Workplace Violence
Tools for protecting your employees

Topics:
• Health in the headlines
  • Latest on COVID-19
  • Latest on Monkeypox
• Workplace Violence
• Prevention
• Warning signs
• De-escalation techniques
Good Health Is Good Business
Legal Disclosure:

The Coronavirus pandemic is an ongoing, continuously evolving situation. Northern Light Health encourages everyone to follow federal and state governmental guidance and mandates.

Northern Light Health does not know the particulars of your situation, so the information presented today is general in nature and is based upon Northern Light Health’s own experience, which may or may not apply in your specific situation, and which may be revised as we learn more about the Coronavirus.

Accordingly, following any guidance Northern Light Health presents today in no way guarantees that you, your employees and/or your customers and clients will not contract or spread the Coronavirus.
Ask us questions – give us feedback – this hour is for you

- Please use the **Q and A** function to ask your questions at anytime.
Health in the headlines
COVID Vaccine Update

• The FDA and CDC authorized two new (bivalent) mRNA vaccine formulations for use as booster shots against the virus that causes COVID-19

• Each contains components to develop immunity against the original strain of SAR-CoV-2, and an element common to the Omicron variants of BA4 and BA5.

• Pfizer’s is authorized for those 12 and over
• Moderna’s is authorized for those 18 and older

• Booster should be administered at least 2 months after last COVID vaccine administration
COVID Vaccine Update

• Those with recent infection may want to wait up to 3 months from their initial symptoms or positive test prior to receiving a booster.
• New boosters do not have data yet from use in humans.
• They are using the same technology and are similar vaccines administered several billion times.
• Annual influenza vaccines are altered versions of prior vaccines and similarly are not tested prior to authorization.
• For the initial vaccine series, the original Pfizer and Moderna mRNA vaccines and the Novavax vaccine are still used.

• See CDC.gov for updated information
Other Heath Related Updates

Annual Influenza Vaccine

• Indications are there will be high influenza activity this flu season
• Recommended for anyone 6 months and older

Monkeypox

• Worldwide incidence of new cases is falling
• Still few confirmed cases in Maine, but we suspect there are more undiagnosed
• Vaccines and treatment options are available
Easy access to schedule your vaccine, booster, or Flu shot

COVID-19 (Coronavirus) Portal - Public Vaccination (northernlighthealth.org)

COVID-19 Vaccination and Booster Eligibility Updates

- Booster dose appointments for Pfizer, Moderna, and Johnson & Johnson COVID-19 vaccines are now available for people 18 and over who meet criteria.
- People 5 years or older are currently eligible to schedule a COVID-19 vaccination.

Important:
- Community members under age 18 who would like to be vaccinated, must have a parent or guardian complete and initial the online scheduling form on their behalf.
- In addition to scheduling a vaccine using the online process, patients under 18 are be required to bring a completed consent to treat form signed by their parent or guardian to their appointment.
- Patients under the age of 16 must be accompanied by a parent or guardian to their vaccination.
- If you have any questions please call 207-204-8551*

*Sitting distance or carrier fees may apply.

Scheduling your vaccination:
- If you cannot find an appointment that works for you at a Northern Light Health location, please visit the state COVID-19 vaccination sites list.
- Please print your appointment confirmation and bring it with you. Vaccination candidates will receive an email confirming their vaccination location.
Workplace Violence
According to the Bureau of Labor Statistics, 20,870 workers in the private industry experienced trauma from nonfatal workplace violence in 2019. These incidents required days away from work.¹

Of those victims who experienced trauma from workplace violence:

- 68% were female
- 65% were aged 25 to 54
- 70% worked in the healthcare and social assistance industry
- 21% required 31 or more days away from work to recover, and 20% involved 3 to 5 days away from work
### Average annual victimization rate of nonfatal workplace violence, by occupation, 2015–19

