

Practicing Personal Safety While Partnering with Families



Day of Learning
May 17, 2023



Agenda

- Breathing Exercise
- Learning Objectives
- Smart Phone
- Before a Visit
- During a Visit
- After a Visit
- De-escalation
- Voices From the Field
- Safety APP



Roller Coaster Breathing (Spanish)

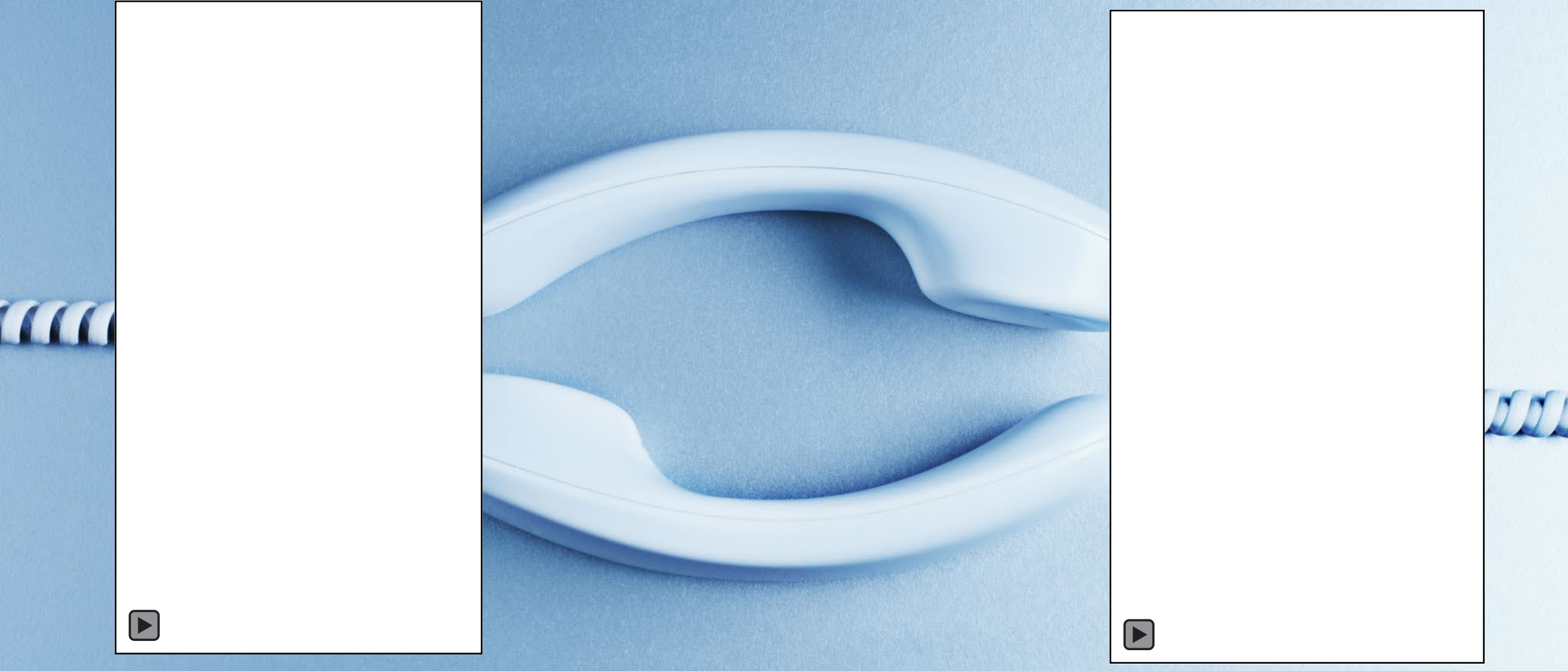
In this exercise, your pointer finger is a rollercoaster riding up and down the tracks around your other hand! Breathe in as the coaster rides up each finger. Breathe out as you ride down each finger



