



**ADMINISTRATIVE MANUAL**  
*Policy & Procedure*

<b>Title:</b> Violence in the Workplace Prevention	<b>Number:</b> AD 60-05
<b>Section:</b> Quality & Risk Management	<b>Date Created:</b> July 21, 2008 <b>Last Date Approved:</b> Aug 4/09; Apr 13/20 <b>Next Review Date:</b> April 2023
<b>Sponsor:</b> Director of Environmental Services <b>Author(s):</b> Leadership Team	
<b>Distribution:</b> All Staff & Volunteers	<b>Approval:</b> Leadership Team

## STANDARD

### **DHW Long Term Care Facility Program Requirements, FINAL February 2019**

8.2 Systems and processes are in place to minimize risk to residents, staff, volunteers, visitors and the home.

#### **Windsor Elms Village Guiding Principle:**

**SAFETY** is paramount. We keep each other safe so no one gets hurt. We intervene to prevent injury.

## RATIONALE

Eden Domain of Well-Being: Security – freedom from doubt, anxiety, or fear; safety, certain, assured; having privacy, dignity, and respect.

It is important that care partners are comfortable in their physical space and with those living or working in that space.

Abuse in any form erodes the mutual trust and confidence that is essential to Windsor Elms Village's operational effectiveness. Acts of violence destroy individual dignity, lower morale, create fear, and break down work unit cohesiveness.

## POLICY

Windsor Elms Village believes in the prevention of violence and promotes a violence-free workplace in which all people respect one another and work together to achieve common goals. Windsor Elms acknowledges the potential for physical and emotional harm as a result of these violent acts. Any act of violence committed by or against any member of our workplace or member of the public, is unacceptable conduct that will not be tolerated. This policy applies to all activities that occur on the premises and where Windsor Elms business is carried out.

Every effort will be made to identify possible sources of violence and to implement procedures to eliminate or minimize the risks they create. Every effort will be made to assist staff in coping with the aftermath of any incident.

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## PROCEDURE

### 1. Risk Assessment

Windsor Elms Village will conduct a new Violence Risk Assessment, at least every five years, or in any of the following circumstances:

- when it becomes aware that a type of violence has occurred in a similar workplace that was not taken into consideration when the previous violence risk assessment was conducted
- when there is a significant change in one of the following:
  - o the circumstances in which work takes place
  - o the interactions that occur in the course of performing work
  - o the physical location or layout of the workplace
  - o the Windsor Elms plans to construct a new facility or renovate an existing facility
  - o the Windsor Elms is ordered to do so by an officer

When a Violence Prevention Plan is being established, reviewed or revised the Windsor Elms will consult with all relevant stakeholders.

A copy will be made available for active contractors, constructors, suppliers, employees and volunteers of the Windsor Elms.

See Appendix A: Risk Assessment Tool

Risk Assessments and results will be filed in the office of the Director of Environment.

### 2. Incident Reporting, Investigation and Follow-up

As stated in the Windsor Elms Village Incident Reporting Policy AD 60-01, "...any event that is unusual, unexpected, or may have an element of risk, or that may have a negative effect on Residents, Staff, Volunteers, Visitors, or the Organization, which has caused or might result in an accident, and which must be reported in writing." Therefore, employees are required to report any act or threatening statement of violence arising out of their employment following the steps outlined in the Employee Incident Report Flow Chart, Policy AD 60-01.

The Department Head will conduct an appropriate investigation and support the employee as required.

### 3. Mandatory Training

On the job training must include a review of the risks of violence inherent in an employee's position, violence prevention procedures, correct response procedures, workplace emergency procedures and incident reporting procedures.

### 4. Roles and Responsibilities:

#### The CEO will:

- Ensure there is a Violence Prevention Statement which is communicated to all staff and posted where it is visible to all employees on a consistent basis, (ie: staff room; computer network, or on the Windsor Elms website at [www.windsorelms.com](http://www.windsorelms.com)).

