

Title: Home Visitor Safety and Self Defense

OBJECTIVES:

Participants will be able to:

1. Apply the Welcome Baby home safety protocol.
2. Identify strategies that promote home visitor safety when conducting home visits.
3. Describe professional boundaries that promote home visitor safety.
4. Compare passive, assertive, and aggressive behavior.
5. Demonstrate basic self-defense techniques that can be used in the field

AGENDA:

TIME	PRESENTATION	FACILITATORS/ SPEAKERS
8:30- 8:45 am	Welcome and Introductions	Terrie Ruiz, BS Patrick Flippin-Weston, BA
8:45-10:20 am	Exploring Safety Precautions for Home Visitors - Describe background of safety for home visitors - Present the home visitor safety checklist Explain the home visitor safety protocol	Teresa Garcia-Leys, LCSW, CLE
10:20-10:30 am	BREAK	
10:30 am-12:15 pm	Self Defense for Home Visitors - Illustrate strategies to maintain awareness of their environment and decrease their potential for being targeted for assault - Demonstrate assertive body language, eye contact, and verbal confrontational skills Demonstrate simple, easy to use self-defense techniques	Yvette Lozano, A.A.
12:15-12:30 pm	WRAP UP AND EVALUATION	Terrie Ruiz, BS Patrick Flippin-Weston, BA

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AGENDA:

1:00-1:10 pm	Welcome and Introductions	Terrie Ruiz, BS Patrick Flippin-Weston, BA
1:10-2:15 pm	Exploring Safety Precautions for Home Visitors - Describe background of safety for home visitors - Present the home visitor safety checklist Explain the home visitor safety protocol	Teresa Garcia-Leys, LCSW, CLE
2:15-2:25 pm	BREAK	
2:25-3:45 pm	Self Defense for Home Visitors - Illustrate strategies to maintain awareness of their environment and decrease their potential for being targeted for assault - Demonstrate assertive body language, eye contact, and verbal confrontational skills - Demonstrate simple, easy to use self-defense techniques	Yvette Lozano, A.A.
3:45-4:00 pm	WRAP UP AND EVALUATION	Terrie Ruiz, BS Patrick Flippin-Weston, BA

Home Visitor Safety and Self Defense

SPEAKER BIOS

Teresa Garcia-Leys, LCSW, CLE is a clinical supervisor, therapist, and consultant. Teresa is currently the Clinical Supervisor for the Welcome Baby home visitation program at Maternal and Child Health Access (MCHA). Teresa joined the Welcome Baby pilot program at MCHA in 2010 as a parent coach supervisor. In 2015 Teresa became the Clinical Supervisor for the program. Teresa also provides training and coaching for the Family Strengthening Oversight Entity (FSOE) in partnership with First Five Los Angeles. Teresa enjoys mentoring and coaching staff as well as providing direct services. In addition to her work at MCHA, Teresa enjoys working with her clients in her private practice utilizing a strength-based, trauma-informed and culturally sensitive approach.

Yvette Lozano has contributed to Peace over Violence for twelve years. Currently the Director of Intervention Services, she oversees daily programmatic and personnel supervision. Lozano also maintains and ensure the vision for POV's innovative and responsive services which include the Sexual Assault Response Team, Domestic Abuse Response Team, counseling programs, and direct service programs that provide assistance to survivors of sexual assault and domestic violence. Since joining POV, she helped produce A Model for First Responders: A Domestic Abuse Response Team Manual & Toolkit. Lozano has made a difference in the lives of many children, women, and girls providing support to survivors as an advocate. She is also a lead trainer and self defense instructor for POV's self defense and safety program. Lozano has provided statewide self defense training and technical assistance to rape crisis centers throughout the state. Yvette Lozano currently serves on the Executive Board for the Los Angeles City Domestic Violence Task Force appointed by L.A. City Councilmember Jose Huizar, (Council District 14). She also served as an alternate representative for L.A. DC Task Force for councilmember Eric Garcetti (District 13). Lozano is also a board member and Southern region representative for the California Coalition Against Sexual Assault (CALCASA). Chosen to be part of the Strong Field Leadership Development Program in 2010, she was recently selected to be part of the 2012-2014 Strong Field Advisory Group.



