

# ORANGE COUNTY HEALTH DEPARTMENT

## Administrative Policy and Procedure Manual

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Section V:	Employee Safety
<b>Policy 8.0</b>	<b>Dealing with a Potentially Dangerous Client or Family Interactions</b>
Reviewed by:	Quality Improvement/Risk Manager
Approved by:	Health Director <i>L. Bialge</i> 7-26-14

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### **Policy 8.0 Dealing with a Potentially Dangerous Client or Family Interactions**

Situations can arise during staff-client or staff-family member interactions when the client, family member, or person(s) accompanying the client can become emotionally labile and angry. These interactions can escalate into verbal and/or physical aggression with or without the use of weapons. OCHD follows all federal and state laws and regulations and local rules and ordinances in the conduct of its daily business.

#### **Purpose**

The purpose of this policy is to establish mechanisms to help protect clients and employees from unsafe situations.

#### **Procedures**

- 8.1. All employees are required to attend orientation training on preventing workplace violence
- 8.2. All employees are required to complete OCHD web-based annual training, which includes employee safety training on workplace violence prevention.
- 8.3. If a client/family member interaction escalates to potential violence, staff should follow guidelines learned in the trainings referenced in 8.1 and 8.2. Guidelines include, but are not limited to the following:
  - 8.3.1. Talk in a calm voice and do not engage in challenging or argumentative conversations
  - 8.3.2. Use professional skills to diffuse the situation if possible
  - 8.3.3. If in a room, the door should remain open, and the employee should not position him/herself with the client blocking the doorway
  - 8.3.4. The employee should never turn his/her back to the client nor become "cornered".
  - 8.3.5. The employee should not touch the client to remove him/her to another area
  - 8.3.6. If the situation escalates, the employee should request the "yellow file" from another staff member, which is the signal to staff that a potentially violent situation is in progress and another staff person is needed and the Chain of Command Notification procedures should be enacted
  - 8.3.7. If the client's behavior further escalates into verbal threats or physical contact, the employee shall disengage from the client and request the "red file," thereby notifying other employees to call 911 for law enforcement intervention.
  - 8.3.8. Ask the client or family member to leave the building
- 8.4. The Clinic Managers, Supervisor, Division Director, or Quality Improvement/Risk Manager shall make other staff aware of the incident.

Review Annually (July)

Original Effective Date: January 1997

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