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- Establish and measure appropriate performance standards pertaining to a Violence Prevention Action Plan.
  - Ensure that appropriate training and education in violence prevention procedures and response procedures is provided to staff;
  - Respond to media presence and/or follow-up questions relating to the incident.
  - Comply with Incident Reporting Policy AD 60-01;

**Department Heads will:**

- Assist with Risk Assessments and the development of a Violence Prevention Action Plan
- Inform inter-departmental staff of the nature and extent of the risk of violence in the workplace;
- Take corrective action and monitor its effectiveness;
- Ensure that the Occupational Health & Safety Committee, is consulted in accordance with the *Workers Compensation Act* Regulations; when incidents of a violent nature occur
- Ensure safe work procedures are developed to address existing or potential risks under their supervision;
- Facilitate ongoing discussion on workplace violence issues with staff, as required;
- Promote and encourage reporting of violent incidents
- Provide the employee with appropriate debriefing of violent incidents that they experience, and advise of available medical services including referrals.
- Comply with Incident Reporting Policy AD 60-01;

**Supervisors will:**

- Facilitate ongoing discussion on workplace violence issues with staff, as required;
- Provide input into risk assessments, and assist in development and updating of the Violence Prevention Plan
- Instruct staff on procedures for prevention of violence;
- Promote and encourage reporting of violent incidents;
- Advise workers of available medical services including referrals.
- Comply with Incident Reporting Policy AD 60-01

**Employee/Worker Responsibility**

- Provide input into risk assessments and assist in development and updating of the Violence Prevention Plan when required;
- Attend education and training sessions when requested;
- Follow established procedures for the prevention and reporting of incidents of violence;
- Report incidents of violence;
- Provide input into incident investigations;
- Be aware of critical incident debriefing or trauma counselling services available
- Comply with Incident Reporting Policy AD 60-01

**DEFINITIONS**

“Violence” means any of the following: threats, including a threatening statement or threatening behavior that gives an employee reasonable cause to believe that the employee is at risk of physical injury, conduct or attempted conduct of a person that endangers the physical health or physical safety of an employee.

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## **REFERENCES**

Violence in the Workplace Regulations, made under Section 82 of the Occupational Health and Safety Act, S.N.S. 1996, c. 7

Incident Reporting, Windsor Elms Village Policy AD 60-01

Occupational Health & Safety Act, Chapter 7 of the Acts of 1996

Worker's Compensation Act, Chapter 10 of the Acts 1994-95

## **APPENDICES**

Appendix A: Risk Management Tool

Appendix B: Violence in the Workplace Regulations

**Long Term Care Worker Survey on Violence in the Workplace**

Section 2 (f) of the Violence in the Workplace Regulations defines **violence** as **“threats, including a threatening statement or threatening behaviour that gives an employee reasonable cause to believe that the employee is at risk of physical injury, conduct or attempted conduct of a person that endangers the physical health or physical safety of an employee.”**

This survey can help determine what work-related conditions in your job may place you at risk of workplace violence. This survey is an important part of the violence prevention program, which is aimed at preventing, or at the very least minimizing the impact of, violent incidents and aggression in your workplace.

You do not have to give your name or other information that could identify you. Answer the question or circle the appropriate answer: **yes, no, or don't know**. Skip any question that does not apply to you.

Date:\_\_\_\_\_ Job Title:\_\_\_\_\_  Male  Female

Department/Work

Location:\_\_\_\_\_

## Your Security on the Job

On a scale of 1 to 10, how concerned are you about your personal safety at work?

(1 = not concerned, 10 = very concerned. Circle a number below.)

1      2      3      4      5      6      7      8      9      10

On a scale of 1 to 10, how prepared do you feel to handle a violent situation or threat at work?

(1 = not prepared, 10 = very prepared. Circle a number below.)

1      2      3      4      5      6      7      8      9      10

Are security improvements needed at your workplace?

**Yes No Don't Know** (If yes, check all that apply).

- |   |  |
|---|--|
| <input type="checkbox"/> Lighting   | <input type="checkbox"/> Safe & secure areas to store personal belongings  |
| <input type="checkbox"/> Trained security personnel   | <input type="checkbox"/> Secure restrooms  |
| <input type="checkbox"/> Secure parking   | <input type="checkbox"/> Restricted public access to work areas (is human traffic monitored by a system or person(s)?) |
| <input type="checkbox"/> Violence-related information/risk factors about residents is clearly communicated (e.g., new resident, communication between shifts, written care plan, etc.) Please indicate. | <input type="checkbox"/> Security devices (cameras, alarms, panic buttons, etc.)                                       |
| <input type="checkbox"/> The staff to resident ratio is appropriate to address resident's needs and challenges of care  | <input type="checkbox"/> Communication between employer and workers concerning violence prevention issues              |
| <input type="checkbox"/> Other (please specify)   |  |

Please explain below the issues related to each checked item.

