

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





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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.

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1. I am able to apply the tools and guidance provided today to support my workplace and/or employees.*
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
2. The information provided today was easy to understand and relevant.*
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
3. How likely are you to recommend the Business to Business Zoom Conference series to a fellow colleague and / or Maine employer?*
- Very Likely
- Likely
- Neutral
- Unlikely
- Very Unlikely
4. How likely are you to attend one of our Business to Business Zoom Conferences in the future?*
- Very Likely
- Likely
- Neutral
- Unlikely
- Very Unlikely
5. What topic(s) would you like us to focus on in the future?

Done

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 SARS-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](https://www.cdc.gov) for updated information

Other Health 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 \(northernlighthealth.org\)](https://www.northernlighthealth.org/COVID-19)

 Northern Light Health.

Public Vaccination

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 required to bring a completed consent to treat forms 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***

**Long 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

The Facts



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

The Facts

| Occupation | Rate per 1,000 workers age 16 or older |
|----------------|--|
| Total | 8.0 |
| Medical | 15.1 |
| Physician | 13.2 † |
| Nurse | 26.3 † |
| Technician | 15.9 † |
| Other | 8.4 † |

| | |
|----------------------------|--------|
| Teaching | 11.9 |
| Preschool/elementary | 10.6 † |
| Junior high/high school | 9.5 † |
| College/technical school | 9.2 † |
| Special education facility | 25.7 † |
| Other | 22.0 † |

Average annual victimization rate of nonfatal workplace violence, by occupation, 2015–19

| Occupation | Rate per 1,000 workers age 16 or older |
|---|--|
| Total | 8.0 |
| Medical | 15.1 |
| Physician | 13.2 † |
| Nurse | 26.3 † |
| Technician | 15.9 † |
| Other | 8.4 † |
| Mental health | 45.2 |
| Professional (social worker/psychiatrist) | 46.1 † |
| Custodial care | 8.4 † |
| Other | 51.7 † |
| Teaching | 11.9 |
| Preschool/elementary | 10.6 † |
| Junior high/high school | 9.5 † |
| College/technical school | 9.2 † |
| Special education facility | 25.7 † |
| Other | 22.0 † |
| Law enforcement/security | 77.5 |
| Law enforcement officer | 82.9 † |
| Corrections* | 149.1 |
| Security guard | 95.0 † |
| Other | 29.6 † |
| Retail sales | 10.7 |
| Convenience/liquor store clerk | 8.4 † |
| Gas station attendant | 59.4 † |
| Bartender | 70.9 † |
| Other | 8.9 † |
| Transportation | 12.7 |
| Bus driver | 15.9 † |
| Taxi cab driver | 45.4 † |
| Other | 10.6 † |
| Other^a | 3.8 |

Source: Bureau of Justice Statistics

The Headlines

NEWS

Capitol Bureau

Teachers say more needs to be done to stop acts of violence in schools

WXXI News | By Karen DeWitt
Published August 30, 2022 at 3:34 PM EDT

EDUCATION

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.

EDUCATION

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

It's NOT part of your job. Report. We will support.

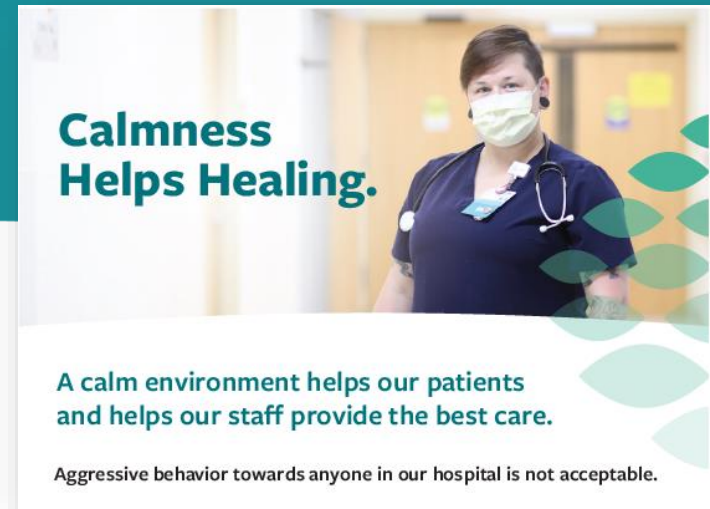
- 233 mass shootings in the US since June.

