

E-ORIENTATION



WORKPLACE VIOLENCE PREVENTION

WORKPLACE VIOLENCE PREVENTION

WRH maintains a Zero Tolerance Approach to workplace violence and is committed to providing a safe, healthy and secure workplace where the dignity and worth of every person is respected

Threats, threatening behaviour or acts of violence against employees, members of professional staff, patients, visitors, students, volunteers or affiliates will not be tolerated

What is Workplace Violence?

- a) The exercise of actual/attempted physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- b) A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the 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 to be 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



Examples of Workplace Violence / Inappropriate Behaviour

- Offensive language or comments
- Unjustified criticism / belittling of a person
- Spreading false/malicious rumors, gossip or innuendo
- Purposefully excluding/isolating someone from normal work-related interactions required to perform the job

What is Sexual Harassment?

- a) Engaging in a course of vexatious comment or conduct against a worker because of sex, sexual orientation, gender identity or gender expression, where the course of comment is known or ought reasonably to be known to be unwelcome
- b) Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person is known or ought reasonably to know that the solicitation or advance is unwelcome

Safety is Everyone's Responsibility

- All staff have a responsibility to contribute to a safe working environment by bringing forward any information relating to situations in the workplace that may result in violence and/or involve inappropriate conduct
- Supervisors/Managers **MUST** address concerns and respond to incidents when they are made aware of them
- Additional hospital resources are available to assist in difficult situations (e.g. Safe Workplace Advocate, Human Resources, and Occupational Health & Safety department)

WORKPLACE VIOLENCE PREVENTION

Procedure for Reporting - Imminent Threats of Violence / Actual Violence

- 1) Ensure everyone is safe
- 2) Call a Code White / Notify your WRH Supervisor or Training Delegate immediately
- 3) Seek medical treatment, if necessary
- 4) Complete an Incident Report in RI6

For Non-Imminent Threats of Violence / Harassment / Bullying

- 1) If you feel comfortable enough to talk to the individual, try to resolve the issue. Inform them that the behaviour is unwelcome and ask them to stop
- 2) If you are not comfortable, seek assistance from your Manager/Supervisor
- 3) Complete an Incident Report in RI6

Note: If the complaint is against your direct WRH Supervisor or Training Delegate, you should take your concerns to your School Placement Coordinator, Student Registrar, or Manager of Volunteer Services and Student Registration

What Happens After I Report?

- All complaints filed through RL6 will be evaluated for the most appropriate method of investigation and resolution
- The WRH Supervisor or Training Delegate will be in contact with the student within 24 hours after an incident is entered into the software
- If the incident occurs after hours or on weekends, contact the After Hours Administrator for immediate assistance and direction
- WRH will do its best to preserve and protect confidentiality in an 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
- Resolutions may take different forms. These may include disciplinary action, education, facilitated discussions, mediation or use of independent fact finder.

De-escalation

Aggression can be expressed VERBALLY or PHYSICALLY and is often in response to feelings of fear, anger, or powerlessness. It may be a form of coping for some individuals.

Escalation Stages of Acting-Out Behaviour

Behaviour escalates through a series of levels. Recognizing the levels and learning appropriate responses for each of them is important in de-escalation



WORKPLACE VIOLENCE PREVENTION

What You Might See	What to Do	What Works?	What Won't Work?
<p>Initial Tension/ Frustration:</p> <p>Anxiousness Crying, sighing Speaking louder than normal Pacing; fidgeting Withdrawal Non-compliance</p>	<p>Stay calm and listen Provide resources Ask questions Avoid an argument Be non-judgmental Focus on feelings, not just facts Maintain personal space (at 45 degree angle)</p>	<p>"Tell me more about.." "I'm not sure I understand. Please tell me again.." "What I hear you saying is _____. Have I got that right?"</p>	<p>"You shouldn't feel that way.." "That's nothing. You should hear what happened to me.." "Everything will be ok.." "I know just how you feel.."</p>
<p>Verbal Escalation:</p> <p>Irrational thoughts Argumentative behaviours Verbal venting Testing limits Challenging questions</p>	<p>Calm body language Use non-threatening voice Set boundaries Give choices</p>	<p>Give plenty of personal space Allow the person to vent Don't take it personal Active listening</p>	<p>Interrupting Trying to deal with the situation alone Being confrontational, challenging or issuing an ultimatum</p>
<p>Loss of Control:</p> <p>Physical outbursts towards staff, property or themselves Swearing at staff Red face; heavy breathing</p>	<p>Call a Code White Do not physically intervene unless necessary</p>	<p>Take threats/signs of agitation seriously Ensure lots of personal space Remove the audience, if possible Get help</p>	<p>Going to a private place Physical touch Ignoring the warning signs</p>
<p>Recovery Following an Outburst:</p> <p>Decrease in energy/tension Emotion e.g. crying Return of rational thought</p>	<p>Allow everyone involved to calm down Be in control of your own emotions before trying to re-connect with the individual</p>	<p>Respect personal space Stay calm Be aware of your own body language and tone of voice Check-in on others' well-being (debrief)</p>	<p>Overreacting Engaging in a power struggle</p>

