

United Native Friendship Centre Home Visit Policy

Created: February 2007
Approved: February 28, 2007
Revised:

Purpose

To safeguard employees who, in the scope of their work, includes home care services (home visiting.)

Scope

This policy applies to all employees, leased employees and Board of Directors of the United Native Friendship Centre. It provides a framework for procedures and guidelines related to home visiting.

Procedures and Guidelines

Before Visits:

- a) Always schedule appointments with clients, never make unannounced visits.
- b) Notify the main office (516 Portage Avenue, Fort Frances) where you are going and expected time of return.
- c) Read client file, be aware of family history.
- d) Have a cell phone with you.
- e) If you are nervous or have concerns, check with your direct supervisor about the situation.

Entry into the Building:

- a) Scan the area prior to getting out of your vehicle.
- b) Use front door entrances only (avoid stairwells.)
- c) Knock on the door and stand to one side.
- d) If there are pets, ask prior to entering for the pet to be put in another room.
- e) You may also request that there be no smoking during the visit.
- f) Keep shoes on (may bring indoor shoes.)

Visit:

- a) Do not enter the home if client is inappropriately dressed, intoxicated (alcohol or drug), is openly hostile or if another person makes you feel uncomfortable.
- b) Leave immediately if you feel threatened.
- c) Be friendly, not intrusive. Respect that you are in someone's home.
- d) Observe your environment for signs of potential harm.
- e) Give clear, concise information on what your role is, what you can do and cannot do for them and explain the UNFC policies.
- f) For the interview, stay in living room or dining room.
- g) Always sit closest to the exit door.
- h) Do not touch anything or pick up a child without asking permission.
- i) Sit where you have a good view of the home.
- j) Sit on a hard back chair (easier to get up from.)

- k) Do not sit on any bed or low soft chair.
- l) If you need to go upstairs or downstairs follow behind the client.
- m) Do not confront or challenge the client.
- n) Do not allow yourself to be cornered.
- o) Remember to always remain calm in potential difficult situations.

After the Visit:

- a) Notify the main office when visit is over.
- b) Report every unusual incident to your supervisor.
- c) Report hazards and potential hazards to your supervisor.
- d) All incidents are to be in writing.

Violent Incidents:

- If at any time, you feel your safety is at risk, leave immediately.
- If a client prevents you from leaving, remain calm, talk quietly, and be polite. Explain to the client you are expected back at the office or at another appointment.

Potential Violent/Violent Situation (procedures):

1. Stand up and stay calm if a client or family member is angry and begins to vent (you don't want to be dominated by this person.)
2. Stand facing the person with your feet slightly apart.
3. Be aware of your body language (never clench your fists.)
4. Keep your arms at your sides (palms upward); this is less threatening. The person can see that you do not have a weapon of any kind.
5. Keep your voice calm. Never argue.
6. Speak slowly, using simple precise words and be polite.
7. Do not make direct eye contact. Some people find this a threat or challenge.
8. Let the person know you are listening. Restate what is said in your own words.
9. If possible, move at least six (6) feet away. It will make it more difficult for someone to hit you.
10. Watch the person's body language (shaking, clenching fists, change in posture.) It may give you warning that they are going to take action towards you.
11. Say something out of the ordinary to divert their attention.
12. Try to get them to go to another room, ie) ask for a glass of water
13. Leave the home immediately.
14. Must fill out an incident report and forward to the Executive Director.

Remember: You are to report any act of aggression, violence, or uncomfortable situation to your supervisor. If you are threatened, assaulted or witness illegal acts, report this to the police immediately and contact the Executive Director.