Family Strengthening Network Orientation & Protocol Manual

Chapter 4 *updated 3.1.2018*

Safety Protocol

Purpose

The purpose of the safety protocol is to outline policies and procedures of the Family Strengthening Network (Welcome Baby, Healthy Families America, and Parents as Teachers) that will reduce the level of risk to employees during home visits and while out in the field. These are to serve as a minimum policy; you should consult with your supervisor about additional specific guidelines and policies your organization may have. Note, sites will have different policies – this is up to the organization’s discretion.

Policies	Procedures
Preparation for home visits: 1. Staff will follow all safety precautions in preparation for home visits.	Home-visiting staff will take the following steps: ✓ Call the client to confirm address and appointment before each home visit. ✓ Review and complete pre-home visit safety checklist. ✓ Input all current professional and emergency contacts into cell phone. ✓ Make sure cell phone is fully charged. ✓ Bring a copy of phone numbers just in case cell phone does not work in a particular geographic area. ✓ Map out local police station in the area. ✓ Highly suggested to conduct visits during daylight hours, if possible for clients. Evening appointments can be made in the event the client is not available during business hours. Evening visits must be approved by direct supervisor. ○ You should always consult your supervisor when making an evening or weekend visit. This decision is site specific. Reasons one may make evening or weekend visits are, but not limited to: client works or goes to school, accommodate partner’s schedule, etc. ○ Some sites conduct once or twice a month weekend visits to accommodate

Family Strengthening Network Orientation and Protocol Manual-Chapter 4: Administrative and Safety Protocols

	moms/families who are not able to meet during the normal visiting hours/days; with approval from direct supervisor. ○ There should be a check-out process with a supervisor when the visit ends to ensure the staff member safely exited the clients' home. ✓ Familiarize yourself with the neighborhood (local gangs, community centers, and demographics). ✓ Secure all valuables, materials and documentation that are not needed for the home visit in the trunk of car <i>before leaving the office</i>. This includes: purse, jewelry, and money. ✓ Ensure that there is enough gas in the car. ✓ Keep car well-maintained to avoid mechanical problems while on home visits. ✓ Always wear ID badge while in the field and business casual clothing that is appropriate for home visits: ○ Pants ○ Skirts at least knee-length ○ Closed toe shoes ○ Comfortable shoes ○ Shirts/blouses that cover chest and shoulders ○ Sites may implement a uniform (e.g. scrubs) as the organization's management deems appropriate. ✓ Assess if the visit should be conducted somewhere other than in the client's home for safety or other reasons, such as ○ Domestic violence, especially in the case of an active restraining order ○ Recent gang activity in the vicinity ○ Bed bug infestations ○ Client's request ○ No privacy
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Policies	Procedures
While in the field: 1. In case of an earthquake in the field (while driving), staff will follow necessary safety precautions.	• Stop the car and pull over as soon as you become aware of earthquake. • Stay in the car unless recommended otherwise by local authorities (police, fire department, etc.). • Contact Supervisor and provide report about your location and general well-being.
2. In case of an accident or injury in the field, including car accident, fall, dog bite or other, staff will follow necessary reporting procedures.	• Contact 911 and/or obtain medical attention as needed. • Contact Supervisor to inform of accident or injury as soon as possible. • Ensure that police report is completed, if needed. • Carry car insurance information or keep a copy in the car. • Supervisor will notify the Program Director and/or Executive Director as needed. Staff will complete incident report and follow up with worker's compensation report, if necessary. • Be sure to follow your agency's additional policies and guidelines.
3. Home visitors will assess safety in the neighborhood.	• Keep car locked while driving. • Observe foot and car traffic on the street where client lives. • Observe where the closest open store or gas station is located. • Locate the closest police and fire stations. • Park under a streetlight if it is dark. • If you feel unsafe, do not leave your car, leave the area and call supervisor and/or police immediately. • Look in all directions before getting out of car. • Lock car after exiting. • Hold keys in hand until inside the house or apartment. • Keep your hands free except for your keys just in case you need them for protection. • Be sure to follow your agency's additional policies and guidelines. • Call client before you get out of the car, so she can open the door and watch for you and put dogs away, if necessary. • Avoid walking through groups of people on street or apartment building, if possible.

