

Client Violence/Clinician Safety

Client Violence: Keeping Yourself and Others Safe

Program Description

Studies have shown that violence against practitioners is extremely common and seriously underreported, yet few health professionals have had specific training in how to recognize, prevent or effectively intervene in potentially violent situations. This training addresses the problem of violence against health and mental health professionals, with recommendations on both clinical and administrative issues regarding client dangerousness. The primary goal is to ensure the safety of practitioners, clients and others involved.

Training has been demonstrated to decrease incidents, decrease injuries, and increase staff confidence. Risk factors for hostile behavior will be discussed with emphasis on those factors over which clinicians have influence. Guidelines for adequate assessment of client's history and potential for future violence are provided with handouts for use by clinicians in data-gathering. Special assessment of the dangerousness of persons with mental illness will be covered, along with cues for each stage of escalating behavior and appropriate practical interventions.

Learning Objectives

Upon completion of this workshop, participants should be able to:

1. Recognize the factors which predispose an individual to violent behavior.
2. Recognize the cues of escalating situations.
3. Minimize risk and reduce the occurrence of disturbing incidents.
4. Intervene more safely in an escalating situation.
5. Address practice issues regarding potential violence such as duty to warn, documentation, prosecution, and workplace safety plan.

Target Audience

This workshop should be of interest to mental health and other health and human service professionals including Psychiatrists, psychologists, social workers, licensed professional counselors, substance abuse professionals, nurses, teachers, and allied health professionals.

Contact Hours

3 hours – 6 hours

Program Agenda

9:00 am	Violence against professionals Mental Illness and dangerousness Pattern of escalation
10:15	Break
10:30	Non-verbal interventions
12:00	Lunch

1:00 pm Verbal intervention techniques
2:00 Break
2:15 Prevention and workplace safety guidelines
4:30 Adjourn

Faculty

Jodi Flick, MSSW, LCSW, ACSW, has an MSSW from the University of Tennessee-Knoxville and has earned an LCSW and ACSW. Prior to becoming a Clinical Associate Professor with the UNC-CH School of Social Work, she provided direct services in out-patient and in-patient mental health, in emergency poverty relief services, in crisis intervention with the police department and in medical social work, with 40 years clinical social work experience. She is a member of the N.C. Youth Suicide Prevention Task Force and the Triangle Coalition for Suicide Prevention, and she facilitates a local Survivors of Suicide Support Group. She has been actively involved in volunteer work and community organization around social justice and service issues. In addition, Ms. Flick has considerable experience teaching at conferences, colleges and local organizations and is a dynamic trainer who engages participants in the learning process.