

WORKPLACE VIOLENCE AND HARASSMENT PREVENTION SAFETY SEGMENTS



In recent years, the healthcare sector has witnessed an increase in the occurrence of violence and aggressive acts toward staff. In fact, over the last 5 years, "assaults/violent acts/harassment" remains one of the top 5 types of injuries reported to WCB in both long-term care and senior supportive living industries

PSYCHOLOGICAL HEALTH AND SAFETY FACTOR: CIVILITY AND RESPECT

DIRECTIONS

Be sure to encourage discussion by being open to all answers and opinions from participants. Watch a 4-minute video with the group about [The National Standard - Civility and Respect](#). Read out the definition and facilitate the discussion by following the guide below:

SAFETY SEGMENT DISCUSSION

"Civility and respect" is evident in a work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients, and the public. It is one of thirteen psychological health and safety factors that have been shown to impact the mental health of individuals in the workplace.

Questions to ask after watching the video:

- 1. Think of a time when you did not feel respected. How did you react?
- 2. What are some signs of disrespect? Are these the same for everyone?
- 3. What could have been done differently in the scenario with Trung, Sylvia, and their coworkers?
- 4. What are some strategies to help YOUR workplace promote Civility and Respect?
- 5. Write down ways YOU can help promote Civility and Respect.

Go the extra mile!

You can prepare for this topic, get more resources and read more [here](#).



Follow the CCSA and check our other resources.



WORKPLACE VIOLENCE AND HARASSMENT PREVENTION SAFETY SEGMENTS



Diversity is about the individual. It is about the variety of unique dimensions, qualities, and characteristics we all possess.

Equity is about treating individuals according to their diverse needs in a way that enables all people to participate, perform, and engage to the same extent.

Inclusion is about the collective. It is about creating a culture that strives for equity and embraces, respects, accepts, and values difference.

DIVERSITY, EQUITY AND INCLUSION (FOR MANAGERS/SUPERVISORS)

DIRECTIONS

Start out the discussion by setting the expectations for creating a safe space and being respectful of everyone's feedback. Read out the definitions of Diversity, Equity and Inclusivity above. Read (Print or Online) the article "[How today's workplace leaders can become more inclusive.](#)" by OHS Canada. After everyone is done, use the guiding questions below to facilitate a group discussion

SAFETY SEGMENT DISCUSSION

Guiding Questions:

1. How does your organization define diversity, equity, and inclusion?
2. Why is each concept important to your organization?
3. Think about your organization's vision, mission, and values – how do diversity, equity, and inclusion fit within these?
4. What can you do within your role to improve awareness regarding Diversity, Equity, and Inclusion?

Go the Extra Mile!

- You can do more to affect change by reading this article to prepare and also improve your overall program: <https://ccdi.ca/media/3646/toolkit-business-case-en.pdf>



Follow the CCSA and check our other resources.     

WORKPLACE VIOLENCE AND HARASSMENT PREVENTION SAFETY SEGMENTS

More action is needed to effect and drive change in preventing workplace violence. Preventing and mitigating violence, in the workplace takes a multi-faceted approach. Long-term care home administrators, nurses, and other healthcare workers, along with the broader public, must appreciate and understand that workplace violence is not part of the job, and every effort must be made to prevent it.

VIOLENCE AND HARASSMENT ACCOUNTABILITY FRAMEWORK

This framework has been developed as part of the Violence and Harassment Prevention Program to assist organizations in identifying the external and internal support, policy, culture, roles, and practices in workplace violence prevention. For the purpose of this safety segment, we will only focus on the roles and responsibilities that contribute to a safe working environment.

DIRECTIONS

Start by discussing the importance of preventing Violence and Harassment at work. Open the [CCSA Accountability Framework](#) and read "The Roles that Contribute to Safe Working Environment" (Page 13) for the staff (depending on the roles of the participants). Facilitate the discussion by following the guide below.

SAFETY SEGMENT DISCUSSION

Guiding Questions:

- Relate this resource to the participant's roles
 - *What are the sources of violence in their departments or when doing their tasks?
- What do you think your organization needs to prevent more incidents of Violence and Harassment?

Notes to the Team Leader:

- Facilitate an atmosphere of support and openness to feedback by encouraging the staff to share experiences or opinions without fear of reprisal.



Follow the CCSA and check our other resources.



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?



Continuing Care
Safety Association

Follow the CCSA and check our other resources.



WORKPLACE VIOLENCE AND HARASSMENT PREVENTION SAFETY SEGMENTS



In recent years, the healthcare sector has witnessed an increase in the occurrence of violence and aggressive acts toward staff. In fact, over the last 5 years, “assaults/violent acts/harassment” remains one of the top 5 types of injuries reported to WCB in both long-term care and senior supportive living industries

ALTERNATE RESOURCE: VIOLENCE ESCALATION CONTINUUM AND WORKER RESPONSES

DIRECTIONS

Download the [Violence Escalation Continuum and Worker Responses](#) by the PSHSA. This tool includes both Long-term Care and Community/Home Care settings as applicable. Review this along with your CODE WHITE emergency response plans. Review the infographic with the staff and use the guiding questions to facilitate a group discussion.

SAFETY SEGMENT DISCUSSION

Guiding Questions:

- How do you know that a person's violent behavior is already imminent?
- What do you do if the person's behavior is escalating?
- What can you do before entering a person/resident's personal space to prevent a violent incident from happening?

