

Workplace Violence & Harassment & Domestic Violence



Welcome!

Welcome!

- This module will take approximately 20 minutes to complete
- Please read each page carefully and follow any instructions then click the 'next' button to move forward
- This module contains audio, adjust your volume accordingly or wear headphones if available
- To view the audio script for each page click on 'Notes' on the top right of the player
- The menu is available on the left of the screen for you to monitor your progress through the module

Click on the audio icon to test your sound



Objectives

Objectives

Upon completion of this course, you will be able to:

- Identify workplace violence and harassment, and domestic violence
- Understand why it's important for the hospital to have policies on these issues
- Know your rights and responsibilities
- Know when to initiate a Code White
- Take steps if you experience, observe or become aware of workplace violence and harassment
- Take steps to respond to possible domestic violence
- Access resources and supports that are available for staff

Our Vision

Our Vision

A safe environment for all staff, physicians, volunteers, patients and visitors.

A hospital environment free of violence

It's Important

It's Important

Why should workplace violence and harassment matter to you?

- You have the right to work in an environment that is free from violence
- Violence and harassment in the workplace prevents us from putting patients first
- Violence and harassment in the workplace costs us in lost productivity

The Healthcare Connection

1 out of 3 violent workplace incidents involves a victim working in social assistance or in healthcare services such as hospitals and nursing or residential care facilities.



Source: Statistics Canada,
Criminal Victimization in the
Workplace, 2004.

Workplace violence is unusually high in healthcare

Prevalence of Domestic Violence

Prevalence of Domestic Violence

34% of Canadian workers report experiencing domestic violence from an intimate partner in their lifetime.

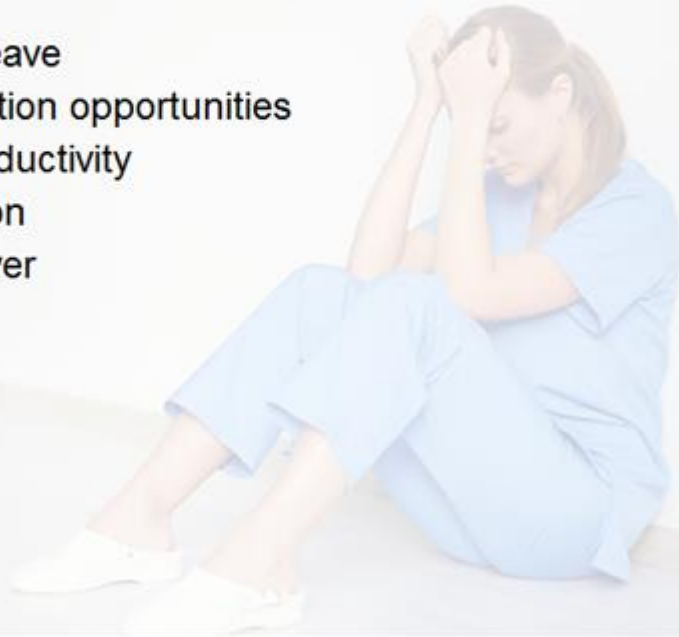


Source: CLC and CREVAWC, Pan-Canadian Survey on Domestic Violence and the Workplace, 2014.

Impact to Workers

Negative job outcomes from harassment include:

- Higher sick leave
- Fewer promotion opportunities
- Reduced productivity
- Social isolation
- Higher turnover



Workplace Safety is a Legislated Requirement

Human Rights Code

Occupational Health
and Safety Act

Click on the tabs above to review

The hospital has an obligation to ensure that it's patients and staff are free from discrimination and harassment.

Imposes rights and responsibilities with respect to workplace violence, workplace harassment and domestic Violence.

We are Committed

We are committed to fostering a healthy and positive work and service environment, which recognizes and respects the personal worth, dignity and diversity of each member of the hospital community.

We are also committed to fostering an accessible, equitable and respectful environment that is free from violence.



IMPORTANT NOTE:

Any type of violence or harassment, either within the workplace or at work-related activities, is unacceptable.