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Policies	Procedures
During the home visit: 1. Home visitors will apply all measures of safety when in a home.	• Ask to sit on chair closest to the front door, if possible. • Politely ask for a chair to sit in if there is not an available chair. • If the home visitor feels safe and needs to sit next to mom and baby for breastfeeding and bonding issues, she should stay in a room where there is an exit door, if possible. • Avoid sitting on beds and floors, if possible. • Avoid going into bedrooms, unless there is a need. • Be sure to follow your agency's additional policies and guidelines.
2. Home visitors will assess the level of risk in the home.	• Observe and assess the home environment: ✓ How many people are home? ✓ How are the family members behaving? ✓ How are the family members interacting with each other, the children, and animals? ✓ How are they interacting with you? ✓ Do you feel comfortable? ✓ Do you feel anxious, uncertain or unsafe? ✓ What are the client's verbal and nonverbal communication cues? ✓ Does the client seem afraid or uncomfortable? ✓ Are there any signs of domestic violence, child abuse, or drug and alcohol abuse? ✓ Is there a gun in the home? • Be sure to follow your agency's additional policies and guidelines.
3. Home visitors will practice appropriate hygiene procedures to avoid spreading or contracting contagious illnesses.	• Wash hands before and after each visit. • Wash hands before touching/holding baby. • Bring and use antibacterial wipes/liquid to use during or after visit. • Avoid touching face. • Cover mouth with inner arm when coughing. • Home visitor will call in sick if feeling ill. • Home visitor will cancel visits when mom, baby, or family in house is sick to avoid the spread of contagious illnesses. • Explain to families that the first three days of an illness are the most contagious. • Talk to families about hand washing and good hygiene practices. • Be sure to follow your agency's additional policies and guidelines.
4. Home visitors will act immediately if they witness or suspect any signs of abuse or neglect.	• Call Supervisor immediately if there are any signs of child abuse, neglect, drug/alcohol abuse, risk for suicide, or domestic violence. • Be sure to follow your agency's additional policies and guidelines. • Refer to Child Abuse, Domestic Violence, or Suicide Risk protocol if needed.

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5. The home visitor will leave the client's home immediately, if they feel unsafe.	• Tell family that you are not feeling well if you feel unsafe, fearful, or anxious in the home. • Call Supervisor immediately to discuss the incident and feelings regarding home visit. • Discuss issues related to the home visit in detail during weekly Supervision. • If home visitor feels unsafe, explore other possible places to conduct future visits. • Record incident in progress notes. • Be sure to follow your agency's additional policies and guidelines.
6. The home visitor will have consistent, clear and professional boundaries with family members.	• Do not give personal contact information (phone number and address) to clients. • Do not accept any gifts or food from clients, except in special circumstances due to cultural customs, in which case the home visitor will check in with Supervisor about the incident. • Do not loan money or give gifts or food to clients. • Do not have contact with clients outside of program services. • Do not have a dual relationship with family members. • Avoid discussing personal experience and background unless it will benefit family member's growth and experience. • Be sure to follow your agency's additional policies and guidelines.
7. The home visitor will observe and assess cultural differences.	• Observe and respect cultural differences such as: ✓ Dress ✓ Food ✓ Customs ✓ Family roles ✓ Parenting style ✓ Discipline style ✓ Communication style
8. The home visitor will create a safe, contained, and professional space to conduct the home visit.	• Communicate in a calm, professional, and clear manner. • Be confident and approachable with family members. • If family members argue or insult each other, encourage members to speak in a calm and supportive way. • Summarize and reflect the issues that the family is arguing about in a calm and professional manner, in an effort to validate family member's feelings but also to provide a more positive way to communicate. • Develop ground rules for communication. • If needed, go outside or into another room if the visit continues to be disrupted by household members. • If safety or wellbeing and quality of the visit are compromised consider rescheduling • End the session early if family members continue to argue and disrupt the session.

