ASSAULTED STAFF EMOTIONAL RESPONSE TEAM (ASERT)

AGENDA

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

AGENDA

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

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.

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.
WHAT?

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

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

WHY?

To deter the diminished capacity of caregivers physically assaulted in the workplace

The need for structured intervention versus informal support was observable.
WHY?

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

WHERE?

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

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
HOW?

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

HOW?

• Gained the support of agency executive leadership

HOW?

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

HOW?

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

HOW?

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

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

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

HOW?

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

HOW?

• Trained administrative teams, nurses and clerical staff

HOW?

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