Click on the icon



Hospital Policies and Programs

Hospital Policies and Programs

- Workplace Violence and Harassment Prevention Program – includes Domestic Violence
- Code of Conduct Policy
- Code White Policy
- Disability Management Program

About the Policies and Programs

The Policies and Programs:

- Define behaviours that constitute workplace violence, harassment, and domestic violence
- Define procedures for reporting and addressing such incidents
- Describe the supports available for affected staff members
- Outline procedures to request accommodation
- Outline consequences for violent and harassing behaviours

Protection Under the Policies

Protection Under the Policies

Click on each of the buttons to learn more about the protection the policies offer.

Confidentiality

No Reprisal

The following 2 slides describe the protection under the policies.

Protection Under the Policies

Click on each of the buttons to learn more about the protection the policies offer.

Confidentiality

- Reports of violence, harassment or domestic violence will be kept as confidential as much as possible

No Reprisal

- Others such as Management, Security, Human Resources, Occupational Health and Safety and staff who may be at risk will be informed only as needed

No Reprisal

Protection Under the Policies

Click on each of the buttons to learn more about the protection the policies offer.

[Confidentiality](#)

[No Reprisal](#)

There will be no reprisals for reporting workplace violence, risks of violence, harassment, discrimination or domestic violence

Workplace Violence



**Workplace
Violence**

Workplace Violence

A presentation slide titled "Workplace Violence" with a blue header. Below the title, it says "Click on each of the buttons below for more information:". There are three buttons: an orange button for "What is Workplace Violence", a green button for "Examples of Workplace Violence", and a grey button for "Code White". The background is a faded image of a healthcare professional.

Workplace Violence

Click on each of the buttons below for more information:

What is Workplace Violence

Examples of Workplace Violence

Code White

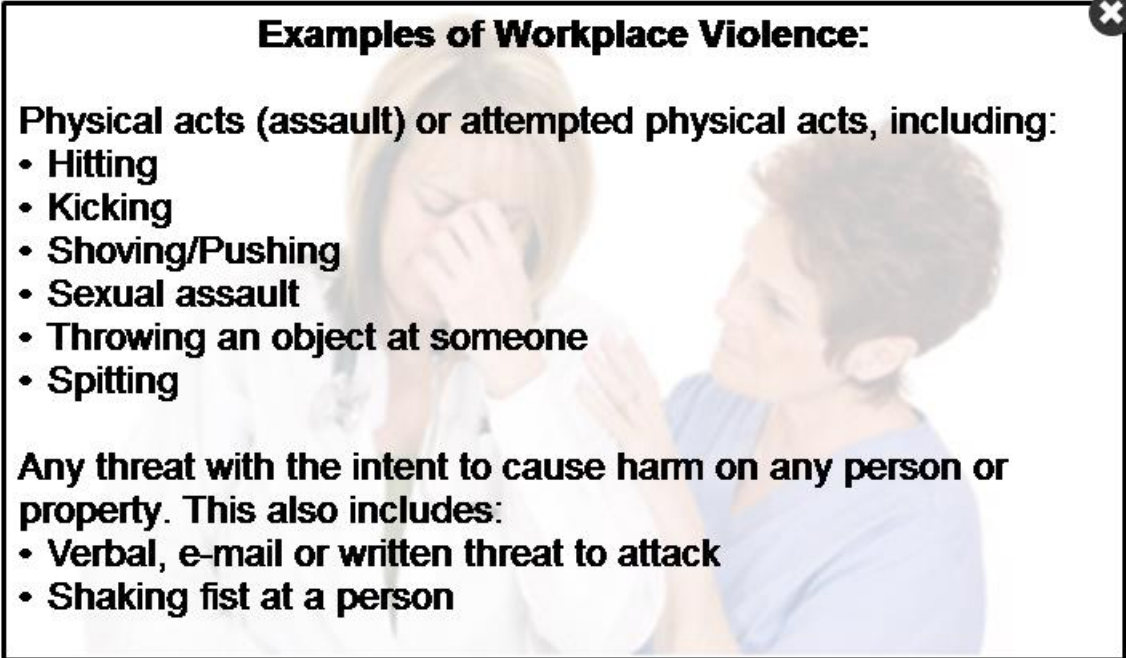
The next 3 slides describe; what is workplace violence, examples of workplace violence and code white.

