



POLICY/PROCEDURE

CATEGORY: Zero Tolerance	PAGE NUMBER: 1 of 5
SUBJECT: Workplace Violence Prevention And Workplace Bullying	DISTRIBUTION: Hospital Wide Manuals
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Stanton Territorial Health Authority (STHA) is committed to providing a safe, healthy, and supportive working environment by treating their employees and clients with respect, fairness and sensitivity. Violence in the workplace can have devastating effects on the quality of life for our employees and on the productivity of the organization.

STHA recognizes the potential for violence in the workplace, and therefore will make every reasonable effort to identify all potential sources of violence to eliminate or minimize these risks through the Workplace Violence Prevention program.

SPECIAL POINTS

The Workplace Violence Program is composed of strategies to prevent workplace violence. The program consists of the Workplace Violence Prevention and Workplace Bullying policy, the Workplace Violence Committee, the *Toward a Respectful Workplace* and Workplace Bullying education and the Nonviolent Crisis Intervention training.

All incidents of abuse, violence, or threats toward staff are to be reported in the electronic incident reporting system, Risk Monitor Pro (RMPRO™).

DEFINITIONS:

Bullying: A form of repeated, persistent and aggressive behaviour directed at an individual(s) or an individual that is intended to cause or ought to be known to cause fear and distress and/or harm to another person's body, feelings, self-esteem, or reputation (RNAO, 2009).

Violence: Any actual, attempted or threatened conduct of a person that causes or is likely to cause physical and/or psychological harm/injury/illness or that gives a person reason to believe that s/he or another person is at risk of physical or psychological harm/injury/illness, including, but not limited to, any actual or attempted assault (including sexual assault and physical attacks); threat; verbal, psychological, or sexual abuse. (RNAO, 2009).

This definition includes all forms of bullying, intimidation, physical threats or assaults, robbery

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or other intrusive behaviors. There are four classifications of workplace violence (Accreditation Canada, 2010):

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| Type I | (Criminal Intent): Perpetrator has no relationship to the workplace. |
| Type II | (Client or Customer): A client, visitor, or family member of a client at the workplace. |
| Type III | (Worker-to-worker): Perpetrator is an employee or past employee of the workplace. |
| Type IV | (Personal Relationship); Perpetrator has a relationship with an employee. (E.g. domestic violence in the workplace). |

Staff: employees, medical staff, contractors, consultants, students, volunteers, and other individuals affiliated with STHA.

PROCEDURE

Senior Management Responsibilities:

- Ensure that measures and procedures identified in this policy are carried out and that management is held accountable for responding to and resolving complaints of violence.
- Encourage compliance by all staff that enter or work in the facility.
- Integrate safe behavior into day-to-day operations.

Manager, Supervisor, & Patient Care Coordinator Responsibilities:

- Enforce this policy including follow up on all workplace violence incidents and ensure employee attendance at workplace bullying education sessions.
- Alert staff of and identify violent patients and hazardous situations.
- Facilitate medical attention for employees as required.
- Ensure all incidents of violence, or threats are appropriately documented in RMPRO™.
- Investigate all reported incidents of workplace violence expediently, and ensure all appropriate documentation [RMPRO™ and Worker's Safety and Compensation Commission (WSCC) forms] are completed.

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- Review all reports of violence or threats of violence in a prompt, objective and sensitive manner. This includes a review of all investigations associated with violence-related incidents.
 - Take corrective action, including consultation with the Quality & Risk Management Coordinator, as necessary.
 - Ensure that debriefing is completed for those either directly or indirectly involved in the incidents.
 - Review quarterly reports of violence for trends, improvements, and strategies. Noted trends shall be brought to the attention of the Chairperson of the Workplace Violence Committee.
 - Ensure all critical injuries or deaths have been reported to the WSCC, the Occupational Health and Safety Nurse, Workplace Violence Committee, and the Occupational Health and Safety Committee.
 - Discuss with the employee whether they wish to lodge a complaint to the RCMP.
 - Participate in a review at least annually of the Workplace Violence Prevention and Workplace Bullying Program.

Employee's Responsibilities:

- Participate in an education and training program to be able to respond appropriately to incidents of workplace violence (e.g. *Toward a Respectful Workplace* program and/or Nonviolent Crisis Intervention).
- Understand and comply with this policy and all related policies (i.e. Z-2700: Zero Tolerance Policy; Z-2710: Zero Tolerance Pro-Active and Reactive Response).
- Inform the Occupational Health and Safety Nurse, about any concerns or the potential for violence in the workplace.
- Seek support when confronted with violence or threats of violence (e.g. trusted coworker or [Employee and Family Assistance Program (EFAP)]).
- Seek medical attention as necessary

Workplace Violence Committee Responsibilities:

- Analyze incidents for trending and prevention initiatives.
- Provide advice about the development, establishment, and implementation of Workplace Violence Prevention program.
- Make recommendations to Senior Management in regards to Workplace Violence Prevention strategies.

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- Lead an annual review of the Workplace Violence Prevention and Workplace Bullying Program.

Occupational Health and Safety Nurse Responsibilities:

- Investigate all incidents of workplace violence expediently, and ensure all appropriate documentation (RMPRO™ and WSCC forms) are completed.
- Ensure that debriefing is completed for those either directly or indirectly involved in the incidents.
- Complete follow up with employees directly or indirectly involved in the incidents, including provision of information regarding EFAP.
- Investigate all critical injuries related to violence.

Occupational Health and Safety Committee Responsibilities:

- Provide advice and recommendations to the employer to develop, establish, and provide training in preventing workplace violence.

Reporting and Investigation:

- Workers shall report any violence-related incidents or hazards to their manager or supervisor. This report can be made confidentially and documented in RMPRO™.
- The manager or supervisor receiving the report investigates and ensures that measures are taken to safeguard employees and curtail the violence.

Response Procedures:

- The manager or supervisor documents all follow up completed to address violence and hazards using RMPRO™.
- The Workplace Violence Committee reviews all workplace violence quarterly reports to monitor trends, and make recommendations for prevention and enhancements of the Workplace Violence Prevention and Workplace Bullying program to Senior Management.
- The quarterly reports are shared with the Occupational Health and Safety Committee.
- The Occupational Health & Safety Committee is consulted about any revisions to the Workplace Violence Prevention and Workplace Bullying Program.

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REFERENCES

1. Accreditation Canada. (2010). Required Organizational Practices. Workplace Violence Prevention.
2. Ontario Safety Association for Community & Health Care. (2009). *Bullying in the Workplace: A handbook for the workplace*. Ontario: Heath Force Ontario.
3. Registered Nurses' Association of Ontario. (2009). *Prevention and Managing Violence in the workplace*. Toronto, Canada. Registered Nurses' Association of Ontario.

Reviewed and approved by:


Chief Executive Officer (Sign & Date)