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9. The home visitor will follow necessary safety precautions, if there is an earthquake during the home visit.	• Practice duck and hold technique and encourage all other family members to do so as well. • After the earthquake, check on the well-being of each family member and contact 911, if necessary. • Contact Supervisor and provide report about location and general well-being.
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Policies	Procedures
After the home visit: 1. The home visitor will practice all needed safety precautions when leaving the home visit.	• Ask the client to watch you as you walk to your car, if you feel it is necessary. • Observe foot and car traffic on the street where the client lives. • Look in all directions before walking to car. • Hold keys in hand until inside the car. • Keep your hands free except keys just in case you need them for protection. • Avoid walking through groups of people on street or apartment building, if possible. • Check the back seat before getting into the car. • Contact Supervisor (via text, email, or telephone call) at the beginning or end of your work day when working in the field.



EMPOWERMENT SELF DEFENSE & SAFETY

Peace Over Violence

INTRODUCTIONS

- What are your safety concerns as it pertains to your field of work?
- What is one thing you want to walk away with after this class?

Introduction to POV's Empowerment & Resiliency Self Defense Program



AWARENESS



ASSERTIVENESS



PHYSICAL
TECHNIQUES.

Awareness

- Awareness of misconception and realities of violence against; women, men and children (pertaining to sexual and interpersonal violence)
- Awareness of self (strengths, challenges, bias, space)
- Intuition – the ability to understand something immediately, without the need for conscious reasoning (gut feeling)
- Awareness of environment/surroundings

Awareness Activity

- What are your personal safety practices:
- At home?
- Outside the home?
- At work?

Assertiveness

- POV's definition: Standing up for yourself without denying the rights of others.
- De-escalate
- Body language
- **Voice**
- Facial expression
- Eye contact
- COMMUNICATION!!!
- Setting boundaries; educating others how you want to be treated NOW and in the FUTURE!

THE ASSERTIVENESS CONTINUUM





BOUNDARIES

“when you...I feel... I want you to.. “



PHYSICAL TECHNIQUES

T

Weapons of the body

- Fist
- Hands
- Legs
- Feet
- Knee
- Elbow
- Voice
- Teeth
- Mind
- Spirit (commitment)

Target area of the body

- Eyes
- Nose
- Throat
- Neck
- Groin
- Knee
- In-step

Practice techniques

- Release (front hold, Same hand, cross grab, neck hold)
- Punch (throat, nose,)
- Hammer (nose, groin, back fist)
- Knee to groin
- kick (Back kick, side kick, front kick, stomp)
- VOICE

Weapons of Opportunity

- What are other weapons of opportunity?

Safety Considerations

- Always have a safety plan...
- Make a safety assessment of your clients before visiting them or setting up virtual visits.
- Know who is in the room during virtual visits, phone calls, or in person visits
- Keep a safe distance or always plan where you will be sitting during in-person visits (near an exit)
- Set clear boundaries with all clients
- Be aware and know your surroundings when visiting or in the field
- Dress professionally (no flashy jewelry, etc.)
- Always think of the “what if”?
- Inform your supervisor or office Admin team of your whereabouts at all times
- Be honest and clear of what you required during your visit or appointment

Questions?

