

Think before you drive: Reducing the risk of violence while transporting clients in the community

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Michael Sagar, WorkSafeBC
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Who is WorkSafeBC?

Workers' Compensation Board of BC
Workers Compensation Act
Occupational Health and Safety Regulation

	Workforce	# time loss claims
Entire province	2,300,000	47,000
Health Care & Social Services	275,000	9,000

Injury Prevention

- Officers (~300)
 - Site specific
 - Enforcement, Education, Consultation
- Industry Specialists (~20)
 - Identify under-recognized hazards
 - Assess effectiveness of existing measures
 - Develop sector-wide resources
 - Sector-wide partnerships (funding, pilot projects, awareness)

Injury to BC Health Care Workers

- 9,000 time loss claims accepted each year
- 4 major hazards, regardless of the service provided
- Violence focused



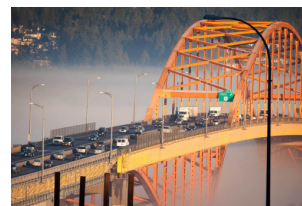
Focusing on Violence

- Aggressive, responsive/defensive/challenging behaviours
- Looks differently depending on the client groups, and the circumstances.
- Resources developed for facility and home-based care
- Little recognition of cars as workplaces



Do I stay or do I go?


Driving client over a bridge during rush hour –



client decides to leave the car mid-span

The front seat driver


Client being driven to an appointment -



grabs the steering wheel and tries to crash the car

It's only a quick trip

Transporting a client a short distance -



nurse assaulted by the client

Common Themes

- Vehicle not considered a workplace
- Violence to worker while driving not considered
- No assessment tool/process
- No instruction to worker
- Incidents not reported or investigated

Research

- Existing resources




- Statistics
- Employer policies
- Talked with workers who drive clients

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Reducing the risks when driving clients

Driving clients to and from appointments in the community can expose workers to violence and other undesirable behaviors. Clients have had workers while they were driving, grabbed the steering wheel, or exited moving vehicles. Some of these incidents have resulted in injuries or crashes.

Consider alternatives to driving

As with any workplace hazard, driving clients should be avoided. Alternatives to driving clients include the following:

- Make clients responsible for their own transportation.
- Bring needed services to the client (for example, schedule a home visit).
- Use an alternative transportation service, such as a taxi, bus, or HandyDart, to safely take the client to the destination. When medically necessary, call for an ambulance.

When arranging alternative transportation, any information needed to protect the safety of other workers must be shared.

Assess the risk of driving a client

A violence risk assessment helps determine whether or not a trip should be taken, the steps needed to protect the worker, and the requirements for the vehicle. The assessment must cover the duration of the trip and should complement existing assessments and care plans (where applicable).

In the Regulation

Violence is defined in section 2.27 of the Occupational Health and Safety Regulation as "the attempt or actual exercise by a person, other than a worker of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury."

Decision:

Go

Make changes

Don't go

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#1 - Consider alternatives to driving

- Make clients responsible for their own transportation.
- Bring needed services to the client
- Use an alternative transportation service, such as a bus, taxi, or HandyDart

Ambulances are not taxi services

#2 - Assess the risk of driving a client

- Any history of violence by the client
- Potential reactions to trip-related stressors

If you still think the trip can be done safely...

- Evaluate the client's status at the time of the trip
- Assess readiness to be a passenger
- Determine the client's needs during the trip



#3 - Use an appropriate vehicle

- Reliable, roadworthy vehicle, proper size and configuration
- Install a barrier when needed
- Driver should have control over locks and windows
- Remove objects that could be used as weapons



#4 - Plan for a successful trip

- Minimizing risk during the trip
 - Ideal time
 - Minimize the number of people & animals
 - Safest possible route
 - Drive safely
- Administrative procedures
 - Establish criteria for cancelling a trip
 - Assign a second worker to the trip if their role is for minor calming or distracting of the client.



#5 - Plan for the unexpected

- Motor vehicle incident
- Vehicle breakdown
- Behavioural issues during the trip



Driving and the Community Nurse

- Success requires planning
- The client's needs do not trump worker's safety
- Once the client is in the vehicle, the ability to prevent an incident is mostly lost

Video



Plan Before You Drive Clients:
Reduce the Risk of Workplace Violence

Resources

- DVD / Bulletin
- Resource list
- www.worksafebc.com/healthcare
 - Videos
 - Booklets
 - Brochures
 - Posters

Michael.Sagar@WorkSafeBC.com