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| North Bay Regional Health Centre  Centre régional de santé de North Bay | <b>Policy/Procedure</b>            |
| <b>Title</b><br>Workplace Violence Prevention  | <b>Policy Number</b><br>OH&S 4-004 |
| <b>Developer</b><br>Manager, Occupational Health Safety & Wellness   | <b>Category</b> Administration     |
|  | <b>Issue Date</b> July 1, 2010     |
| <b>Executive Sponsor</b><br>VP, Human Resources  | <b>Revision Date</b> July 2024     |
|  | <b>Next Review Date</b> July 2025  |

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| <b>If your personal safety requires immediate response please see the following options to obtain assistance:</b>   |
| <ol style="list-style-type: none"> <li>1. Tell the person to stop the behaviour if it is safe to do so.</li> <li>2. Activate your personal safety alarm if able to (i.e. Staff Duress badge, Vocera, etc.).</li> <li>3. Activate parking lot emergency call stations which are indicated by a blue light on the light stand.</li> <li>4. Call out loud for assistance.</li> <li>5. If safe to do so use personal safety principles as taught in Non-Violent Crisis Intervention (NVCi).</li> <li>6. Call an appropriate code extension 5555.</li> <li>7. Call Protective Services at extension 8800.</li> <li>8. Call 911 if the situation requires police assistance.</li> <li>9. Contact your immediate supervisor or most responsible manager.</li> <li>10. Report to Occupational Health/After Hours Manager or Emergency Department should you need</li> </ol> |

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medical assistance.

## 1.0 Scope of Policy/Procedure

This policy is applicable to all staff of NBRHC.

## 2.0 Policy Statement

- NBRHC is committed to providing a safe, healthy and supportive working environment by treating our Health Centre Community with respect, fairness and sensitivity. NBRHC will not tolerate any type of workplace violence within the workplace or at work-related activities. NBRHC is committed to the implementation of measures and procedures to prevent, control, and minimize the risk of workplace violence. All members of the Health Centre community share a significant interest, role and responsibility in maintaining a hospital that takes all measures to reduce the risk of violence. NBRHC considers any form of violence as unacceptable and is committed to promptly addressing and preventing violence while recognizing that patient responsive behaviors are a significant risk factor that cannot be completely eliminated.
- This policy applies to all NBRHC workers including employees, physicians, students, volunteers, contractors, sub-contractors, suppliers and consultants. All workplace parties are accountable for compliance with the policy, program, measures and procedures related to workplace violence.
- \*For the purpose of this policy, any physician and others granted hospital privileges within NBRHC is considered a “worker”. All will be held accountable to this policy in the course of their activities within the hospital. This includes residents and any other physician groups in training.

**NOTE: This policy does not address harassment behaviors or code of conduct situations. Please refer to the Respectful Workplace Policy/ Program and Workplace Harassment Policy/Program.**

## 3.0 Supporting Documents

| Document Title                          | Document Type | Number   |
|---|---------------|----------|
| Incident Reporting system downtime form | Form          | RHC 1433 |

## 4.0 Definitions

| Term   | Definition   |
|--|--|
| <b>Type I (External Offender)</b>                  | Offender has no relationship to the workplace.   |
| <b>Type II (Patient/Family /Customer/Visitor):</b> | The offender is a patient/family member/customer/ or visitor at the workplace who becomes violent toward a worker or another patient.  |
| <b>Type III (Worker to Worker)</b>                 | The offender is an employee or past employee of the workplace (anyone with an employment relationship – management, workers, physicians, contract workers, volunteers, and students).  |
| <b>Type IV (Domestic/Personal)</b>                 | The offender may or may not have a relationship with an employee, e.g. domestic violence in the workplace.   |
| <b>Workplace Violence</b>                          | Means: <ul style="list-style-type: none"><li>• The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;</li><li>• An attempt to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker; or</li></ul> |

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|                       |  |
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|                       | <ul style="list-style-type: none"> <li>• 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 causes or could cause physical injury to the worker.</li> <li>• Examples include: <ul style="list-style-type: none"> <li>○ Assault, forcible confinement, groping, hitting, kicking, throwing an object at a person, threats of violence, angry confrontation, voices raised, physical intimidation, making the recipient feel unsafe.</li> <li>○ Any physical attack with or without a weapon, verbally threatening to physically injure in any way (including means such as letter, phone, text, email, social media).</li> <li>○ Threatening gestures, shaking of fist, gesturing of throat. Invading personal space with intimidating physicality.</li> </ul> </li> </ul> |
| <b>Sexual Abuse</b>   | Any unwelcome verbal or physical advance or sexually explicit statement, displays of pornographic material, pinching, brushing against, touching, patting or leering that causes the person to believe their health and safety is at risk.   |
| <b>Sexual Assault</b> | Any unwanted act of a sexual nature imposed by one person upon another.  |

