

CHILD PROTECTION
STANDARDS FOR EFFECTIVE PRACTICE

STANDARDS FOR STAFF SAFETY

9.10 STAFF SAFETY TRAINING

Council on Accreditation Standards

The Council on Accreditation Standards G5 (Functional Safety); G7 (Training and Supervision); and G11 (Administration and Risk Management) link to and support Standard 9.10 *Staff Safety Training*.

Administrative Code

The Ohio Administrative Code Rule 5101:2-34-71 (The Child Abuse and Neglect County Plan of Cooperation) addresses Standard 9.10 *Staff Safety Training*.

I. Philosophy

Child and Family Services Agencies (CFSA) can no longer rely on staff members' inherent knowledge for their own personal safety. The CFSA needs to be proactive and collaborate with staff in addressing the potential dangers that they will inevitably encounter in conducting their jobs in the field, at their own office sites, and/or at other facilities and sites. The CFSA sponsored Safety Training is therefore essential and critical in assuring that staff acquire the knowledge and skills necessary to ensure that their own personal safety is not jeopardized in their work in protecting the safety in others.

II. Outcome

Staff have the awareness, knowledge and skills to provide for their safety when in the office and in the field.

III. Evaluation

FACSIS events, CPOE and the Federal Health and Human Services outcomes may be considered when evaluating this standard. In addition, the CFSA may consider the following:

- if queried staff would articulate being trained to manage safety in the agency and out in the field;
- the extent to which the standards are addressed herein.

IV. Standards for Implementation

- 1) Upon completion of agency training on staff safety, staff will be able to demonstrate competency in the following areas:
 - a. identifying a variety of contexts in which safety and security may be jeopardized in the office, out of the office, or during home visits;
 - b. identifying effective basic techniques for recognizing, observing, interpreting and responding to volatile or threatening circumstances;
 - c. delineating practice methods for creating an affirming rapport, communication respect, and promoting family wellness through worker-client interactions;
 - d. articulating inter-cultural differences and sensitivities as they may influence worker safety and security;

- e. recognizing behaviors which may be symptomatic of mental illness;
 - f. practicing basic techniques for conflict resolution and therapeutic intervention;
 - g. discussing basic issues of law and order as they relate to child protection work;
 - h. identifying the four stages of the cycle of escalation of violence and meeting each stage with specific de-escalation/protection strategies;
 - i. recognizing and dealing with dangerous or hazardous situations within the office environment;
 - j. utilizing a risk rating scale and practicing critically analytical field situations; and/or
 - k. demonstrating specific techniques to deal with and control potentially dangerous behaviors and situations during client interviews.
- 2) The CFSA should have a mandatory safety training program during the orientation of all new staff members. At minimum, all new employees should attend the training provided by the Department of Job and Family Services, Maintaining Professional Safety, available on CD-ROM with a workbook to follow along with the lessons.
 - 3) The CFSA should consider the following types of safety courses, offered through the Ohio Child Welfare Training Program or Red Cross, when developing an agency worker safety program:
 - a. Introduction to Safety;
 - b. Field Safety;
 - c. Office Safety;
 - d. Interviewing Safety; and
 - e. Adult, Child and Infant CPR.
 - 4) By providing a solid base of safety information for new workers and adding updated training for ongoing, seasoned staff the agency will address the occupational hazards to personal safety that are inherent in the field of child protection. Offering annual training will enhance the awareness and skills of CFSA staff to guard against complacency while performing the functions of their respective positions.

V. Financial Implications

The CFSA can access the Ohio Child Welfare Training Program (OCWTP) to minimize the cost of providing safety training for staff, but should anticipate some cost resulting from training provided outside of the OCWTP.