- Peace Over Violence offers on going self defense classes to community members: Children, Youth, and adults.
- 24 hour hotline for survivors and love ones for sexual and domestic violence

213-626-3393 , 626-793-3385

- Counseling, case management, Legal Advocacy services
- Prevention Education, on Teen Dating Violence, Rape Prevention Ed,
- Professional Trainings
- CALVCB Assistance as a TRC- Trauma Recovery Center Agency



HOME VISITOR SAFETY

Teresa Garcia-Leys LCSW, CLE
Welcome Baby Program, Maternal and Child Health Access

Exploring Safety Precautions for Home Visitors

Objectives:

- Understand the background of safety for home visitors
- Identify the home visitor safety checklist
- Implement the home visitor safety protocol



Why do we conduct home visits?

- ❑ Enhance parenting
- ❑ Promote growth and development
- ❑ Promote and enhance health
- ❑ Home Visiting programs aim to equip parents/caregivers with tools
- ❑ High Quality programs can improve outcomes, positive changes in parenting practices
- ❑ Safe Visits are the most effective visits

(Family Strengthening Policy Center, 2007)

Safe Visits

- **Follow protocols**
- Confidence and Assertiveness
- Flexibility
- Stay Alert
- Be prepared
- **Ask family or client about safety in the area**
- Cultural Competency
- Consult with Supervisor
- Trust your instincts, if you feel unsafe in **anyway** cancel the appointment and reschedule

What do safe visits look like in virtual settings?



Home Visitor Safety Checklist



Welcome Baby Pre-Home Visit Safety Checklist

Date: _____ Client ID#: _____ Home visitor: _____

Parking

- | | |
|---|---|
| ☐ Meter parking | ☐ Street cleaning: days/time _____ |
| ☐ Trash pick-up: days/time _____ | ☐ "No Parking" streets |
| ☐ Any available parking in the building? | ☐ Other: _____ |

Entrance/Access to the home

- | | |
|--|--|
| ☐ House | ☐ Apt |
| ☐ Shared living | ☐ Gate/intercom |
| ☐ Front door | ☐ Back door |
| ☐ Other: _____ | |

Neighborhood/Home Environment

1. Has there been any crime or other concerning activity in your neighborhood recently?

- ☐ Yes _____ ☐ No

2. Who else will be in the home and possibly participating in the visit?

- | | |
|---------------------------------|--|
| ☐ FOB | ☐ Family member |
| ☐ Friend | ☐ Others: _____ |

3. If applicable, are there any court/restraining orders (if family violence has been identified)?

- ☐ Yes ☐ No

4. Do you have any of the following pets?

- | | |
|---------------------------------------|-------------------------------|
| ☐ Dogs | ☐ Cats |
| ☐ Other: _____ | |

5. Are there bed bugs in your home?

- ☐ Yes ☐ No

Notes: _____

Home Visitor Safety Protocol

- Purpose is to outline policies and procedures that will reduce the level of risk to employees during home visits and while out in the field



Safety Protocol

- Preparing for the Home Visit (p.1)
- Call the client to confirm
- Keep Cell phone charged
- Conduct visit during daylight hours
- Familiarize yourself with neighborhood
- Secure valuables in trunk of the car before leaving
- Wear ID Badge or agency shirt/sweater

Planning for virtual visits

- ❑ Encourage client to come ready with questions
- ❑ Assess for client's address, where client will be when visit is occurring
- ❑ Confirm address when beginning visit
- ❑ Ask if client has headphones to ensure privacy
- ❑ Ask about how client will participate in virtual visit, laptop, tablet, phone
- ❑ Explore how visits can run smoothly with clients
- ❑ Ask about privacy and safety

Home Visitor Safety Protocol

In the Field (p.2)

- Assess Safety first
- Conduct Visit outside the home if:
 - ▣ Domestic Violence
 - ▣ Recent gang activity or crime
 - ▣ Bed Bug infestations
 - ▣ Client's request

Confirmation of Scheduled Visit

- Text or call client before visit to confirm
- Ask again about client location

Safety Considerations for Virtual Visits

- Assess for privacy for safety
- Limit interruptions
- Encourage use of headphones
- Ask about who will be present during visit
- Discuss reasons for safety and privacy
- Encourage clients to schedule when there will be limited distractions