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.



Calmness Helps Healing.

A calm environment helps our patients and helps our staff provide the best care.

Aggressive behavior towards anyone in our hospital is not acceptable. Aggressive behavior includes:

- physical assault on staff
- physical assault on patients
- verbal harassment
- abusive behavior
- sexual language
- threats
- destroying property

You may be removed from our property and/or prosecuted for violent acts at our organization. We will support any staff member who wishes to press charges against aggressive behavior they encounter while they care for patients.

Northern Light Eastern Maine Medical Center

For patients and visitors – Calm spaces



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/students and 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

Respond

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.partnersforpeaceme.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



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



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Patient Care Service,
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Tools you can use:

<https://northernlighthealth.org/Resources/Safe-Return-to-Business>



[Resources](#) / [Good Health Is Good Business – Business to Business Zoom Conference Series](#)

Good Health Is Good Business – Business to Business Zoom Conference Series

As an employer, we are right here with you, navigating the same uncharted COVID-19 waters you are. We have learned a thing or two along the way and we want to share with you. As a healthcare system, Northern Light Health has in-house experts who can offer guidance to help you safely welcome your employees, customers, volunteers, and students. We are working through these concerns every day in our ten hospitals and at our more than 100 other locations across Maine. We look forward to helping you!

One-hour Zoom Conferences Twice a Month on Thursdays at 11am

 [Register for the September 8 Meeting here](#)

Attendees are asked to join the conference by Zoom and listen to audio using your computer only. Please do not dial in while also connected via your computer. The dial-in number is for those not joining by computer. This will help accommodate a larger number of participants. See you Thursday!

[View Past and Upcoming Meetings, Download Resources, and Watch Informational Videos](#)

September 8, 2022



August 11, 2022

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

 Northern Light Health. One-hour Zoom Conferences
Moderated forum with Q and A
presented by Northern Light Health

zoom Business to Business Conference Series

GOOD HEALTH IS GOOD BUSINESS

Learn how to support your employees and your customers to operate a safe and healthy business.

OCTOBER 6 at 11 am



Supporting Women's Health - What's important to know and why?

- Health in the headlines
- What is women's health?
- Mammograms
- Recommendations for screenings
- Digital experience
- Self-scheduling - how it works

The Zoom meeting ID will be sent to you upon registering

PLEASE REGISTER BY CLICKING HERE BEFORE JOINING THE MEETING

Panelists:
Jim Jarvis, MD, FAAP
Senior Physician Executive, Incident Command, Northern Light Health
Director, Clinical Education, Northern Light Eastern Maine Medical Center
• More panelists to be announced

Moderated by:
Karen Hawkes, MS
VP of Operations, Northern Light Beacon Health

NOVEMBER 10 at 11 am



The Emotional, Physical, and Financial Cost of Diabetes

- Health in the headlines
- Prevalence, symptoms, significance
- Prediabetes - what you need to know
- What can employers do?
- Nutrition therapy counseling

The Zoom meeting ID will be sent to you upon registering

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Director, Clinical Education, Northern Light Eastern Maine Medical Center
• More panelists to be announced

Moderated by:
Ed G. Key, MD, MS, MBA, CPE
Senior Physician Executive, Northern Light Beacon Health

DECEMBER 8 at 11 am



Collectively improving quality of life across Maine

- Health in the headlines
- Social Determinants of Health
- What are they, How do they impact health, What to look for / notice
- Healthcare and Community Partnerships to improve health
- Findhelp.org

The Zoom meeting ID will be sent to you upon registering

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Please contact Lanie Abbott for more information labbott@northernlight.org

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