Definition of Workplace Violence

Workplace Violence is:

- **The exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker**
- **An attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker**
- **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 could cause physical injury to the worker**

Examples of Workplace Violence

A photograph showing a woman in a white lab coat covering her face with her hand, appearing distressed or crying. Another woman in a blue lab coat stands next to her, looking on with a concerned expression. The image is overlaid with a semi-transparent text box containing information about workplace violence.

Examples of Workplace Violence:

Physical acts (assault) or attempted physical acts, including:

- Hitting
- Kicking
- Shoving/Pushing
- Sexual assault
- Throwing an object at someone
- Spitting

Any threat with the intent to cause harm on any person or property. This also includes:

- Verbal, e-mail or written threat to attack
- Shaking fist at a person

Code White

Code White:

Code White is used in situations where Hospital staff require assistance to manage any individual(s) who is posing a threat, displaying threatening behaviours or actions, or causing harm to themselves or others.

When immediate assistance is required to de-escalate a violent patient/person call a Code White.

Steps Employees Should Take

Steps Employees Should Take

If you are facing violence or the threat of violence, there are a number of steps you should take:



Click each step below to learn more

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Steps Employees Should Take - Step 1

Steps Employees Should Take

Step 1:

Remove yourself from the situation as soon as you are able to.



Click each step below to learn more

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Steps Employees Should Take - Step 2

Steps Employees Should Take

Step 2:

Seek Assistance!



Click each step below to learn more

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Steps Employees Should Take - Step 3

Steps Employees Should Take

Step 3:

Alert other staff to the situation.



Click each step below to learn more

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Steps Employees Should Take

Step 4:

Report the incident to security or call a Code White if needed.



Click each step below to learn more

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Steps Employees Should Take

Step 5:

Report the situation to your manager.



Click each step below to learn more

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Steps Employees Should Take

Step 6:

Complete an Employee Incident report.

- Scarborough and Birchmount use S.A.F.E
- Centenary staff use IRIS



Click each step below to learn more

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Steps Leaders Should Take

Steps Leaders Should Take

When it come to workplace violence managers, supervisors and designated delegates have specific responsibilities.

Managers are responsible for enforcing measures and procedures under the 'Workplace Violence and Harassment Prevention Program'.



Click each step below for more information about what you should do when an employee reports a violent incident

Step 1

Step 2

Step 3

Step 4

Step 5

Steps Leaders Should Take - Step 1

Steps Leaders Should Take

Step 1:

Facilitate Medical Attention.



Click each step below for more information about what you should do when an employee reports a violent incident

Step 1

Step 2

Step 3

Step 4

Step 5

Steps Leaders Should Take

Step 2:

Investigate the incident.



Click each step below for more information about what you should do when an employee reports a violent incident

Step 1

Step 2

Step 3

Step 4

Step 5

Steps Leaders Should Take

Step 3:

Alert other staff to the situation.



Click each step below for more information about what you should do when an employee reports a violent incident

Step 1

Step 2

Step 3

Step 4

Step 5

Steps Leaders Should Take

Step 4:

Make referrals, as required, to other services that may assist and support staff members.



Click each step below for more information about what you should do when an employee reports a violent incident

Step 1

Step 2

Step 3

Step 4

Step 5

Steps Leaders Should Take

Step 5:

Take steps to ensure that a safe environment is restored.



Click each step below for more information about what you should do when an employee reports a violent incident

Step 1

Step 2

Step 3

Step 4

Step 5

Workplace Harassment



The following 3 slides describe; what is workplace harassment, examples of harassment and negative work environment.

What is Workplace Harassment?