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Rate per 1,000 workers age 16 or older</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>8.0</td>
</tr>
<tr>
<td><strong>Medical</strong></td>
<td></td>
</tr>
<tr>
<td>Physician</td>
<td>13.2†</td>
</tr>
<tr>
<td>Nurse</td>
<td>26.3†</td>
</tr>
<tr>
<td>Technician</td>
<td>15.9†</td>
</tr>
<tr>
<td>Other</td>
<td>8.4†</td>
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<tr>
<td><strong>Mental health</strong></td>
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<tr>
<td>Professional social worker/psychiatrist</td>
<td>46.1†</td>
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<tr>
<td>Custodial care</td>
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</tr>
<tr>
<td>Other</td>
<td>51.7†</td>
</tr>
<tr>
<td><strong>Teaching</strong></td>
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<tr>
<td>Preschool/elementary</td>
<td>10.6†</td>
</tr>
<tr>
<td>Junior high/high school</td>
<td>9.5†</td>
</tr>
<tr>
<td>College/technical school</td>
<td>9.2†</td>
</tr>
<tr>
<td>Special education facility</td>
<td>25.7†</td>
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<tr>
<td>Other</td>
<td>22.0†</td>
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<tr>
<td><strong>Law enforcement/security</strong></td>
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</tr>
<tr>
<td>Law enforcement officer</td>
<td>82.9†</td>
</tr>
<tr>
<td>Corrections†</td>
<td>149.1†</td>
</tr>
<tr>
<td>Security guard</td>
<td>95.0†</td>
</tr>
<tr>
<td>Other</td>
<td>29.6†</td>
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<tr>
<td><strong>Retail sales</strong></td>
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<tr>
<td>Convenience/liquor store clerk</td>
<td>8.4†</td>
</tr>
<tr>
<td>Gas station attendant</td>
<td>59.4†</td>
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<tr>
<td>Bartender</td>
<td>70.9†</td>
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<tr>
<td>Other</td>
<td>8.9†</td>
</tr>
<tr>
<td><strong>Transportation</strong></td>
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<tr>
<td>Bus driver</td>
<td>15.9†</td>
</tr>
<tr>
<td>Taxi cab driver</td>
<td>45.4†</td>
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<tr>
<td>Other</td>
<td>10.6†</td>
</tr>
<tr>
<td>Other†</td>
<td>3.8</td>
</tr>
</tbody>
</table>

Source: Bureau of Justice Statistics
Maine schools face increase in violent threats among Texas mass shooting

10 violent threats were reported in Maine schools over the last 30 days, with four of them occurring within the last week.

6 in 10 teachers experienced physical violence or verbal aggression during COVID

Updated March 19, 2022 - 10:13 AM ET
Heard on Morning Edition
Workplace Violence
• 233 mass shootings in the US since June. What is the number now?
  • The recent episodes of gun violence in public places, including hospitals, raises concern of how to best protect, educate, and prepare our healthcare work from workplace violence
  • The June shooting in Tulsa where four people were killed on the campus of St. Francis Hospital was the 233rd mass shooting in the US in 2022, according to the Gun Violence Archive
  • Victims were both staff and patients
  • PBS News hour headline in June - Shooting at Tulsa hospital exposes vulnerability of healthcare facilities
  • EMMC is averaging approximately one reported incident of workplace violence a day
  • 210 employee reported WPV events in the last six months where the patient was the offender/aggressor
  • 398 employee reported WPV events fiscal year-to-date where the patient was the offender/aggressor
Training, education, security presence

• Online courses:
  • MOAB – Management of Aggressive Behavior
  • Workplace Violence
  • Recognizing Domestic Violence
  • Conflict Resolution
  • Controlling Violence in Healthcare and Preventing Elder Abuse
  • Active Shooter Response in Healthcare Settings
  • Violence in the Workplace
  • Workplace Violence Prevention for Nurses
  • Workplace Safety Reporting for Leaders
  • Sexual Harassment in the Workplace

• Security:
  • Security is a layered infrastructure that includes, security staff, staff training, technology, and cooperation with law enforcement
  • Infrastructure includes cameras, access controls, and panic buttons, referred to as intrusion systems
  • Smart badges and panic buttons for staff
  • Scanning x-ray machine, No Weapons signage
  • Patient behavior safety flag
What can you do to protect your employees
Training, education, security presence

We have learned that encouraging reporting of any and all incidents of workplace violence is the key to creating an environment where staff feel safe and heard.

