

**ARTICLE 103.1C--SENSITIVE AND DIFFICULT CLIENTS** (Employment)

**Section 1.** An employee who is required to be in contact with sensitive or difficult clients, clients with severe mental disorders, or other persons related to the case who have potential for violent or dangerous actions, may express their concerns to the supervisor. The supervisor and the employee will assess the client's past history and potential for violent or dangerous actions. If the supervisor and employee find some indication that the client could become violent or dangerous, the supervisor and employee will develop a plan of working with the client which provides reasonable protection for the employee.

**Section 2.** All employees who are required to be in contact with clients who are deemed sensitive, difficult, violent, or who have severe mental disorders, shall be informed of such problems in advance of contact with the client, if a prior history of difficulty has been documented in the case record or information was received from an outside source.

**Section 3.** When a problem of abuse or harassment by a client has occurred, the employee shall immediately report the incident to their supervisor. In the absence of the supervisor, the incident shall be reported immediately to the next higher level supervisor. The supervisor shall take appropriate action to aid and insure the safety of the employee.

**Section 4.** Where not currently available, management in each worksite will establish general protocols related to conducting in-office and/or off-site visits. Available safety equipment will be identified, as appropriate, for each type of protocol.

**(Management 7.2.25 Counter) Section 6. All OED bargaining-unit employees with public facing positions shall be trained on the safety flags where used to electronically identify sensitive and difficult clients in agency computer systems capable of doing so. \*SEIU New Contract Language as of 5.28 to accommodate the Employer's Interest** **Safety flags are designed to protect the safety**

and health of state employees and is not intended to limit State provided services to clients  
identified with a safety flag.

**ARTICLE 103.1M--SENSITIVE AND DIFFICULT CLIENTS** (ODHS-OHA)

**Section 1.** An employee who is required to be in contact with sensitive or difficult clients, or other persons related to the case who have potential for violent or dangerous actions, may express their concerns to the supervisor. The supervisor and the employee will assess the client's past history and potential for violent or dangerous actions. If the supervisor or employee find some indication that the client could become violent or dangerous, the supervisor and employee will develop a safety plan of working with the client which provides reasonable protection for the employee within one (1) business day or as soon as feasible. The safety plan may include an incident report created by the employee and the supervisor. The incident report will be filed in the Human Resource Information System (HRIS) or equivalent system, that will be accessible to all employees whose duties involve contact with Agency sensitive and difficult clients upon request. If a plan cannot be mutually agreed to, the employee may consult the next higher level supervisor.

**Section 2.** All employees who are required to be in contact with clients who are deemed sensitive, difficult, or have a history of, or potential for violent or dangerous actions, shall be informed of such problems in advance of contact with the client, if a prior history of difficulty has been documented in the case record or information was received from an outside source. The local worksite will develop protocols for employee notification and response for employees required to be in contact with sensitive or difficult clients, especially those who have a history of, or have a potential for violent or dangerous actions.

**Section 3.** The Agencies shall make de-escalating training and instructional materials available to employees regularly supervising or working with sensitive and difficult clients.

**Section 4.** When a problem of abuse or harassment by a client has occurred, the employee shall immediately report the incident to their supervisor. In the absence of the supervisor, the incident shall be reported immediately to the next higher level supervisor. The supervisor shall take appropriate action to aid and ensure the safety of the employee, which includes filling of an incident report. The incident report will be filed in the appropriate reporting system, that will be accessible to all employees whose duties involve contact with Agency sensitive and difficult clients upon request..

**Section 5.** If any employee is required to transport a difficult client, the employee may express their concerns to the responsible supervisor. The responsible supervisor and the employee will assess the client's past history and potential for violent or dangerous actions. If the supervisor in consultation with the employee finds an indication that the client could become violent or dangerous, the employee shall be provided:

- (a) Another person assigned to accompany the employee; and
- (b) Appropriate trauma-informed safety equipment (to be determined and reported out by the Labor Management Committee).

**Section 5.** Where not currently available, management in each worksite will establish protocols related to transporting clients and/or conducting in-office and off-site visits. Available safety equipment will be identified, as appropriate, for each type of protocol.

**Section 6. All bargaining-unit employees with public facing positions shall be trained on the safety flags where used to electronically identify sensitive and difficult clients in agency computer systems capable of doing so. The Employer shall implement safety flags in all programs where all ODHS and OHA staff work. \*Bargaining note 6.25.25, SEIU added 'with public facing positions and struck 'and OHA'.**

**\*Bargaining Note, new language as of 5.28.25 Safety flags are designed to protect the safety and health of state employees and is not intended to limit State provided services to clients identified with a safety flag.**

Evan Paster-Pearl  
Evan Paster-Pearl (Jul 8, 2025 15:43 PDT)

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Joshua Wetzel  
Joshua Wetzel (Jul 9, 2025 07:02 PDT)

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