An infographic titled "Workplace Harassment" with a blue header. Below the header, it says "Click on each of the buttons to learn more." There are three buttons on the left: "What is Workplace Harassment" (orange), "Examples of Harassment" (green), and "Negative Work Environment" (grey). To the right of these buttons is the text "Workplace Harassment is:" followed by a bulleted list of three items. Below the list is a paragraph about off-duty conduct. The background of the infographic shows a faint image of a person in a white lab coat.

Workplace Harassment

Click on each of the buttons to learn more.

What is Workplace Harassment

Workplace Harassment is:

- A course of vexatious comments or conduct that is known or ought reasonably to be known to be unwelcome
- Vexatious comment or conduct includes those that demean, insult, offend, intimidate or are hostile
- Harassment involves repeated comments or conduct, although a one-time comment or conduct may also constitute harassment

Off duty conduct, such as social media postings, may constitute harassment if the conduct has the effect of poisoning a staff member's workplace

Examples of Harassment

Negative Work Environment

Examples of Harassment

An infographic titled "Workplace Harassment" with a blue header. Below the header, it says "Click on each of the buttons to learn more." There are three buttons on the left: "What is Workplace Harassment" (orange), "Examples of Harassment" (green), and "Negative Work Environment" (grey). To the right of these buttons is a list of "Examples of Harassment:" with seven bullet points. The background features a faint image of a man in a white shirt and a woman in a blue uniform.

Workplace Harassment

Click on each of the buttons to learn more.

What is Workplace Harassment

Examples of Harassment

Negative Work Environment

Examples of Harassment:

- Remarks, jokes, taunts about a person or group
- Displays of racist, sexually suggestive or other offensive pictures, cartoons, materials
- Insulting gestures or practical jokes
- Excluding or isolating a colleague
- Offensive or intimidating phone calls or e-mails
- Inappropriate sexual advances, comments or gestures
- Disruptive behaviour: Yelling and swearing

An infographic titled "Workplace Harassment" with a blue header. Below the header, it says "Click on each of the buttons to learn more." There are three buttons on the left: an orange one for "What is Workplace Harassment", a green one for "Examples of Harassment", and a grey one for "Negative Work Environment". To the right of these buttons is a list of bullet points under the heading "Negative Work Environment:". The background of the infographic shows a blurred image of people in a meeting.

Workplace Harassment

Click on each of the buttons to learn more.

What is Workplace Harassment

Examples of Harassment

Negative Work Environment

Negative Work Environment:

- Comments or conduct that is known, or ought reasonably to be known, to create or maintain an offensive, hostile or intimidating environment
- Examples of actions that can create a negative work environment include: graffiti, signs, electronic messages, cartoons, remarks, exclusion, yelling, gossip, unfair differential treatment, adverse treatments and lack of management response to address inappropriate behaviours
- You do not have to be a direct target to be affected by a negative work environment

Patients with Cognitive Impairment

Special consideration is required when a violent, harassing or discriminatory act is related to cognitive impairment and/or mental health issues. If a patient is known or suspected to be cognitively impaired, the following additional steps will be taken:

Work with the appropriate healthcare professionals to assess the patient's physical and/or mental health for the cause of the behaviour that resulted in the incident;

- Review the patient's care plan; and
- Ensure appropriate measures are instituted to eliminate or reduce the likelihood of further incidents by the patient



The Hospital will take steps to prevent, educate and address such behaviours in order to minimize the risk to workers

Steps Employees Should Take if They Experience Workplace Harassment

Steps Employees Should Take

What to do if you experience Workplace Harassment:

Click each step below to learn more

Step 1

If you feel safe, talk to the person.

Step 2

Take notes - date, place, witness, behaviour.

Step 3

If the behaviour continues, or it is not appropriate to approach on your own, raise the issue with your manager, department chief, or consult your union, if applicable.

Step 4

It is important to address the issue as soon as possible.

Step 5

Human Resources is available for advice, support and information on workplace harassment and to receive complaints.

Step 6

If you are concerned that a certain behaviour could potentially lead to violence, contact your manager and Human Resources.

Steps Leaders Should Take if Staff Experiences Workplace Harassment

Steps Leaders Should Take

What to do if your staff reports and incident of harassment:

Step 1

Ensure your staff have received information and training on human rights and workplace harassment policies and procedures

Step 2

Take all incidents seriously.

