

# E-ORIENTATION



# WORKPLACE SAFETY

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## Background

- Both Hotel Dieu Grace Healthcare (HDGH) and Windsor Regional Hospital (WRH) have a zero tolerance approach to workplace violence and are committed to providing safe, healthy and secure work environments where the dignity and work of every person is respected
- Threats, threatening behaviour, or acts of violence against employees, professional staff, patients, visitors, students or affiliates will not be tolerated
- This applies to all employees, professional staff, affiliates, students, patients, visitors or anyone working on behalf of either organization

## What is Workplace Violence?

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker
- A statement of behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker

## What Is Workplace Harassment?

- Engaging in a course of vexatious comment/conduct against a worker, in a workplace, that is known or ought to be known as unwelcome

## What Is Workplace Bullying?

- Conduct which is known, or ought reasonably to have been known, would undermine another individual's self-esteem and damage that individual's self-confidence e.g. offensive language or comments, unjustified criticism/belittling of a person, spreading false/malicious rumors, gossip or innuendo, or purposefully excluding/isolating someone from normal work-related interactions required to perform the job

## Procedure for Reporting

- For imminent threats of violence or actual violence, notify Security and your Supervisor/Preceptor immediately and follow Code White procedures for your campus. After the situation has been resolved, work with your Supervisor / Preceptor to submit an incident report
- For non-imminent threats, inform the individual(s) that the behaviour is unwelcome and to stop. Speak with your Supervisor/Preceptor and follow-up in an incident report or in writing to your Supervisor/Preceptor, Safe Workplace Advocate or Human Resources
- If the complaint is against your direct report, take your concerns to the next level supervisor and/or any other identified resource

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## What Happens After I Report?

- All complaints filed via the incident reporting system will be evaluated by the most appropriate method of investigation and resolution
- WRH and HDGH will do their best to preserve and protect confidentiality in any alleged case. Disclosure of information to specific individuals may be necessary when:
  - Required by law
  - Required in order to investigate and/or resolve the matter
  - In accordance with By-Laws

## Code White - Violent Person

- Called when the behaviour of a person is considered out of control or at risk of becoming out of control, and may present a danger to themselves or others
- When calling a Code White:
  - Remove yourself and others from immediate danger
  - Dial 3-3-3-3 and provide Switchboard with the Code, campus/building, and specific location
  - Switchboard will announce the Code overhead
  - Code White trained staff will respond promptly
  - The Team Lead will communicate with the individual and the team, upon arrival

## Flagging Patient Behavior

- Flagging is a standardized method of identifying, alerting and communicating safety-related concerns to all members of the team providing care to the patient
- Applies to all aggressive and violent behaviour exhibited by patients towards patients, staff, professional staff, affiliates, students and any others working on behalf of the organization
- Tools include a Violence Prevention Screening Tool, Violence Prevention Care Plans, signage on patient doors, and purple arm bands
- Be aware of the signs of acting-out behavior
- Be watchful for indications of flags (e.g. purple wristband or signage on patient door/bed). If a visual flag is present, consult with clinical staff on the unit prior to approaching the patient or entering the room



- Call Security when assistance is required to de-escalate, transfer, restrain or detain an aggressive/violent patient
- Call a Code White (3-3-3-3) for imminent or actual incident of violent behavior
- Consult with your Supervisor/Preceptor for completion of an incident report

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## Intimate Partner/Domestic Violence

- Defined as abuse committed against an intimate partner in a physical, psychological, sexual, spiritual or financial way
- Any clerk experiencing intimate partner/domestic violence is encouraged to contact his/her Supervisor/Preceptor
- Support may include providing resources and internal / external referral information (e.g. legal, medical or counseling assistance) as well as creating a Workplace Safety Plan for the person, in conjunction with the Violence Response Team



## Resources

- Schulich liaison at the organization
- Supervisor/Preceptor
- Occupational Health & Safety
- Employee Health (initial first aid)
- Safe Workplace Advocate (SWA)
- Sexual Assault/Domestic Violence Treatment Centre
- School counseling/assistive services