NIOSH Preventing Violence for Home Healthcare



What employers and employees should do to manage violent situations for home healthcare workers.

How to Prevent Violence on the Job

Home healthcare workers can be vulnerable as they face an unprotected and unpredictable environment each time they enter a client’s community and home. The spectrum of violence rages from verbal abuse, to stalking or threats of assault, to homicide.

Verbal abuse from the client, family members, or people in the community is a form of workplace violence. Verbal abuse may be subtle, such as asking for help beyond the scope of the job (such as with cleaning), or it may be obvious, such as complaining about job performance or worker appearance or even threatening to cause harm.

EMPLOYERS SHOULD

- Establish a zero-tolerance policy for all incidents of violence.
- Train workers on…