Step 3

Try and resolve the situation informally if appropriate

Step 4

All harassing incidents based on human rights prohibited grounds must be reported to Human Resources.

Step 5

Document all actions taken.

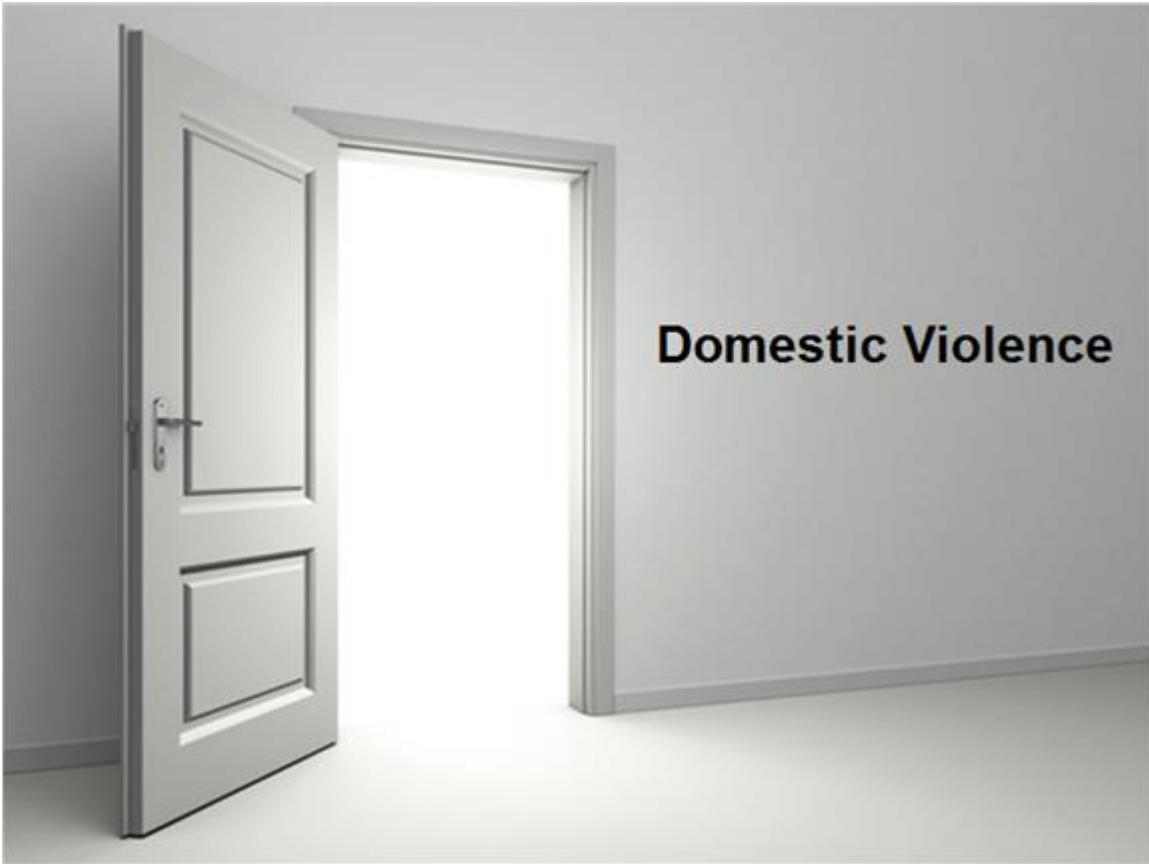
Step 6

* Follow-up to ensure issue remains resolved (***Optional**)

Step 7

Contact relevant support resources including Occupational Health and Safety, Human Resources, Security and the police department as appropriate..

