VCH Safety Summit: Reflections on COVID

2021 JOHSC conference

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Virtual experience
Violence Prevention Specialist

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Definition of Violence

• “Incidents where people are abused, threatened or assaulted in circumstances related to their work, involving a direct or indirect challenge to their safety, well-being or health”

• Violence may be intentional or unintentional

• Violence may be physical or verbal
Emotional Crisis vs. Behavioural Emergency

**Emotional Crisis**
“A process during which a person’s coping skills and abilities are significantly challenged by a combination of internal and external events”

**Behavioural Emergency**
“An acute situation when an individual is displaying behaviour that indicates there is imminent danger of serious harm or death to self or others”
Threat and Brain Function

Fight, Flight, Freeze

• Instinctual response to threatening situation

• Affects your ability to:
  • Problem solve
  • Think clearly
  • Control emotions and reactions
Point of Care Risk Assessment

PCRA Definition:
An informal assessment to make sure it is safe to start or continue:
- A task/interaction
- Providing care
I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Maya Angelou
Code White Levels

Level 1 Basic – A single Staff member, verbal de-escalation only

Level 2 Intermediate – Two or more Staff members, verbal de-escalation only

Level 3 Advance – Five or more Staff where an Advance Team Response will be called upon.
Code White

What is Code White?
How do you call for a Code White?
Who calls for a Code White?
What is your Code White Procedure?
    Level 1 Basic
    Level 2 Intermediate
    Level 3 Advanced
What happens after you call for a Code White?
What is your role/responsibility if you called for Code White, how can you support?
Department Risk Levels

Low Risk – Staff who do not provide direct Patient/Client/Resident Care. Such departments like Human Resources, Corporate Offices etc.

Medium Risk – Staff who provide Patient/Client/Resident Care and are exposed to lower frequency levels of violence. Areas such as Acute Medicine and Telemetry are some examples.

High Risk – Staff who work in areas where due to the demography are exposed to high levels of violence. ER, In-Patient Psychiatry and Long Term Care are a few examples of High Risk areas.

A Risk level may change pending past incidences of violence, severity of the injury etc.
Employer Responsibilities

- Investigate incidents of violence
- Provide VP education
- Communicate risks in the workplace
- Conduct unit/area risk assessments and eliminate or minimize the identified risk
- Develop policies and safe work procedures
- Provide safety equipment and systems

Worker Responsibilities

- Report incidents of violence
- Attend VP education
- Communicate risks in the workplace
- Complete point-of-care risk assessments
- Complete person’s violence risk assessments
- Follow safe work procedures
- Use the safety equipment and systems
Resources

https://my.vch.ca/, Health, Safety & Wellness


https://www.worksafebc.com/en, WorkSafeBC - Call Teleclaim 1-888-967-5377 (1.888.WORKERS)
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<tr>
<th>LifeWorks</th>
<th>Clinical Counselling</th>
<th>Work/Life Supports</th>
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<td><strong>•</strong> Short-term, goal-oriented counselling</td>
<td><strong>•</strong> Customized, telephonic support, guidance, resources, and referrals</td>
<td><strong>•</strong> Digital platform includes videos, podcasts, articles, CBT self-directed programs, virtual fitness program, wellbeing assessment, counsellor chat, and more.</td>
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<td><strong>•</strong> All counsellors have Masters-level education (e.g., Psychology, Social Work)</td>
<td><strong>•</strong> Accredited or certified and current member of a recognized professional association</td>
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24/7 EFAP line: 1-833-533-1577

For More Information: https://one.vch.ca/working-here/health-safety-wellness/wellness
Thank You