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SOCW 441 Ch6 (60-61)

- 1.) **Have any employees in your practicum agency been threatened or harmed by clients or consumers?** Yes, there have been the occasional clients that have gotten up set by something or someone and have physical hurt a staff member.
- 2.) **What precautions, if any, might have prevented the above incidents or reduced their seriousness?** In particular situations the staff member could not have prevented the situation due to the clients coming out of now where.
- 3.) **What agency policies and procedures are in place to ensure personal safety and reduce risk to agency employees and clients?** There are many policies that affect the clients and employees if they fall or get hurt.
- 4.) **What training is provided in your agency to help workers prevent and deal with threatening or violent clients or situations?** All employees are required to attend a year CPI (Certified Prevention Intervention) class. CPI classes are a type of self-defense training, which teaches people how to take someone down, if needed.
- 5.) **Do agency workers carry defensive devices such as mace or pepper spray?** My agency's employees do not carry any type of defensive devices because some employees would use the device carefully. Some people might not know when to use it and when not to. It also becomes a human issue; is it right or wrong to use it with the mentally ill.
- 6.) **What kinds of high-risk clients or situations are you likely to encounter in your practicum?** There is always a chance to be in a high-risk situation, so you have to make sure that you are never alone with a client or at least not in a secluded place by yourself with a client. CPI training is a requirement for all employees for the safety of staff and other clients.
- 7.) **Given the area served by your agency, what specific locations or neighborhoods are known to be especially dangerous?** There are no specific locations or neighborhoods in the area of my agency.
- 8.) **What services does your agency provide to workers who are threatened, injured, or traumatized by threats or violence?** An employee who feel threatened or becomes injured can file for workers comp, which provides counseling. Moccasin Bend offers debriefing critique meeting to evaluate how the situation could have been different.
- 9.) **Does your agency have an incident reporting system for documenting threats and violence toward workers?** Yes, there are specific forms they fill out depending on the situation.
- 10.) **Does your agency have a formal, written agreement with the police detailing when they are to be called for assistance?** No, the police are only called when employees need assistance. There is no written or formal agreement.

- 11.) **Are there any clients or situations that frighten you?** No, you just have to make sure you are not alone with a client when there is no one else around. You also need to make sure that you have an escape route in case something does happen.
- 12.) **If your practicum is in a hospital or health care setting, what precautions are you to take in order to protect yourself and your vulnerable clients from infectious disease or biohazards?** The agency has an infectious disease nurse and if someone does of a disease then they will be isolated until they get better.