Learning Objectives

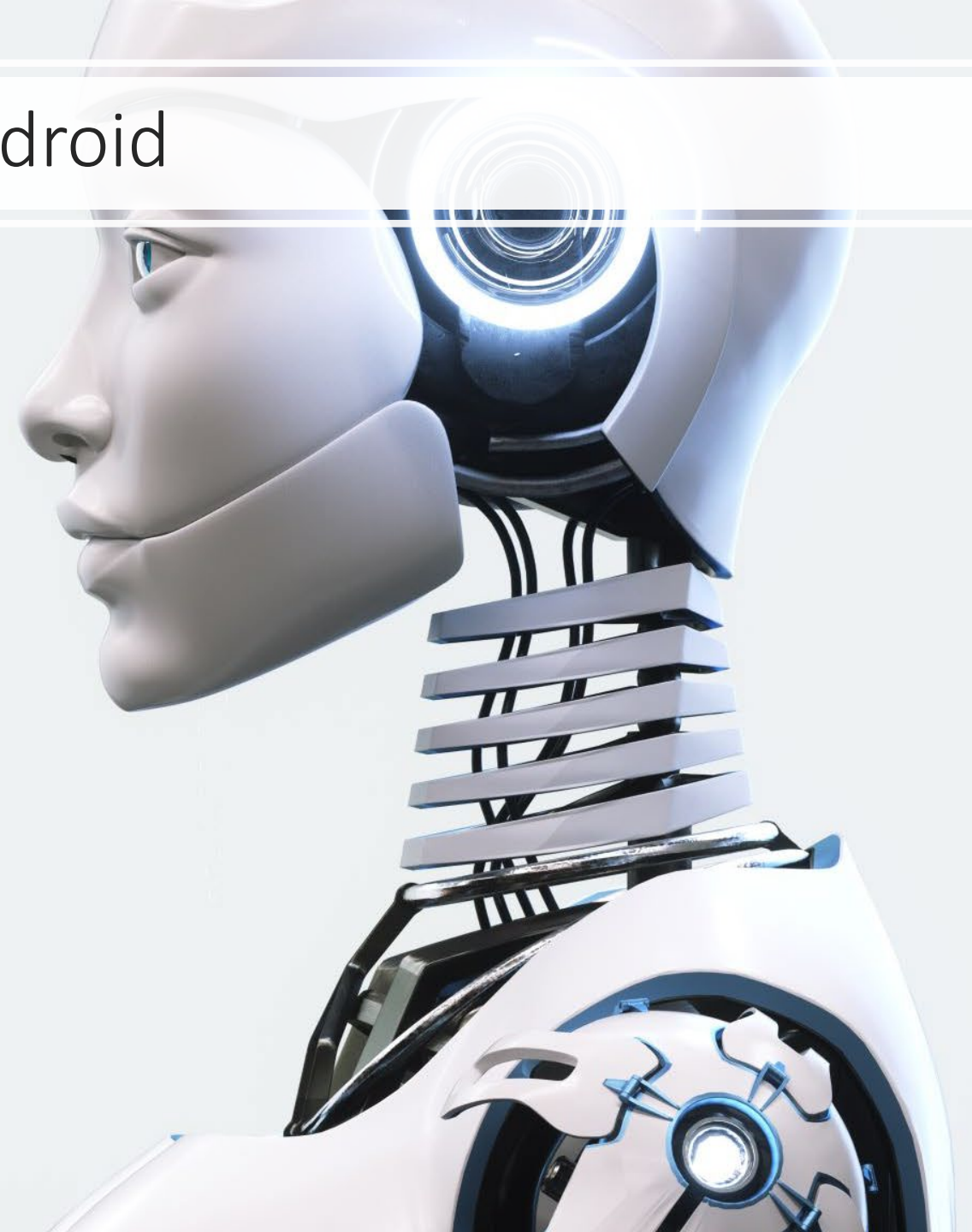
- Understand how to utilize a smart phone in an emergency
- List steps to promote personal safety before, during, and after a visit
- Describe de-escalation techniques
- Identify 3 action items to promote personal safety





iPhone

Android



[Android SOS Feature](#)