Assessing for risk and emergency situations



- Earthquakes
- Accidents or injury
- Safety in the neighborhood
- Contact your supervisor if any emergency situations arise out in the field

Safety Protocol

During the visit (p.3)

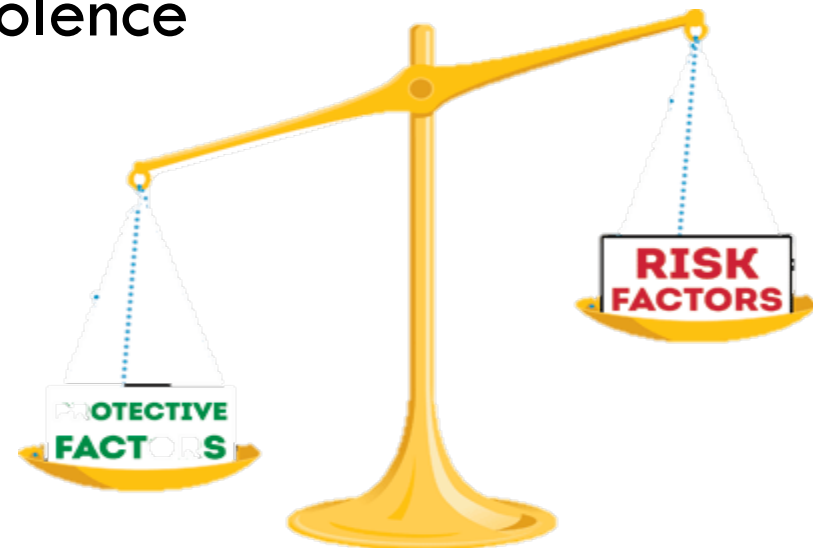
- Ask to sit on chair closest to front door
- Observe and assess home environment
- Any signs of Domestic Violence, Child Abuse, Drug or Alcohol Abuse
- Practice good hygiene



Safety Protocol

Assessing risk and emergency situations (p.4)

- Child abuse
- Mental illness
- Alcohol/drug Abuse
- Domestic Violence/family violence
- Community violence



Considerations when assessing risk..

- ☐ How many people are home?
- ☐ How are the family members behaving?
- ☐ How are the family members interacting with each other, the children, and animals?
- ☐ How are they interacting with you?
- ☐ Do you feel comfortable?
- ☐ Do you feel anxious, uncertain or unsafe?

Considerations when assessing risk..

- ❑ What are the client's verbal and nonverbal communication cues?
- ❑ Does the client seem afraid or uncomfortable?
- ❑ Are there any signs of domestic violence, child abuse, or drug and alcohol abuse?
- ❑ Is there a gun in the home?
- ❑ Be sure to follow your agency's additional policies and guidelines

Professional Boundaries

- ❑ Clear and consistent
- ❑ Do not give personal cell phone or address to clients
- ❑ Does your agency or program have a policy around gifts from clients
- ❑ Dual relationships with family members
- ❑ Sharing personal experience and background
- ❑ Cultural Sensitivity and awareness
- ❑ Safe Space

Creating a safe space

- Communicate in a calm, professional, and clear manner.
- Be confident and approachable with family members.
- If family members argue or insult each other, encourage members to speak in a calm and supportive way.
- Develop ground rules for communication.