Domestic Violence



Domestic Violence Facts

35.4% of Canadian workers report having **at least one co-worker** who they believe is **experiencing, or has previously experienced domestic violence**

53.5% of those reporting **domestic violence** experiences indicate that at least one type of abusive act occurred at or near the **workplace**

Even if the victim has moved to get away from the abuser, they may still experience the abuse

Many employees are affected directly and indirectly

Lori Dupont

Lori Dupont

Lori Dupont was a Canadian nurse who was stabbed to death in 2005 while at work in the PACU of Hôtel-Dieu Grace Hospital.

Her murderer was a former intimate partner who was a physician at the same hospital.

There were numerous missed opportunities by the hospital to prevent this tragedy.



Credit: cbc.ca


Domestic Violence Information

[Support](#) [Signs](#) [Experience](#) [Disclosure](#)

Click each topic above for more information about Domestic Violence


Domestic Violence is considered workplace violence under the terms of the Ontario Occupational Health and Safety Act.

Under Section 32.0.4 of the Act:
If an employer becomes aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace, the employer shall take every precaution reasonable in the circumstances for the protection of the worker.



The following 4 slides describe; support, signs, experience and disclosure.

Support



[Support](#) [Signs](#) [Experience](#) [Disclosure](#)

Click each topic above for more information about Domestic Violence

The Sexual Assault and Domestic Violence Care Centre (SACC/DV) is available for all staff and provides:

- 24/7 On-Call to the Emergency Department
- Written and Photo Documentation
- Forensic Evidence Collection
- Assistance in reporting to the police
- Court testimony and preparation
- Assessment and Treatment of Injuries
- Follow up medical and counseling
- Referral to community agencies (Shelters)
- Risk Assessment & Safety Planning

We are committed to assisting staff that are, or have been, the victim of domestic violence. If you need help, contact your Manager, Human Resources or Security. Any communication with members of the Hospital is kept confidential as much as possible. Others are informed only on a need to know basis to ensure a safe workplace.

Signs

[Support](#) [Signs](#) [Experience](#) [Disclosure](#)

Click each topic above for more information about Domestic Violence

Recognizing the Signs – A Victim of Domestic Violence may:

- Have bruising that cannot be explained
- Be sad, lonely, withdrawn and afraid
- Receive upsetting phone calls
- Use alcohol or drugs to cope
- Miss work on a regular basis or seem to be sick or late more often
- Have trouble concentrating on a task
- Request accommodations such as leaving early

Important Note:
These signs do not automatically mean a person is experiencing abuse. If you suspect abuse, it is important to ask questions and not jump to conclusions