Awareness

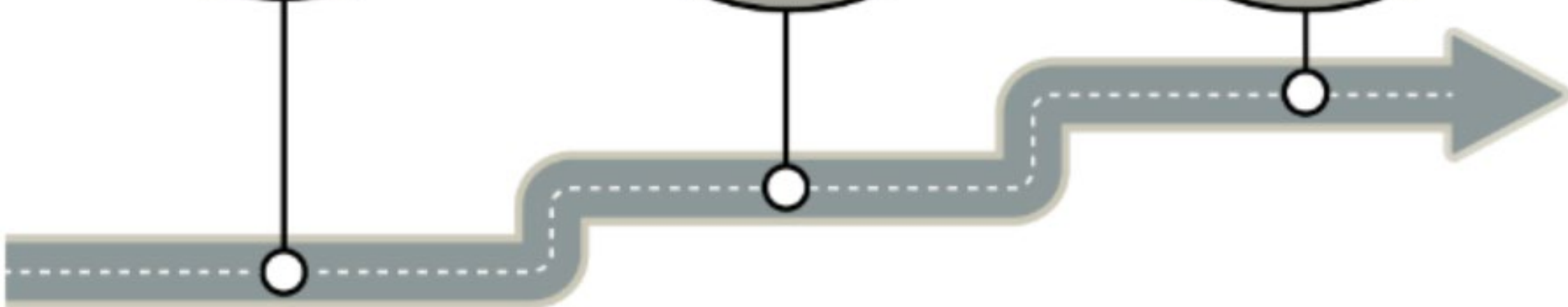


Intuition



Preparedness





Select the icons for more information



Traveling



Policies &
Procedures



Information

Preparing for a Visit

100% Completed

Select the buttons for more information



Familiarize yourself with the neighborhood you will be visiting



Confirm the home visit with the client



Be aware of places where you may not have cell phone service



Ensure your supervisor has your most up-to-date schedule



Place valuables out of sight before leaving for the visit



Have agency identification with you



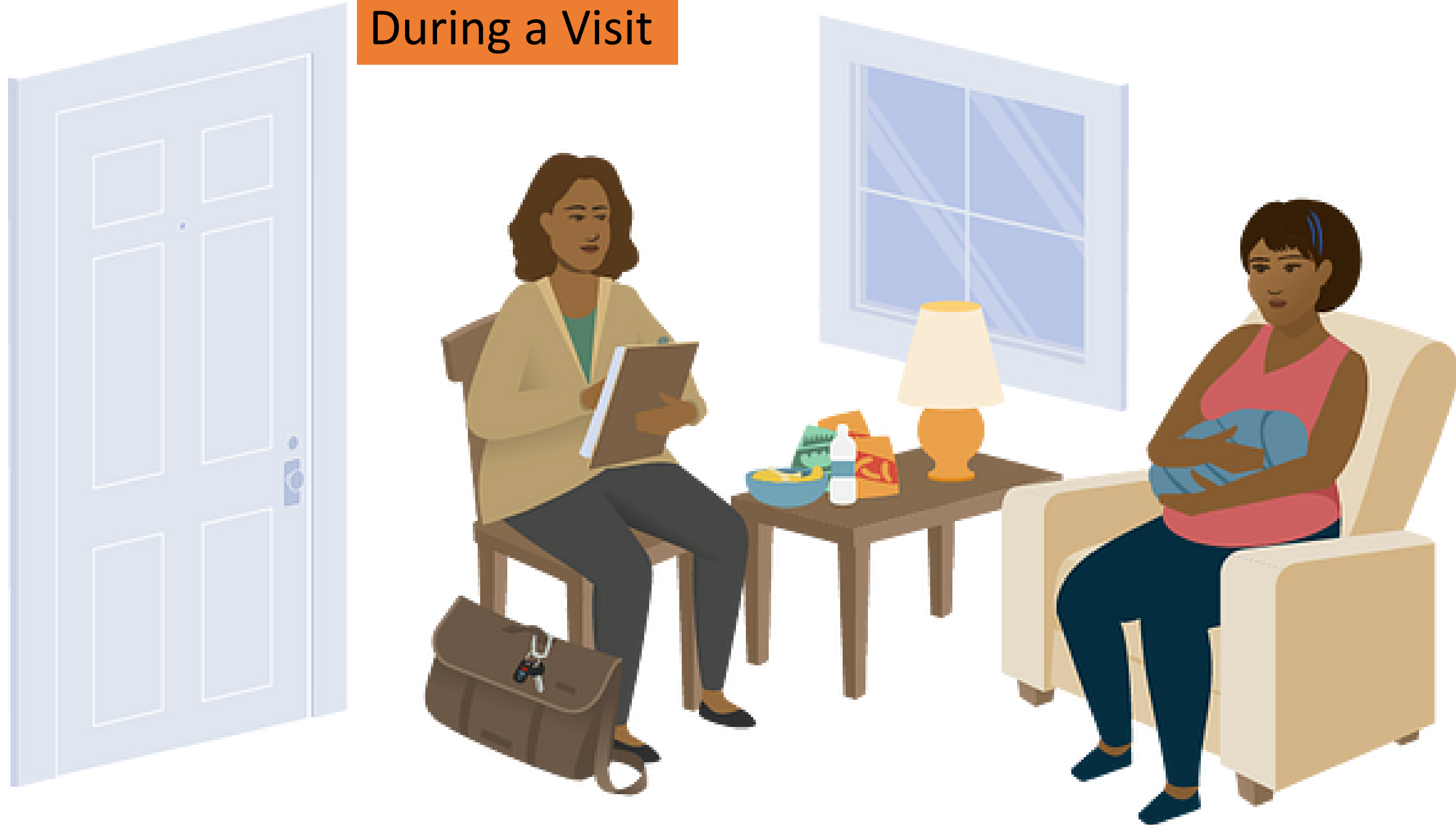
Wear comfortable shoes and clothing



Arriving at a Visit



During a Visit



After the Visit



Present a calm and caring attitude

Never argue, match threats,
or give orders

Listen and show empathy by
acknowledging the person's
feelings

Avoid behaviors that could be
interpreted as aggressive



Allow a large amount of physical
space between you and the agitate
person

Do not force eye contact

If you can't gain control of the
situation, end the visit by using
a practiced excuse

