**Implementing Human Service Worker Safety Regulations**

September 29, 2014

**Agenda**

* Welcome-Introductions
* Regulation Finalization
* Guidelines for Implementation
* Training Options and Timeline
* Common Questions
* Next Steps

**Regulation Finalization**

* Regulations published August 29, 2014
* Effective February 15, 2015
* Accessible on the web:

<http://www.mass.gov/eohhs/docs/eohhs/eohhs-regs/101-cmr-19.pdf>

**Guidelines for Implementation**

* Assist in the implementation of the Human Service Worker Safety Regulations (handout)
* Establish zero tolerance policy for workplace violence of any kind
* Require a Workplace Violence Prevention and Crisis Response Plan that includes
  + Prevention Strategies
  + Crisis Response Protocols

**Definitions**

* Human Service Workers
* Program
* Workplace
* Workplace Violence
* Workplace Violence Prevention and Crisis Response Plan (“Plan”)

**General Provisions**

Programs must:

* Consider and evaluate their exposure to workplace violence
* Develop an appropriate plan
* Consider the establishment of a safety committee
* Provide a copy of the current plan to any human service worker upon request
* Make available a copy of the plan in a public place

**Prevention Strategies**

* Required Elements
  + Development of safety planning tools, policies, protocols and guidelines that incorporate measures to reduce risk of workplace violence
  + Mandatory training either provided by EOHHS or by certified alternative training program
  + Annual risk assessment of workplace violence incident reports and measures taken
* Optional Elements
  + Use of technology as a means for calling for help
  + Review of staffing, security features and escape strategies
  + Establishment of a workplace violence prevention and response team or committee to monitor compliance with the plan

**Crisis Response Protocols**

* Required Elements
  + Procedures for reporting acts or threats of workplace violence
  + System for centrally recording incidents
  + Measures the program will take in response to an incident immediately and as part of follow-up after an incident
  + Resources for victims and perpetrators
  + Statement against use of work time or workplace facilities to commit or threaten to commit workplace violence
  + Statement prohibiting retaliation against any reporters of workplace violence
* Optional Elements
  + Establishment of a staff response team to assist workers subjected to workplace violence
  + Emergency reporting of severe situations to 911 or an internal response team

**Additional Requirements**

* Review the workplace violence prevention and crisis response plan at least annually, including all reported incidents and measures taken, and modify the plan as indicated necessary by the review
* Upon EOHHS request, each program must report to EOHHS about compliance with the workplace violence prevention and crisis response plan requirements

**Training Compliance Options**

* EOHHS Training module: designed for EOHHS and Providers
  + The EOHHS e-learning will provide a flexible and cost effective training for providers
  + The training addresses cost concerns by allowing for on-line training, and paper based training (if requested) at no cost to providers and agencies
* Provider-specific Training Module: designed by a provider for some/all of its human service workers
  + Providers must certify their training covers the minimum EOHHS required training elements

**Training Requirements**

The mandated training must include:

* Definitions of Human Service Worker, Workplace and Workplace Violence
* Importance of Human Service Worker Safety Education
* Risk Assessment Techniques
* De-escalation Strategies
* Connections between Actions and Reactions
* Pertinent Laws and Regulations
* Identification of additional resources on human worker safety

**Timeline for Training Compliance**

* **New hires**: 3 months post hire
* **Existing staff**: February 2017
* **Ongoing training**: Mandatory every 2 years

**Common Questions: Definitions**

* Definition of Workplace Violence: …behavior that causes a *reasonable person* to be in fear of his or her own safety or that of a colleague
  + How is a “reasonable person” defined?
* What is the suggested protocol for threats made by firearms or explosive devise?

**Common Questions: Program Requirements**

* What does it mean to make the plan available in a public place?
* How do providers document their plan has been updated annually?

**Common Questions: Plan Requirements**

* For perpetrator that is not directly involved in our organization, what are our responsibilities regarding resource referral?
* Can we identify staff positions, rather than names, to a violence prevention and response team/committee?

**Common Questions: Training**

* Our staff are required to attend specific trainings that include sections on workplace violence. Do they have to participate in EOHHS training?
* Where do we certify that our training meets minimum EOHHS requirements?
* Is there a fee for EOHHS training – online or on paper?

**Next Steps**

* The EOHHS Training has been developed. We are working with IT to establish a pathway for providers to access this training for their workers.
* We are finalizing language for new and existing contracts. Changes will be communicated to providers in the near future.
* Intranet site will be developed to communicate updates of the implementation of Human Services Worker Safety Regulations.
* Providers should begin to draft their Plans and determine the training option that will work best for their organization.