Creating a safe Space

- Develop ground rules for communication.
- If needed, go outside or into another room if the visit continues to be disrupted by household members.
- If safety or wellbeing and quality of the visit are compromised consider rescheduling
- End the session early if family members continue to argue and disrupt the session

Creating a safe space

- If needed, go outside or into another room if the visit continues to be disrupted by household members.
- If safety or wellbeing and quality of the visit are compromised consider rescheduling
- End the session early if family members continue to argue and disrupt the session
- Call Supervisor to consult

Creating a virtual safe space

- Making eye contact with client
- Limiting distractions
- Use of headphones
- Acknowledgement
- Validation
- End the visit if there is not adequate privacy or if client or home visitor is not fully present



Safety Protocol

After the Visit (p.5)

- Look in all directions before walking to car
- Keep hands free except for keys
- Check backseat
- Text Supervisor at the beginning or end of your work day



Thinking about Safety

- Be sure to follow your agency's additional policies and guidelines
- Highly suggested to conduct visits during daylight hours
- Evening appointments can be made in the event the client is not available during business hours, visits must be approved by direct supervisor.
- When in doubt consult with your supervisor i.e. late visits, weekend visits, evening visits

Vignettes

Vignette #1

You are conducting a late afternoon visit. This is the first time you are meeting this client. You observe that the client is somewhat restless, she looks nervous and keeps looking out the front window. You inquire about how she is feeling and she informs you that her boyfriend just got out jail for a domestic violence charge and is on his way home.

How do you respond?

Vignettes

Vignette #2

You arrive at your postpartum visit with a new client. Your client had a C-section and is unable to leave her bedroom. Client's husband walks you back to their bedroom. Client, client's newborn baby and husband are participating in the visit. During the first 15 minutes of your visit you notice that client's husband is sitting so only you can see him and is exposing himself to you.

How do you respond?

Vignettes

Vignette #3

You are doing a zoom visit with your client and FOB keeps interrupting the visit by yelling and cursing at your client. Client seems nervous and distracted.

How do you respond?

Vignettes

Vignette 4

You are doing a zoom visit with your client on zoom during your virtual visit you start to hear loud shouting and then observe your client being hit by another person in the home, you aren't sure if it is FOB or a relative.

How do you respond?

Parking Lot

- Questions
- Anything that needs clarification from your supervisor or agency?



Welcome Baby
Pre-Home Visit Safety Checklist

Date: _____ Client ID#: _____ Home visitor: _____

Parking

- | | |
|---|---|
| ☐ Meter parking | ☐ Street cleaning: days/time _____ |
| ☐ Trash pick-up: days/time _____ | ☐ "No Parking" streets |
| ☐ Any available parking in the building? | ☐ Other: _____ |

Entrance/Access to the home

- | | |
|--|--|
| ☐ House | ☐ Apt |
| ☐ Shared living | ☐ Gate/intercom |
| ☐ Front door | ☐ Back door |
| ☐ Other: _____ | |

Neighborhood/Home Environment

1. Has there been any crime or other concerning activity in your neighborhood recently?

- ☐ Yes _____ ☐ No

2. Who else will be in the home and possibly participating in the visit?

- | | |
|---------------------------------|--|
| ☐ FOB | ☐ Family member |
| ☐ Friend | ☐ Others: _____ |

3. If applicable, are there any court/restraining orders (if family violence has been identified)?

- ☐ Yes ☐ No

4. Do you have any of the following pets?

- | | |
|---------------------------------------|-------------------------------|
| ☐ Dogs | ☐ Cats |
| ☐ Other: _____ | |

5. Are there bed bugs in your home?

- ☐ Yes ☐ No

Notes: _____

Vignette #1

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How do you respond?

Vignette #2

You arrive at your postpartum visit with a new client. Your client had a C-section and is unable to leave her bedroom. Client's husband walks you back to their bedroom. Client, client's newborn baby and husband are participating in the visit. During the first 15 minutes of your visit, you notice that client's husband is sitting so only you can see him and is exposing himself to you.

How do you respond?

Vignette #3

You are doing a zoom visit with your client and FOB keeps interrupting the visit by yelling and cursing at your client. Client seems nervous and distracted.

How do you respond?

Vignette 4

You are doing a zoom visit with your client on zoom during your virtual visit you start to hear loud shouting and then observe your client being hit by another person in the home, you aren't sure if it is FOB or a relative.

How do you respond?