[PS Scenario 3: Correct \(vimeo.com\)](https://vimeo.com/806538143/8c97412992)



PS Scenario 3: Correct





Voices From the Field



NRCA Workplace Safety Survey

March 20, 2023

A stylized graphic of a leafy branch in a dark grey color, positioned in the upper left corner of the slide.

Response

74 Responses
21 Locations

I feel safe at work.

Strongly disagree	1.4%
Disagree	4.2%
Neither agree nor disagree	5.6%
Agree	66.7%
Strongly agree	22.2%



Reasons why staff have felt unsafe.

- **Being threatened by a parent.**
- **Intoxicated guests that want to fight.**
- **Home visits in dangerous neighborhoods.**
- **Home visits with consumers that have a hx of behavioral incidents or SMI.**
- **Disgruntled consumers.**
- **Consumers having a crisis.**
- **Community emergency/crisis.**
- **Building security concerns with locks or access issues.**
- **COVID**



I know what to do in an emergency.

Strongly disagree	0.0%
Disagree	5.5%
Neither agree nor disagree	17.8%
Agree	50.7%
Strongly agree	26%



Suggestions to improve workplace safety

TRENDS

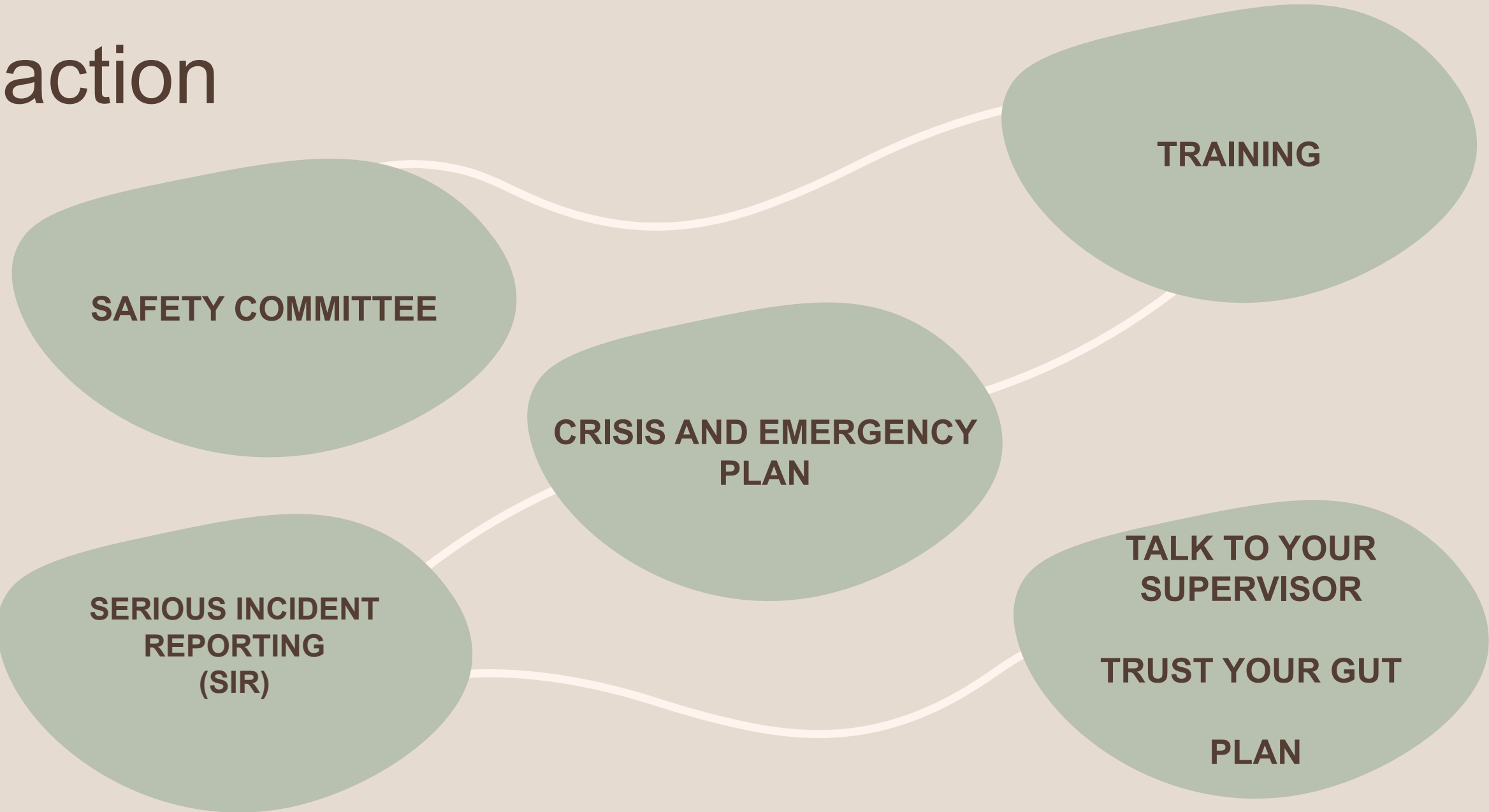
- Home visiting in pairs
- Emergency procedure update
- Cameras
- Better doors
- Training
- Pepper spray
- Mental health resources

