

9:00 AM – 10:30 AM

Creating Safe Work Environments: Responding to Resident Aggression and Bullying

Ballroom 2

Housing authority staff may occasionally face aggressive or bullying behavior from residents, creating safety and service challenges. This session offers practical strategies for responding to, de-escalating, and managing these situations while maintaining professionalism. Participants will learn techniques for setting boundaries, communicating effectively, and knowing when to escalate concerns. Designed for frontline staff and supervisors, this session provides tools to help create safer work environments and handle difficult resident interactions with confidence.

Moderator: Edlin Ortiz, Chief Resident Programs Officer, Worcester H.A.

Presenter: Cathy Sheehan, PHM, LMHC, LMFT, Executive Director, Salem & Marblehead H.A.