## 5.0 Procedure/Process

### 5.1 Employer Responsibilities

- Prepare a policy and program with respect to workplace violence and workplace harassment and review the policy and program as often as is necessary, at a minimum, on an annual basis.
- Ensure the measures and procedures of the policy with respect to workplace violence are carried out in the workplace.
- Educate all workers on the measures and procedures for workers to report incidents of workplace violence.
- Ensure all workers complete training and refreshers within required timelines.
- Assess the risk of workplace violence that may arise from the nature of the workplace, the type of work, or the conditions of work and share the results with the Joint Health & Safety Committee (JHSC).
- Assess the risk of workplace violence as often as is deemed necessary.
- Provide information related to a risk of workplace violence from a person with a history of violent or harassing behavior if:
  - The worker can be expected to encounter that person in the course of his or her work; and
  - The risk of workplace violence is likely to expose the worker to physical and/or emotional injury.
- The employer shall not disclose more personal information in circumstances than is reasonably necessary to protect the worker from harm.
- Ensure an appropriate investigation is conducted into incidents and complaints of workplace violence.
- Take every precaution reasonable in the circumstances for the protection of a worker.

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- If the employer *becomes aware, or ought to reasonably be aware* that domestic violence is likely to *enter the workplace* and present a *physical threat* to the victim or any other worker member; immediate action is required to notify Occupational Health/Wellness & Safety or Protective Services for the development of a safety plan as required.

## 5.2 Manager/Supervisor/Designate Responsibilities

- Ensure the measures and procedures identified in the Workplace Violence Policy and Program are followed.
- Advise a worker of the existence of any potential or actual danger as it relates to workplace violence. This involves the use of the Violence Assessment Tool (VAT) or the Safety Assessment Marker Scale (SAMS) scale.
- Provide necessary information to a worker related to a risk of workplace violence or workplace harassment when required for the protection of a worker.
- Ensure that a worker participates in the education on the measures and procedures for reporting workplace violence and workplace harassment.
- Ensure all workers complete training and refreshers within required timelines.
- Take every precaution reasonable in the circumstances for the protection of a worker.
- Investigate all incidents of workplace violence.
- Inform the JHSC of any incidents of workplace violence resulting in modified duties/medical aid/lost time/critical injury, including corrective actions taken.
  - If a Manager/Supervisor/Designate becomes aware, or ought to reasonably be aware that domestic violence is likely to enter the workplace and present a physical threat to the victim or any other worker member; immediate action is required to notify Occupational Health/Wellness & Safety or Protective Services for the development of a safety plan as required.
- Offer confidential supportive services such as Employee & Family Assistance Program (EFAP) which can include individual counseling or on-site formal debriefings as required.

## 5.3 Employee and Health Care Community Responsibilities

- Understand and comply with the Workplace Violence policy and procedures and the components of the violence prevention program.
- Participate in education and training programs including the workplace violence e-learn and the VAT tool e-learn.
- Report all incidents of violence immediately to Supervisor/Manager.
- **If an employee has a complaint against their Manager they may bring the complaint verbally or use the paper format of the Incident Report (RHC 1433) to:**
  - Human Resources representative;
  - Occupational Health representative;
  - Worker Member of JHSC; and/or
  - Local Union representative.
- Report concerning a physician, please follow Policy ADM 029 Process for Resolving Medical and Professional Staff Complaints.

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- All complaints will be dealt with confidentially within the confines of pertinent legislation (i.e. Bill 132, 2016).
- Know and understand your rights to Know, to Participate, and to Refuse Unsafe Work.
- Understand and comply with all emergency preparedness processes.
- Ensure training and refreshers are completed within required timelines.
- Participate and cooperate in the Investigation Process as required:

If an employee becomes aware, or ought to reasonably be aware, that domestic violence is likely to enter the workplace and present a physical threat to the victim or any other worker member; immediate action is required to notify Occupational Health/Wellness & Safety or Protective Services for the development of a safety plan as required.

#### 5.4 Protective Services

- For Type 1 Incidents (External Offenders) and Type 4 Incidents (Domestic): Protective Services attends to the scene upon being notified, investigates to ensure the risk to staff has been mitigated and ensures the individual has left the property. As required they may detain/arrest until police arrive and coordinate notification to police. Protective Services will function as the primary contact and work with police when police investigations are required.