Training Suggestions

TRENDS

- **De-escalation**
- **NARCAN**
- **Self - Defense**
- **Safety classes**
- **Training**
- **Pepper spray**
- **Mental health resources**

action



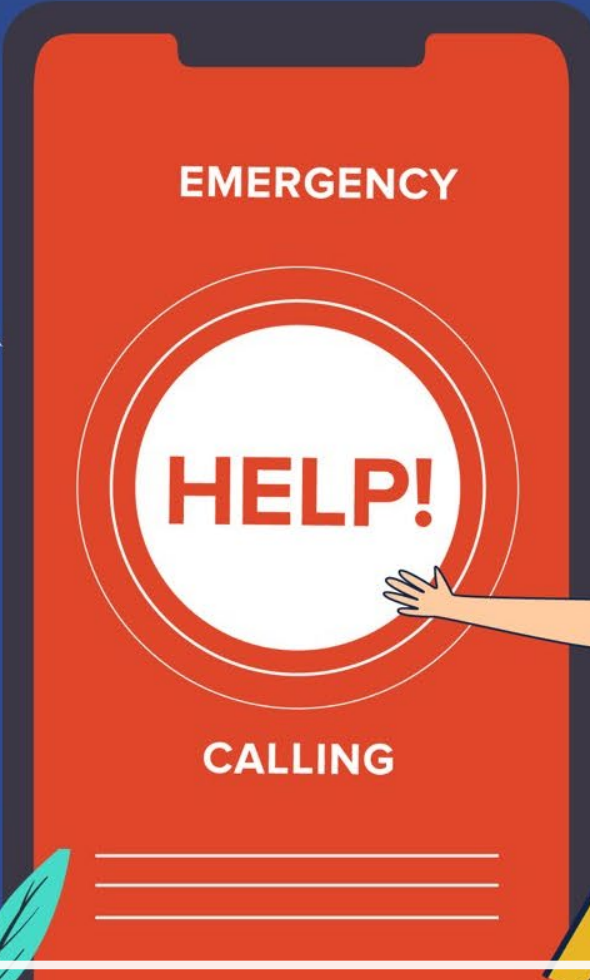
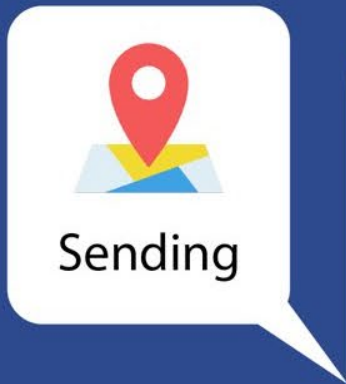
SAFETY COMMITTEE

TRAINING

CRISIS AND EMERGENCY PLAN

SERIOUS INCIDENT REPORTING (SIR)

**TALK TO YOUR SUPERVISOR
TRUST YOUR GUT
PLAN**



Personal Safety App

Learning Objectives

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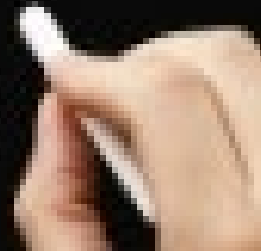
ACTiON

C

CHANGES

T

THiNGS





THANK

YOU