

Subject: Work place violence
Location: UCCC
Scenario: Individual seeking narcotics, restraining order
Violation, Fighting visitors, destruction of property,
disgruntled Employee
Targeted group: UCCC floor staff and security.

1

Monday evening of two causation young men entered UCCC. They proceeded to the East wing nurses station where one positioned himself the other approached the Hall A charge nurse. After exchanging greetings the man reveled a hand gun tucked into the waistband of his jeans and demanded the turn over of any and all narcotics from the med. cart.

2

Friday afternoon a CENA approaches you and confides that her ex-boyfriend has been calling her all day and states that he will be coming up to the job, since she has refused to talk to him. She informs you that she has a restraining order in place and that she is afraid of him. Just then she notices him walking toward her down the hall.

3

Wednesday night you are working on West wing and you hear people arguing loudly in the hall. A new resident just moved in and family is trying to settle him in. Apparently the two daughters are having a heated disagreement over money. As you approach them to ask if they could please keep their voices lowered, one of the daughters slaps the other and a physical altercation begins.

4

Tuesday late afternoon you notice one of the housekeepers starring out one of the resident room window and as she turned away you could tell something had upset her. The housekeeper notices you and anxiously informs you that she saw a man in the parking lot slashing someone's tire.

5

Thursday morning you notice someone in the entrance area just standing around. As you approach them to offer assistance, you recognize them to be an employee that had been terminated. You also observe their agitated state. The individual is on the phone and you over hear him say "I'm here now and I'll teach them to fire me".

Workplace Violence policy quiz 2011

True or False

 T Any potentially dangerous situations must be reported immediately to a supervisor or the Human Resources Department.

 F Reports can not be made anonymously.

 T The Human Resources department takes reasonable measures to conduct background investigations to review candidates'

 T Staff are encouraged to seek assistance in resolving concerns or conflicts before they lead to violence.

 T Staff who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual

 F Threats, threatening conduct, or any other acts of aggression or violence in the workplace will be tolerated if there is a good reason.

 T Non-employees engaged in violent acts on HCK premises will be reported to the proper authorities and fully prosecuted

While we do not expect staff to be skilled at identifying potentially dangerous persons, they are expected to exercise good judgment and to inform Human Resources if any employee exhibits behavior which could be a sign of a potentially dangerous situation. Which of the following behaviors should you report?

- A. Discussing weapons or bringing them to the workplace
- B. Displaying overt signs of extreme stress, resentment, hostility, or anger
- C. Making threatening or intimidating remarks
- D. Sudden or significant deterioration of performance
- E. Displaying irrational or inappropriate behavior
- F. All of the above

Any employee who applies for or obtains a protective order or restraining order listing any HCK location (s) as being protected areas, must provide the Facility Manger:

- A. A copy of the petition and declarations used to seek the order
- B. A copy of any temporary protective or restraining order which is granted.
- C. A copy of all tickets issued
- D. A copy of any protective or restraining order which is made permanent.
- E. Options A, B and D

On Thursday February 11th 2010 the temperature in Kalamazoo is 8 degrees above freezing with 11 inches of snow on the ground. At approximately 10:05 a.m. fire alarms start sounding in the Upjohn Community Care Center. This is not a drill. Smoke has been sighted on the West wing, coming out of room #26 (which is a ward room). It has been determined that 3 out of the 4 residents are in the room. All other residents have been escorted from the dining room following breakfast. The majorities of the residents has been assisted back to bed or are being toileted. The current UCCC census is 102 with 52 of those residents being housed on East wing. 2 residents are in the beauty shop and 4 are in physical therapy. There are several visitors in the building as well as 5 senior companions/volunteers. Although the building is fully staffed, management/administration staff is at Wyndham attending a weekly Thursday morning meeting.

WHAT DO YOU DO?

Staffing: 12 aides
4 bath aides
2 restorative aides
6 nurses
8 rehab staff (give or take)
3 life enrichment staff
6 Dietary
5 Housekeeping
12 administrative staff

Disaster Drill Evaluation

Please circle the number you feel appropriate for the prior statement. One being total disagreement and five being you are in total agreement.

	Totally Disagree	Somewhat Disagree	Agree	Somewhat Agree	Totally Agree
1. All the information needed to handle disaster was quickly available	1	2	3	4	5
2. Information was clear and easy to use	1	2	3	4	5
3. Communication/direction from management was clearly understood	1	2	3	4	5
4. Staff capability to keep residents during a fire.	1	2	3	4	5

Objectives:

Objective #1 – UCC staff maintain resident safety and over all well-being of all residents.

Objective #2 – UCC staff responded effectively to Fire disaster following procedures.

Objective #3 – Did UCC staffs communicate effectively with co-workers and EMS?

	Totally Disagree	Somewhat Disagree	Agree	Somewhat Agree	Totally Agree
Were objectives met?	1	2	3	4	5
Do you understand what is expected of you during an actual Fire disaster?	1	2	3	4	5

Suggestions: _____

Improvements: _____

