

PERSONAL SAFETY/SECURITY ON THE JOB, IN THE AUTOMOBILE, IN THE HOME

Healing Hands has implemented a security plan to protect the safety of staff and patients. The plan is reviewed at least annually and updated as necessary. The Safety Director/Risk Manager is responsible for ensuring that monthly departmental risk assessments are completed and submits quarterly risk assessment summary reports to the QAPI Committee for review, evaluation and development of a plan of action, if necessary.

The agency reserves the right to inspect purses, packages and materials of staff and/or visitors when deemed necessary.

Staff and visitors, including staff members' family members and former staff, are to enter and exit the agency offices through the main door only.

Office/Staff Safety:

All agency staff, including contract staff, are provided with photo identification (ID) nametags. These nametags should be worn at all times during working hours. Patients should be instructed that only those agency staff wearing such tags be allowed to enter the patient's home.

Visitors to this HHA, including staff members' family members and former staff, must sign a register/log when entering and exiting the agency offices.

Visitors, including staff members' family members and former staff, should wait in the office reception area until an agency-authorized person arrives to meet them and/or accompany them through the offices. Any visitor purses, packages and materials may be subject to search before the visitor is allowed access to the HHA office. Visitors shall be issued a "Visitor ID" nametag.

Nametags are to be surrendered when:

- A staff member leaves the organization
- A visitor leaves the physical premises

Security codes and locks are changed when a staff member in possession of security codes and/or keys leaves the organization.

Emergency telephone numbers for security, fire and police departments will be posted at each telephone in the agency offices.

Medical supply rooms as well as any other rooms or cupboards that are not in continuous use shall be kept locked. The key shall be in the possession of one designated individual during work hours. A designated staff member shall check all rooms within the HHA at the end of the day.

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- Staff telephone numbers are not to be divulged to anyone, including staff members' family members
- Staff complete a domestic violence assessment questionnaire at the time of orientation and annually thereafter
- Names, addresses and telephone numbers, along with physical description/ photographs, if available, of individuals (i.e., staff family members, former staff, patients/patient family members) who might pose a safety risk to any staff member of this agency are posted by each telephone within the HHA facilities. These individuals are not to be permitted access to the agency.

Safety in The Community:

All field staff should communicate their visit schedules to the Clinical Manager as early as possible the day they are scheduled to visit patients. Staff should also contact the office when they have completed their visits and whenever there is a change in the sequence in which patients will be seen.

Any HHA staff visiting patients shall be provided with accurate and clear written directions to patients' homes and should call the patient/family before making the visit.

Staff automobiles should be kept in good mechanical condition with sufficient fuel for the day's travel.

- Purses, nursing bags and medical supplies should be kept in the locked trunk of the car, out of sight of passersby.
- When driving, keep purses, cellular telephones and other valuable items on the floor, not on the passenger seat.
- Only those items that are crucial for the tasks of the particular day should be on the staff member's person.
- Before exiting the automobile, the immediate area should be surveyed to make sure there is no one around that might cause personal harm. Should staff feel at all uneasy, they should not exit the automobile. Staff should drive to a safe area that has a telephone or use a cellular telephone, and call the agency office, as well as the police to request an escort if necessary.
- Car doors should always be kept locked when driving and when exiting the automobile.
- Cars should be parked facing the street in a well-lit area as close to the patient's home as possible and secured with a deterrent device.
- Visits into unsavory areas such as drug areas should be scheduled as early in the day as possible.
- Staff should be alert to the surrounding areas.
- Staff should familiarize themselves with the physical layout of the patient's home. Escape routes for the patient and staff should be identified.

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- Information about potentially unsafe patient residences, i.e., animals in the home, history of violence, substance abuse, gang violence, should be documented in the patient's record and communicated to all healthcare team members. Staff will be provided with an escort, i.e., law enforcement, when necessary.

Patient Safety:

- Patient information, including patients' names, is not to be divulged to anyone who does not have a "need to know".
- Patient information, including patients' names, is not to be displayed within the agency office and is to be protected at all times both within the agency facilities and in the community, as per HHA policy, in compliance with the Health Insurance Portability and Accountability of 1996 (HIPAA).
- The home environment of patients receiving care, treatment and/or services from/through this agency is assessed for patient and agency staff safety risks, as per policy.
- Patients receiving care, treatment and/or services from/through this agency are assessed for the risk of abuse, as per agency policy.

Any and all potential or actual unsafe situations or safety risks are to be reported to Administration.

Workplace Violence

The organization adheres to zero-tolerance for workplace violence, verbal and nonverbal threats and related actions.

Workplace violence is defined as:

- Knowingly or intentionally touching another person in a rude, insolent or angry manner;
- Engaging in a course of conduct involving repeated or continuing verbal, non-verbal or physical harassment of another person that would cause a reasonable person to feel frightened, intimidated, threatened or terrorized;
- Knowingly or intentionally communicating a threat to another person with the intent that the other person engage in conduct against his/her will or that the other person be placed in fear of retaliation for a prior lawful act;
- Tampering with, vandalizing, damaging or destroying organization property, including the organization's computer or voice communication systems, or the property of other personnel.

Every employee is responsible to report any potential or actual act of threat or violence occurring in the workplace to his/her immediate supervisor.

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Retaliation against any employee for filing a complaint or participating in an investigation is strictly prohibited.

Any employee who was found to have threatened harm or perpetrated violence in the workplace shall be evaluated regarding the need for counseling or disciplinary action. The employee shall be suspended pending the outcome of the investigation and resolution.