Experience

Support

Signs

Experience

Disclosure

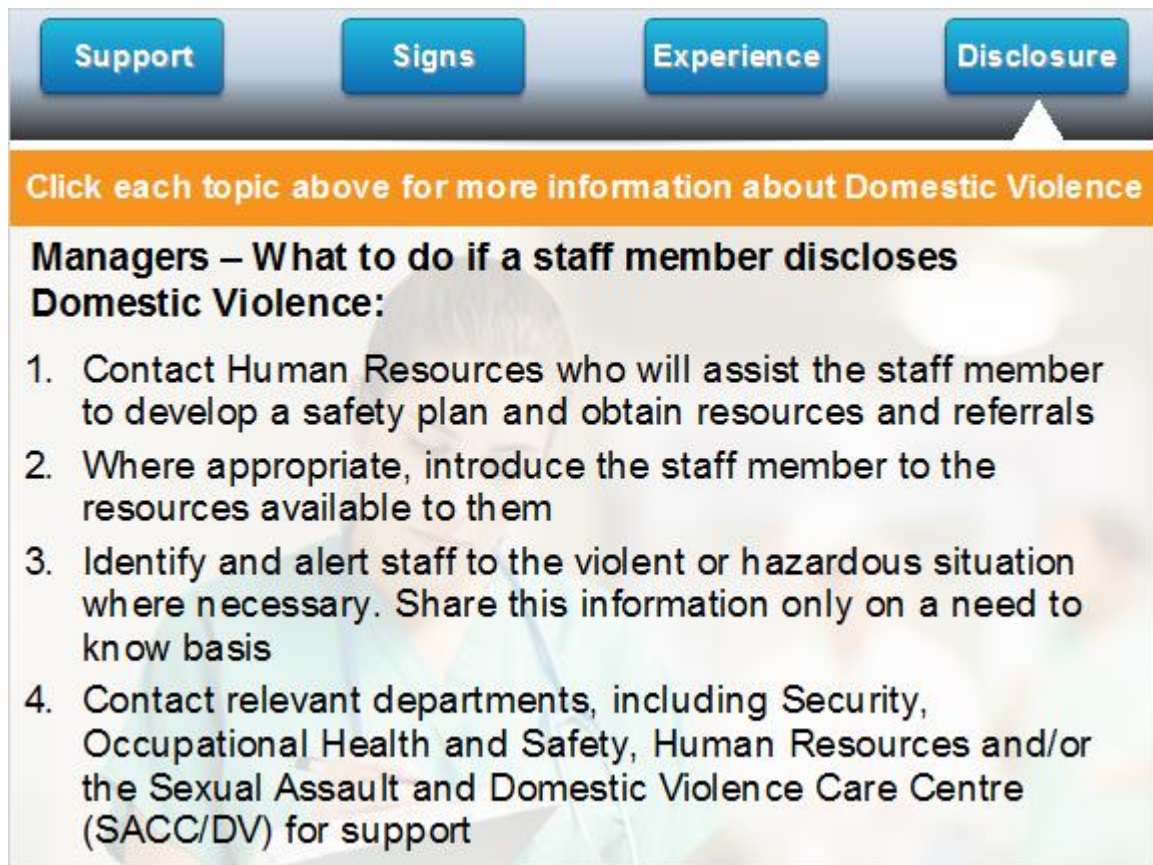
Click each topic above for more information about Domestic Violence

What to do if you are experiencing Domestic Violence:

1. Contact your Manager, Human Resources or Security about your situation and to develop a safety plan
2. You may also contact the Employee Assistance Program, Occupational Health and Safety or the Sexual Assault and Domestic Violence Care Centre (SACC/DV) for support
3. Save any threatening e-mail or voice mail messages
4. Notify your manager of the possible need to be absent and discuss your leave options



Disclosure



Support Signs Experience Disclosure

Click each topic above for more information about Domestic Violence

Managers – What to do if a staff member discloses Domestic Violence:

1. Contact Human Resources who will assist the staff member to develop a safety plan and obtain resources and referrals
2. Where appropriate, introduce the staff member to the resources available to them
3. Identify and alert staff to the violent or hazardous situation where necessary. Share this information only on a need to know basis
4. Contact relevant departments, including Security, Occupational Health and Safety, Human Resources and/or the Sexual Assault and Domestic Violence Care Centre (SACC/DV) for support

Your Responsibility

Rights and Responsibilities

Your Responsibility as a Coworker

Click on the buttons above for more information

Your rights:

- Be free from harassment and workplace violence
- Be communicated with in a respectful manner
- Be treated in a supportive, respectful and equitable manner
- Bring a complaint under Hospital Policy without fear of reprisal

Your Responsibilities:

- Ensure behaviour and conduct complies with Hospital policies
- Support and promote practices that foster a respectful environment
- Immediately report any harassing conduct
- Fully and truthfully cooperate with investigations

Your Responsibility as a Coworker

Your Responsibility

Rights and Responsibilities

Your Responsibility as a Coworker

Click on the buttons above for more information

Your Responsibility as a coworker:

