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| Procedure  Violence in the Workplace Prevention & Reporting  Revision Date: |  |

## Prevention Program Components

In developing work practices, operational procedures and staff training programs to prevent workplace violence, specific circumstances appropriate to each area of operation must be considered.

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| Component | Details |
| Violence Hazard Assessment | The potential risk of violence must be assessed. Each Department shall arrange for a hazard assessment to be conducted at each work location, in consultation with the appropriate Joint Health and Safety Committee representative.  As part of the assessments, all employees at the work location will be given the opportunity to voluntarily participate.  Recommended Risk Assessment Tool: <http://pshsa.servehttp.com/wvrat/index.php?sid=93457&lang=en>  To watch a webcast on how to use the tool: <https://pshsa.adobeconnect.com/_a973006583/p6ess6mhllh/> |
| Signs and Notices | Each Department will ensure that appropriate signs, indicating “violence is not part of the job” are posted in conspicuous areas throughout. (Include lunch rooms, reception areas, waiting rooms and other similar areas to which employees, visitors and residents have access).  Contact the New Brunswick Continuing Care Safety Association for information and access to Violence is Not Part of the Job posters: (506) 454-3136. |
| Emergency Plans | Management is responsible for developing and implementing departmental Emergency Plans to address issues involving severe acts of violence (weapons involvement, multiple injuries, etc.).  Many departments already have an emergency action plan that describes procedures to follow during a fire or other similar emergencies, such as bomb threats. Such existing plans, with appropriate modifications, may be utilized for workplace violence related emergencies.  The plan is specific to the type of facility, building and workers it covers. The plan shall be updated and reviewed with workers annually. |
| Information / Training | Training is a critical component of violence prevention strategy. Providing appropriate training informs employees that management will take threats seriously, encourages employees to report incidents, and demonstrates management’s commitment to deal with reported incidents.  Each Department, in consultation with the Joint Health and Safety Committee, will determine the most appropriate module/s to be delivered to employees based on the information gathered through the “risk assessment”.  Recommended Courses: Ufirst, Non-violent Crisis Intervention, Violence is not Part of the Job Safety talks, Emergency lockdown drills. For information contact New Brunswick Continuing Care Safety Association: (506) 454-3136. |

## Reporting and Investigation Incidents of Workplace Violence:

All reports of incidents or potential incidents of violence will be taken seriously and will be dealt with by the immediate supervisor in an appropriate and timely fashion.

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| Situation | Details |
| Reporting Emergencies (immediate danger; weapons involvement; physical injury related to violent behaviour; and obvious signs of abusive threatening behaviour) | For threats of violence, assaults or other violent incidents contact your supervisor immediately, OR CALL 911.  Critical information must be provided including the nature of the incident; whether emergency services are required; whether perpetrator(s) are still present; whether weapons are involved etc.  After request for Police involvement and proper control of the emergency the event particulars shall be recorded by the supervisor using the incident report form.  The supervisor shall also call the Department of Social Development’s Major Incident Hotline: |
| Reporting Non-Emergencies (Verbal threats; actions and/or activities that may in the future lead to activities that may result in an emergency) | Employees are encouraged to report threatening statements or behaviour that gives one reasonable grounds to believe that there is a potential for workplace violence immediately to the supervisor, who will determine the appropriate response.  Such reports shall be used to identify patterns of potential violence and may assist in the prevention of emergency situations in the future.  The supervisor may request the participation of other workplace parties to review the details surrounding the situation and determine the appropriate action to resolve the issue. |
| Detailed Investigation | The supervisor shall initiate a detailed, formal investigation consulting with other workplace stakeholders, as necessary, and initiate appropriate corrective action as may be determined through the investigation.  The investigation may result in the matter being further dealt with under the provision of relevant collective agreement/s or through the Courts as may be deemed appropriate.  During investigations fairness, impartiality, privacy and confidentiality issues as well as legislative requirements will be a primary consideration. |
| Support Services / Medical Assistance | In the event of an incident of workplace violence resulting in physical injury, access to appropriate first aid or medical aid will be provided by Supervisor.  Once the injured employee has received the required care, the Supervisor will complete the Incident report form or if appropriate WorkSafeNB Form67.  In cases where other support services are deemed to be required, such as access to Employee/Family Assistance Program the supervisor will advise and assist the employee to seek such services.  In cases where the Critical Incident Support involvement is required, the supervisor shall seek such services, and/or initiate the appropriate response. |