

This document applies to	<input checked="" type="checkbox"/> All Horizon	<input type="checkbox"/> Fredericton Area	<input type="checkbox"/> Miramichi Area
	<input type="checkbox"/> Moncton Area	<input type="checkbox"/> Saint John Area	<input type="checkbox"/> Upper River Valley Area

Horizon Health Network Policy & Procedure Manual Workplace Violence Prevention

POLICY

Horizon Health Network (Horizon) is committed to the prevention of *workplace violence*. Horizon takes every reasonable precaution to provide a safe, secure and violence-free work environment.

Horizon recognizes that violence in the workplace is an occupational health and safety hazard that can cause physical and emotional harm. It is the shared responsibility of all Horizon *employees* and *non-employee personnel* to anticipate, respond to, and report all incidents of workplace violence. Horizon actively promotes a safety culture where acts of violence are eliminated or controlled.

Risk assessments for violence hazards are the responsibility of managers and are reviewed by the Joint Health and Safety Committee as required.

Employees are trained in violence prevention including the recognition of potentially volatile situations and the basic skills of defusing and managing the situation. All employees complete a basic training program in violence prevention as part of general orientation where they are familiarized with policies and procedures pertaining to the management of all levels of violence between staff, patients and the public. Additional training opportunities, addressing specific program areas, are also available to applicable employees.

Any individual who demonstrates or threatens violence towards staff, patients, and/or visitors is managed accordingly – see procedure below and related documents.

DIRECTLY AFFECTED

All employees and non-employee personnel

PROCEDURE

1. Risk Assessment

1.1 Managers:

- Ensure the completion of hazard identification and risk assessments of their work area.
- Develop and maintain a plan to reduce identified work area risks.
- Steward the education and training of employees for workplace violence prevention.
- Review reports of violence and/or threats of violence in the work area and, where necessary, develop plans to mitigate situations in the future.

1.2 Joint Health and Safety Committee:

- Investigates incidents as identified in Committee Terms of Reference for their facility.
- Participates in the identification, assessment and control of actual or potential health and safety hazards in the workplace through review of scheduled monthly workplace inspections, accident investigation or information analysis.

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- Brings issues to the attention of the manager and provides recommendations of possible corrective actions.
- Assists in the development, implementation and monitoring of the health and safety program.

1.3 Security Services:

- Acts as a resource for managers in the development of risk reduction strategies, including office design, security systems and risk reduction plans.

1.4 Risk Management:

- Identifies and notifies potential risks, trends and legal liabilities to the organization. Also manages the administrative alert system to ensure staff are aware of patients/persons who have demonstrated overtly aggressive behavior in Horizon facilities.

2. Education and Training

2.1 Organizational Learning develops learning tools as required by the level of risk and type of violence experienced by various departments and facilities:

Level 1

Completed by all new employees during general orientation. This is a mandatory e-learning Violence Prevention Module.

Level 2

For employees who work in areas that have a greater risk of violence. Various learning formats provide more in-depth violence prevention training and include:

- a) a variety of e-learning programs that augment Level 1 training and address specific populations or work situations, and/or
- b) full day, classroom session on general violence prevention.

Managers determine the need for Level 2 training in their program/department using the risk assessment (see [section 1](#)).

Level 3

For Code White Team Members [see [Code White policy](#) – Saint John Regional Hospital and The Moncton Hospital only].

- Mandatory e learning program.
- Full day, classroom session.

Management Training

- Training for managers, providing the skills to identify and mitigate violence hazards, and supervise and support employees who are dealing with violent, or potentially violent, situations at work.
- Workplace Safety Training for Managers
- Hazard Identification training and education

2.2 Managers ensure employees under their supervision have acquired the appropriate level of training.

3. Incident Management Responsibilities

3.1 Managers:

- Ensure new employees complete the e-learning modules for orientation.
- Identify training needs for employees and contact Organizational Learning to arrange for appropriate training.
- Remain aware of warning signs and behaviours that could warrant intervention and respond accordingly.

- Use training de-escalation techniques to defuse potential violent situations.
- Support/assist employees who have experienced a violent or high risk of violence situation.
- Complete the [Employee Incident Investigation Report for Managers and Supervisors](#) (HHN-0085) as required.

3.2 Employee:

- Completes all required training as determined by manager.
- Reports any observed workplace hazards, or situations that could increase risk of violence, to manager.
- Is aware of warning signs and behaviours that could warrant intervention and responds accordingly.
- Uses training de-escalation techniques to defuse potential violent situations.
- Completes [Employee Accident/Incident Report](#) (HHN-0057) as required.

3.3 Human Resources:

- Ensures that employees involved in a potentially violent situation are aware of employee support such as the Employee and Family Assistance Program (EFAP) and/or other de-briefing services available throughout the organization.
- Employee Health and Wellness will conduct debriefing sessions with staff as required.

DEFINITIONS

Employee - a person, including a salaried physician, who is hired by Horizon Health Network for a wage, salary, fee or payment to perform work but does not include an independent contractor and its representatives.

Non-employee personnel - a term which collectively refers to all individuals, other than employees, who provide services to Horizon (paid or unpaid) and/or require access to Horizon facilities or other infrastructure (e.g. network access). This includes, but is not limited to, independent contractors and their representatives, Medical Staff, students and volunteers.

Workplace violence - incidents in which a person is threatened, abused or assaulted in circumstances related to their work. These behaviours would originate from customers or co-workers in any organization. This definition includes all forms of harassment, bullying, intimidation, physical threats, or assaults, robbery or other intrusive behaviours. (*Accreditation Canada*)

The four classifications of workplace violence are:

1. Type I (Criminal Intent): Perpetrator has no relationship to the workplace.
2. Type II (Client or Customer): Perpetrator is a client, visitor, or family member of a client at the workplace who becomes violent toward a worker or another client.
3. Type III (Worker-to-worker): Perpetrator is an employee or past employee of the workplace.
4. Type IV (Personal Relationship): Perpetrator has a relationship with an employee (e.g. domestic violence in the hospital).

Physical (Threat) - an incident wherein the employee is subjected to untoward physical action by a patient, staff member or member of the public (e.g. hit, bite, slap, grab, punch, push, etc.).

Verbal (Threat) - an incident wherein the employee is subjected to an untoward verbal action by a patient, staff member or member of the public (e.g. verbal threat, verbal hostility).

RELATED DOCUMENTS

[Code of Conduct](#) (HHN-OD-007)

[Code White](#) (HHN-SA-028) – Saint John Regional Hospital and The Moncton Hospital only

[Employee Accident/Incident Report](#) (HHN-0057)

[Employee Incident Investigation Report for Managers and Supervisors](#) (HHN-0085)

Joint Health and Safety Committee Terms of Reference

[Progressive Discipline](#) (HHN-OD-019)

[Workplace Harassment](#) (HHN-OD-018)

Hazard Management for Managers e-Learning

[Horizon Health Network Emergency Procedures](#)

REFERENCES

Accreditation Canada. Workplace Violence, Required Organizational Practice. February 2011.