

**NARRATIVE SUMMARY
WORKER SAFETY INCIDENT REPORT
JANUARY 2003 - DECEMBER 2003**

The following is a narrative summary describing specific elements from the data collection sheet. The Worker Safety Committee asked that we provide this information to give the reader insight into the types of worker safety infractions that occurred around the state in 2003.

1. PATTERNS OF WORKER SAFETY INFRACTIONS

- A. Incidents occurred in all CPOE county cohort groups.
- B. Verbal and written threats were the preferred mode of striking out.
- C. Clients were predominantly the aggressors.
- D. The top three locations where incidents occurred include (1) agency grounds; (2) client homes; and through (3) phone/email.
- E. The predominant incident triggers were due to (1) removals; (2) routine home visits; (3) custody discussions, pending action; and others

2. INCIDENT DISPOSITION

With regard to physical assaults, staff reported:

- A. Dog bites occurred often.
- B. Workers experienced being kicked, punched, and slapped by child and teen clients both at the agency and during home visits.

With regard to verbal aggression, staff reported:

- A. They were threatened with death and physical harm.
- B. There was regular use of vulgarity.
- C. They were threatened that their home, car, personal belongings would be blown up and destroyed.
- D. There were many instances in which clients and client paramours threatened to blow up the agency.

3. INCIDENT DISPOSITION

With regard to personal/agency property damage, staff reported:

- A. Staff car scratched by a key.
- B. Children services manager's home mailbox caught fire.
- C. Agency's property such as visiting room, furniture was damaged.

4. POST INCIDENT RESPONSE

With regard to medical attention sought by staff:

- A. Staff worked on a case, which client had bacterial meningitis, staff was not contagious and advised to take medicine for protection.
- B. Staff was injured from physical assault by an adult client, staff was taken to the hospital immediately.

5. RECOMMENDATIONS/CONSIDERATIONS FOR THE AGENCY SAFETY COMMITTEE

- A. Review the level of building safety, and safety procedures for the agency and when conducting in-home visits to address point 1D. above (the highest percentage of infractions occurred on agency grounds, secondarily client homes and thirdly through phone/e-mail). Consider whether or not revisions to the policy and procedures are needed.
 - B. Review agency policy and procedures regarding how to manage written and verbal threats. Consider whether or not revisions to the policy and procedures are needed.
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