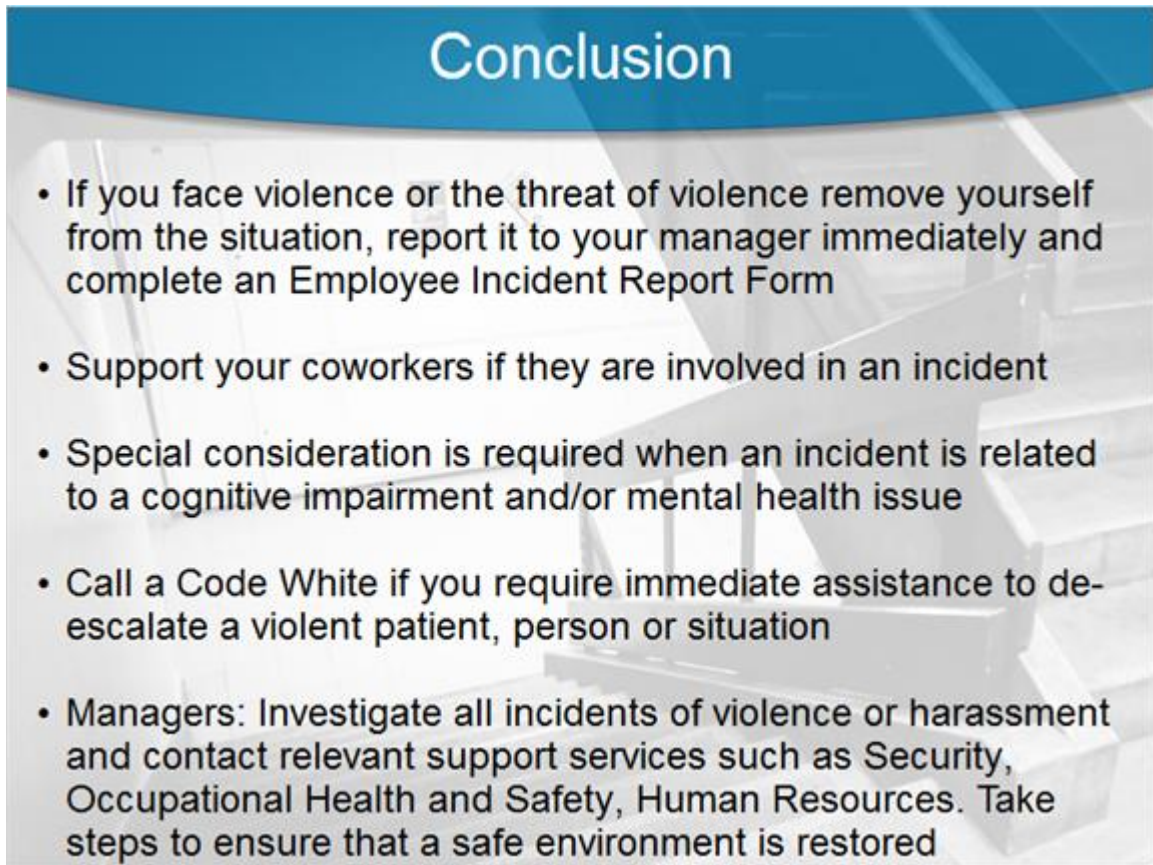
- Offer your help and support to a coworker who is experiencing violence, harassment or domestic violence
- Inform your coworker about Hospital policies and services
- Listen and let your coworker talk about their feelings
- Fully Inform your Manager, Occupational Health and Safety and/or Human Resources
- Don't share your coworker's situation with other colleagues beyond your Manager and Departments that are part of the support network
- For harassment only, if it's safe to do so, speak up and tell the perpetrator to stop their behaviour

Summary

Summary

- Violence is any actual, attempted or threatened conduct that causes or is likely to cause physical harm or injury to a worker and includes sexual assault
- Harassment includes bullying, offensive and demeaning remarks, exclusion, racial slurs and inappropriate sexual advances
- The Hospital has implemented policies making any type of violence or harassment, either within the workplace or at work-related activities, unacceptable
- Violence, harassment and domestic violence in the workplace prevents us from putting patients first and can have devastating effects on staff

Conclusion



Conclusion

- If you face violence or the threat of violence remove yourself from the situation, report it to your manager immediately and complete an Employee Incident Report Form
- Support your coworkers if they are involved in an incident
- Special consideration is required when an incident is related to a cognitive impairment and/or mental health issue
- Call a Code White if you require immediate assistance to de-escalate a violent patient, person or situation
- Managers: Investigate all incidents of violence or harassment and contact relevant support services such as Security, Occupational Health and Safety, Human Resources. Take steps to ensure that a safe environment is restored