#### 5.5 Joint Health and Safety Committee

- Be consulted about the development, establishment and implementation of violence measures and procedures (Workplace Violence Prevention Program).
- Be consulted and provide recommendation to the employer to develop, establish and provide training in violence measures and procedures.
- Be consulted in a review at least annually of the workplace violence prevention program.
- Participate in all critical injury investigations.
- If a member of the JHSC becomes aware, or ought to reasonably to be aware that domestic violence is likely to enter the workplace and present a physical threat to the victim or any other worker member; immediate action is required to notify Occupational Health/Wellness & Safety or Protective Services for the development of a safety plan as required.

#### 5.6 Reporting and Investigation

- During a violent situation Protective Services may be contacted via:
  - Extension 8800;
  - By calling a code white at extension 5555;
  - Pressing staff duress badge or personal safety device; and/or
  - By activating Vocera.
- Police will be contacted as required to help manage the incident as per Code White policy.
- Workers are to immediately report all violence related incidents or hazards to their manager/supervisor/designate and/or fill out an electronic Employee Incident Report when safe to do so. An Electronic Incident Report will be filled out when a patient is involved in a violent incident.

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- Workers who are threatened with violence or physically assaulted are strongly encouraged to contact the Police immediately to file charges and/or a Police Report.
- Managers/Supervisors/Designate and Workers will identify and alert workers and other departments when they become aware of a risk of violent/aggressive patients and or visitors and hazardous situations.
- The manager/supervisor/designate receiving the report immediately investigates as per the Employee Incident Management and Hazard Reporting Policy (OH&S 3-001), and ensures that measures and controls are in place to safeguard employees and stop the violence.
- Occupational Health/Human Resources can all be a support to managers/supervisor/designate when completing their investigations:
  - An Inspector with the Ontario Ministry of Labour (MOL), under Bill 132, may write an order to an employer to hire, at the employer's expense, an external impartial person with the pertinent skills to conduct the investigation on behalf of the employer. If MOL hires their own investigator, corrective actions as a result of the investigation will be provided to the Joint Health & Safety Committee.
- The Manager/Supervisor/Designate, where applicable ensures the following during the investigation:
  - Contact: Both the respondent and complainant are contacted in writing about who will be investigating the matter and the approximate timelines for concluding the investigation. Identifying information will not be disclosed unless disclosure is necessary for the purpose of the investigation or taking corrective action with respect to the complaint, or is otherwise required by law.
  - Updates: Staff involved receive regular updates on the progress of the investigation, minimally every 2 weeks.
  - Results/Corrective Actions: Both respondent and complainant will be informed in writing of the results of the investigation and corrective actions that will be undertaken. Identifying information will not be disclosed unless disclosure is necessary for the purpose of the investigation or taking corrective action with respect to the complaint, or is otherwise required by law. See Bill 168.
    - Corrective actions as a result of the investigation will be provided to the Joint Health & Safety Committee.
- The employer reports all injuries to the MOL and Workplace Safety and Insurance Board (WSIB) as required by the Occupational Health and Safety Act (OHSA) and the (WSIB) Act.

## 6.0 Documentation

Not Applicable.

## 7.0 References

1. OHSA/Bill 168 R.S.O.1990
2. Addressing Domestic Violence in the Workplace: a handbook for the workplace, OSACH 2009
3. Re Bill 168: Workplace Violence and Harassment Amendments to the OHSA – Recent Updates and Case Law Trends. Lisa Cabel, Partner, Labour and Employment Group September 10, 2014
4. Bill 132, Sexual Violence and harassment Action Plan Act (Supporting Survivors and Challenging Sexual Violence and Harassment), 2016

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5. Sault Area Hospital Workplace Violence Policy HR-CSW-8
6. Workplace Violence Prevention Plan – NBRHC
7. PSHSA Workplace violence assessment toolkit

### 8.0 Stakeholder Review

| Primary Stakeholders            | Month/Year Reviewed |
|---------------------------------|---------------------|
| Manager, Protective Services    | July 2024           |
| Committee Stakeholders          | Month/Year Reviewed |
| Managers                        | July 2024           |
| Joint Health & Safety Committee | June 2024           |

### 9.0 Approval

| Signing Authority Signature | Date Signed   |
|-----------------------------|---------------|
| President & CEO             | July 17, 2024 |

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