

**ASSAULTED STAFF EMOTIONAL  
RESPONSE TEAM (ASERT)**

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**AGENDA**

- Describe who is impacted by violence in the workplace
- Define what intervention is appropriate
- Identify why change was needed



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**AGENDA**

- Identify where intervention should be provided
- Determine when the response will be initiated
- Describe how the program was implemented



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**WHO?**

- 500 employees in Day Treatment Centers including teachers, mental health professionals, administrators, medical personnel, paraprofessionals and clerical staff exposed to chronic stress and traumatic events.




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**WHO?**

- Staff members assaulted by clients requiring more than the supports historically provided by the agency as evidenced by increased staff injury reporting to the Risk Management Team.




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**WHO?**

- Dr. Raymond Flannery designed The Assaulted Staff Action Program (ASAP) to help victims of workplace violence to recover from the psychological aftermath of assault through an automatic peer response.




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**WHAT?**

A structured response needed to assess and address the emotional needs of those assaulted in the workplace.



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**WHY?**

Sanctuary Model (Sandra Bloom) told us to attend to:  
Self-Care  
Impact of vicarious trauma on those in helping professions  
Caring for the Caregiver model of clinical supervision



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**WHY?**

To deter the diminished capacity of caregivers physically assaulted in the workplace  
  
The need for structured intervention versus informal support was observable.



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### WHY?

- Center-based leadership teams expressed concern regarding their capacity to meet the needs of assaulted staff.



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### WHERE?

- Day Treatment Center
- Private Practitioner
- Urgent care
- Emergency Room
- Home



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### WHEN?

- Automatic response when staff assaulted and in need of medical attention
- Voluntary response when staff assaulted but not in need of medical attention although suffering psychological distress



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**HOW?**

- Attended training regarding Assaulted Staff Action Program (ASAP) by Dr. Raymond Flannery



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**HOW?**

- Gained the support of agency executive leadership



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**HOW?**

- Collected data regarding the rate of assault in each Day Treatment Center group



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**HOW?**

- Determined which components of ASAP could be applied at PEP versus those that could not be utilized in the setting
  - Use of Front-line Responders (FLRs) from same site as assaulted staff
  - Family support
  - Support groups




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**HOW?**

- Identified team member responsibilities
  - Team Leader
  - Team Supervisors
  - Front-Line Responders




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**HOW?**

- Educated staff following data collection process regarding program goals and pending recruitment process




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### HOW?

- Developed the Front-Line Responder (FLR) Readiness Checklist
- Checklist completed by center-based leaders if interest demonstrated by a staff member



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### HOW?

- Provided staff selected for team a full-day training in preparation for implementation:
  - Program Overview
  - Volunteer Readiness
  - Impact of Violence in the Workplace
  - Dealing with Resistance



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### HOW?

- Training of Team (continued):
  - Maintaining Records
  - Confidentiality
  - Boundary Issues
  - Managing Vicarious Trauma
  - Expectations for Future Supervision



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### HOW?

- Mastery- feeling in control
- Meaning- understanding why assault occurred
- Intrusive Symptoms- experiencing sensorial response to assault
- Attachments- feeling connected after assault
- Physical Symptoms- feeling hypervigilant
- Avoidance Symptoms- lacking interest and emotion



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### HOW?

- Trained administrative teams, nurses and clerical staff



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### HOW?

- Maintenance
  - Quarterly Training
  - Individual Supervision
  - Scheduling of FLRs
  - Usage Data
  - Staff Feedback
  - New Hires/Annual Recruitment



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THE FUTURE

- What do center leaders want for the future?
- What do front-line staff want for the future?
- What is possible?




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