**Ideas for action items for your company:**

- Review, enhance, upgrade your training classes, HR policies.
- Engage local law enforcement to meet with your staff to review the basics of workplace violence.
- Train on the definition of workplace violence as it fits within your company, organization.
- Create a safe and secure place for staff to report.
- Ensure timely response to all reports of workplace violence.
- Gather and analyze your own company reporting data.
For patients and visitors – Calm spaces

The best patient care happens when everybody is calm.
Violence in Schools: Signs, Symptoms, and Prevention
Risk factors in school violence

Communities/Schools/Families

• Under resourced schools and communities
• Drug, alcohol or tobacco use
• Inconsistent, overly punitive, or “zero tolerance” discipline practices
• Disconnect/lack of relationship among students and students/staff

Individuals

• Previous history of violence/weapon use/domestic violence
• Drug, alcohol or tobacco use
• Mental health conditions
• Social disconnection with peers or family
Protective factors in school violence

Communities/Schools/Families
- Constructive strategies for dealing with problems
- High parental expectations of school performance
- School Discipline that is consistent, firm, responsive
- Adult engagement & supervision at school & at home

Individuals
- Short term and long-term aspirations
- Connection to family, peers
- High IQ/GPA
- Membership in peer groups
- Commitment to school
- Consistent physical presence of a parent
- Close relationships with non-deviant peers
- Social skills/problem solving Skills
As a school counselor, what am I doing to prevent school violence?

1. Monitor and track belonging to school 3X per year
2. Collaborate with administration on discipline and restorative practices
3. Work with students to develop problem solving and proactive social skills
4. Run a comprehensive school counseling program with three levels of support
5. Work to build relationships with (and among) students/parents/staff
Domestic Violence: Warning Signs in the Workplace
Warning Signs and Indicators in the Workplace

Keep in Mind…Domestic Violence is a form of workplace violence

• Domestic abuse occurs across all types of relationships…and across all demographics.
• Employees, patients, and visitors could be experiencing abuse and violence in their intimate relationship.

Warning Signs/Indicators

• Change in behavior
• Absences
• Injuries or bruising
• Frequent phone calls or visits from their partners
• Heightened concern of consequences for their decisions
The ABCs of Checking-In When you Suspect an Employee or Coworker is Experiencing Violence:

- Acknowledge changes in behavior
- Be empathic and supportive
- Connect to resources

*From, “Futures Without Violence-Workplaces Respond to Domestic and Sexual Violence in the Workplace”*
Partners for Peace Support Services

Safety Planning
- 24-hour Helpline
- Face-to-Face Support
- Crisis Intervention
- Specialized Advocacy
- Legal Advocacy
- Support Groups
- Emergency Shelter
  - Placements for pets
- Transitional Housing and Services
- Children's Services

- Confidential
- Non-Judgmental
- Free

Statewide Helpline: 1.866.834.HELP
www.partnersforpeace.me.org
De-escalation Techniques
What is De-Escalation?

• De-escalation is all about helping and improving a situation and limiting barriers to communication while Reducing the Risk of Escalating a Situation
• To verbally de-escalate we need to open clear lines of communication
• Be empathetic and nonjudgmental
• Try to look as non-threatening as possible
• Give them space
• Set Boundaries
Verbal and Non-Verbal De-Escalation Tips

Non-Verbal Techniques
• Appear calm and self-assured
• Maintain a neutral facial expression
• Maintain an alert posture
• Keep your hands to yourself
• Speak Soothingly
• Position yourself for Safety

Verbal Techniques
• Use a soft, slow and low tone of voice
• Do not interrupt
• Do not get defensive
• Respond selectively
• Be honest
• Do not attempt to argue or persuade
Conflict Resolution

Be Prepared to Actively Listen
• Try to build trust/ establish rapport
• Demonstrate your concern
• Use Brief Verbal Affirmations
• Ask open-ended questions
• Paraphrase – Restate their concerns
• Clarify Their Concerns
Good Health Is Good Business

Roundtable discussion – Please use Q and A to ask your questions

Karen Hawkes, MS
VP of Operations
Northern Light Beacon Health

Jim Jarvis, MD, FAAFP, SVP, Northern Light Health, Director, Clinical Education, Northern Light EMMC

Rand O’Leary, FACHE, President, Northern Light EMMC

Kelly Weaver, M.Ed., CAS, School Counselor, RSU 22

Amanda Cost, Executive Director, Partners for Peace

Chris Laird, RN, AVP, Patient Care Service, Northern Light EMMC
Tools you can use:

https://northernlighthealth.org/Resources/Safe-Return-to-Business
Register and save the dates!

• October 6
  Supporting Women’s Health

• November 10
  The Emotional, Physical, and Financial Cost of Diabetes

• December 8
  Collectively improving quality of life across Maine
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