word used to inform someone of an incident/threat; worker’s vehicle description and license plate number; details of any travel plans with client; contacting office/supervisor with any changes. 				
Tracking clients with a known history of violence	<ul style="list-style-type: none"> Supervise the movement of patients throughout the facility Update staff in shift report about violent history or incident 		<ul style="list-style-type: none"> Update staff in shift report about violent history or incident 	<ul style="list-style-type: none"> Report all violent incidents to employer 	

	Hospital	Residential Treatment	Non-residential Treatment/Service	Community Care	Field Workers (Home Healthcare, Social Service)
	<ul style="list-style-type: none"> • Determine the behavioral history of new and transferred patients and clients to learn about any past violent or assaultive behaviors. <ul style="list-style-type: none"> • Identify any event triggers for clients, such as certain dates or visitors. • Identify the type of violence including severity, pattern and intended purpose. • Information gained should be used to formulate individualized plans for early identification and prevention of future violence. • Establish a system—such as chart tags, log books or verbal census reports—to identify patients and clients with a history of violence and identify triggers and the best responses and means of de-escalation. • Ensure workers know and follow procedures for updates to patients' and clients' behavior. • Ensure patient and client confidentiality is maintained. • Update as needed. • If stalking is suspected, consider varying check-in and check-out times for affected workers and plan different travel routes for those workers. 				
Working alone or in secure areas	<ul style="list-style-type: none"> • Treat and interview aggressive or agitated clients in relatively open areas that still maintain privacy and confidentiality • Ensure workers are not alone when performing intimate physical examinations of patients • Advise staff to exercise extra care in elevators and stairwells • Provide staff members with security escorts to parking areas during evening/late hours— Ensure these areas are well lit and highly visible 	<ul style="list-style-type: none"> • Advise staff to exercise extra care in elevators, stairwells • Provide staff members with security escorts to parking areas during evening/late hours. Ensure these areas are well lit and highly visible 	<ul style="list-style-type: none"> • Ensure workers have means of communication—either cell phones of panic buttons • Develop policy to determine when a buddy system should be implemented 	<ul style="list-style-type: none"> • Advise staff to exercise extra care in unfamiliar residences • Workers should be given discretion to receive backup assistance by another worker or law enforcement officer • Workers should be given discretion as to whether or not they begin or continue a visit if they feel threatened or unsafe • Ensure workers have means of communication—either cell phones or panic buttons 	
	<ul style="list-style-type: none"> • Limit workers from working alone in emergency areas or walk-in clinics, particularly at night or when assistance is unavailable. • Establish policies and procedures for secured areas and emergency evacuations. • Use the “buddy system,” especially when personal safety may be threatened. 				
Reporting	<ul style="list-style-type: none"> • Require workers to report all assaults or threats to a supervisor or manager (for example, through a confidential interview). Keep logbooks and reports of such incidents to help determine any necessary actions to prevent recurrences. • Establish a liaison with local police, service providers who can assist (e.g., counselors) and state prosecutors. When needed, give police physical layouts of facilities to expedite investigations. 				

	Hospital	Residential Treatment	Non-residential Treatment/Service	Community Care	Field Workers (Home Healthcare, Social Service)
Entry procedures	<ul style="list-style-type: none"> • Provide responsive, timely information to those waiting; adopt measures to reduce waiting times • Institute sign-in procedures and visitor passes • Enforce visitor hours and procedures for being in the hospital • Have a “restricted visitors” list for patients with a history of violence/ gang activity; make copies available to security, nurses, and sign-in clerk 	<ul style="list-style-type: none"> • Institute sign-in procedures with passes for visitors • Enforce visitor hours and procedures • Establish a list of “restricted visitors” for patients with a history of violence or gang activity; make copies available at security checkpoints, nurses’ stations and visitor sign-in areas 	<ul style="list-style-type: none"> • Provide responsive, timely information to those waiting; adopt measures to reduce waiting times 	<ul style="list-style-type: none"> • Ensure workers determine how best to enter facilities 	<ul style="list-style-type: none"> • Ensure workers determine how best to enter clients’ homes
Incident response/ high risk activities	<ul style="list-style-type: none"> • Use properly trained security officers and counselors to respond to aggressive behavior; follow written security procedures • Ensure that adequate and qualified staff members are available at all times, especially during high-risk times such as patient transfers, emergency responses, mealtimes and at night • Ensure that adequate and qualified staff members are available to disarm and de-escalate patients if necessary • Assess changing client routines and activities to reduce or eliminate the possibility of violent outbursts 		<ul style="list-style-type: none"> • Use properly trained security officers and counselors to respond to aggressive behavior; follow written security procedures 		<ul style="list-style-type: none"> • Ensure assistance if children will be removed from the home

	Hospital	Residential Treatment	Non-residential Treatment/Service	Community Care	Field Workers (Home Healthcare, Social Service)
	<ul style="list-style-type: none"> • Advise workers of company procedures for requesting police assistance or filing charges when assaulted—and assist them in doing so if necessary. • Provide management support during emergencies. Respond promptly to all complaints. • Ensure that adequately trained staff members and counselors are available to de-escalate a situation and counsel patients. • Prepare contingency plans to treat clients who are “acting out” or making verbal or physical attacks or threats. • Emergency action plans should be developed to ensure that workers know how to call for help or medical assistance. 				
Employee uniforms/dress	<ul style="list-style-type: none"> • Provide staff with identification badges, preferably without last names, to readily verify employment. • Discourage workers from wearing necklaces or chains to help prevent possible strangulation in confrontational situations. • Discourage workers from wearing expensive jewelry or carrying large sums of money. • Discourage workers from carrying keys or other items that could be used as weapons. • Encourage the use of head netting/cap so hair cannot be grabbed and used to pull or shove workers. 				
Facility & work procedures	<ul style="list-style-type: none"> • Survey facility periodically to remove tools or possessions left by visitors or staff that could be used inappropriately by patients • Survey facilities regularly to ensure doors that should be locked are locked—smoking policies should not allow these doors to be propped open • Keep desks and work areas free of items, including extra pens and pencils, glass photo frames, etc. 	<ul style="list-style-type: none"> • Survey facility periodically to remove tools or possessions left by visitors or staff that could be used inappropriately by patients • Keep desks and work areas free of items, including extra pens and pencils, glass photo frames, etc. 	<ul style="list-style-type: none"> • Survey facility periodically to remove tools or possessions left by visitors or staff that could be used inappropriately by patients • Establish daily work plans to keep a designated contact person informed about employees’ whereabouts throughout the workday; have a contact person follow up if an employee does not report in as expected 	<ul style="list-style-type: none"> • Have clear contracts on how home visits will be conducted, the presence of others in the home during visits and the refusal to provide services in clearly hazardous situations • Establish daily work plans to keep a designated contact person informed about employees’ whereabouts throughout the workday; have a contact person follow up if an employee does not report in as expected 	

	Hospital	Residential Treatment	Non-residential Treatment/Service	Community Care	Field Workers (Home Healthcare, Social Service)
Transportation procedures	<ul style="list-style-type: none"> · Develop safety procedures that specifically address the transport of patients. · Ensure that workers transporting patients have an effective and reliable means of communicating with their home office 			<ul style="list-style-type: none"> · Develop safety procedures that specifically address the transport of patients. · Ensure that workers transporting patients have an effective and reliable means of communicating with their home office 	