

# WORKPLACE VIOLENCE AND HARASSMENT PREVENTION SAFETY SEGMENTS



Involving all workplace parties in the identification, assessment, and control of the risk of violence will help to reduce the unpredictability of the community as a work environment and increase the safety of workers.

## COMMUNICATING WITH AGGRESSIVE CLIENTS (IN PERSON AND TELEPHONE)

### DIRECTIONS

Start out the discussion by setting the expectations for creating a safe space and being respectful of everyone's feedback. Print out or share an electronic copy of the [CCSA Risk Specific Guidelines and Strategies: Communicating with Aggressive Clients](#). Give each staff member 5 minutes to read. After everyone is done, use the guiding questions to facilitate a group discussion

### SAFETY SEGMENT DISCUSSION

Guiding Questions:

- Have you ever had an experience where you had to deal with an aggressive visitor, family member, or resident?
- Do we have a policy and procedure that guides our staff on what to do to manage these risks?
- Why is it important for you to be aware and to have skills in communicating with an angry client or person?



Follow the CCSA and check our other resources.