Can you access: (Check all that apply; please explain below).

- The assistance of a buddy or security guard when needed
- A security contact person/system
- The information you need about the unit/facility
- A functioning communication device
- Timely assistance when you report a problem
- The opportunity to participate in education sessions.

Comments:

**Violence Prevention Policy**

**Yes    No    Don't Know**

- Is there a written violence prevention policy for your workplace?
- Have you ever seen a copy of the policy?
- Are there written procedures for violence prevention that deal with your work area?
- If yes, are they easy to understand and follow?
- Have you ever seen a copy of the procedures?

Comments:

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### Incident Reporting and Follow-up

Is there a system for reporting threats and incidence of violence and aggression?

If yes, is it easy to understand and follow?

Comments:

Are you required to report threats and incidents of violence and aggression?

If yes, can you do so without fear of reprisal?

Do you report all incidents of violence (threats or assaults from anyone)?

If not, please explain.

Does the supervisor/manager investigate incidents without undue delay?

Does the supervisor/manager take suitable corrective action without undue delay?

Are police and emergency services called immediately when an incident involving a criminal act occurs?

Are co-workers and support staff briefed about a violent incident before coming on shift/dealing with a previously violent incident?

Do you have access to incident reports?

Is there a program to provide support for workers who are victims of workplace violence?

Comments:

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**Education and Training**

Have you received training on recognizing and preventing workplace violence?

Are you trained at least once a year or when your job duties change?

Do you have the opportunity to practice what you have learned?

Do you feel that training was adequate?

Comments:

Is your training appropriate for the job that you do?  
(Is it tailored to your particular job duties?)

Comments:

Do you know what protocols (policies and procedures) exist in your workplace to deal with violence and its consequences?

Do you know what standard of care your employer expects you to deliver when a resident is abusive or threatening toward staff?

Are you aware of the OH&S regulation sections on violence in the workplace?

**Incidents at Work** **Yes** **No**

Have you ever been the victim of a violent incident while employed in this facility?

If yes, please answer the following:

Where the incident occurred

Type of incident(s) (describe)

Were you injured? (If yes, describe injuries)

Did you receive first aid or medical treatment? (If yes, describe)

Did you report the incident?  
If not, please explain.

Were you offered defusing (an opportunity to express your thoughts about the incident, and learn about normal stress reactions and available services) within 8 hours?

If yes, was it done?

Were you offered Critical Incident Stress Management debriefing (a discussion with a facilitator to alleviate trauma and speed up your recovery) within 24 to 72 hours?

If yes, was it done?

### **Your Recommendations**

In your opinion, what steps could be taken to make your workplace safer?

Name (optional): \_\_\_\_\_

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## APPENDIX B

### Violence in the Workplace Regulations made under Section 82 of the *Occupational Health and Safety Act* S.N.S. 1996, c. 7

O.I.C. 2007-200 (April 4, 2007, effective April 1, 2008\*), N.S. Reg. 209/2007

\* Except Sections 1 to 6, which are effective October 1, 2007.

#### Citation

1 These regulations may be cited as the *Violence in the Workplace Regulations*.

#### Definitions

2 In these regulations,

- (a) “Act” means the *Occupational Health and Safety Act*;
- (b) “adequate” means sufficient to protect a person from injury or damage to health;
- (c) “committee” means [a] committee as defined in the Act;
- (d) “healthcare workplace” means any of the following:
  - (i) a district health authority under the *Health Authorities Act*,
  - (ii) a nursing home, a home for the aged, a residential care facility under the *Homes for Special Care Act* or any other long-term-care facility, and
  - (iii) a place where emergency health services or home care services are provided;
- (e) “representative” means [a] representative as defined in the Act;
- (f) “violence” means any of the following:
  - (i) threats, including a threatening statement or threatening behaviour that gives an employee reasonable cause to believe that the employee is at risk of physical injury,
  - (ii) conduct or attempted conduct of a person that endangers the physical health or physical safety of an employee.

#### Violence as an occupational health and safety hazard

3 These regulations do not diminish the responsibility of all workplace parties to recognize violence as a occupational health and safety hazard in carrying out their precautions and duties under the Act.

#### Application of these regulations

4 These regulations apply at any workplace where the primary business is any of the following:

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- (a) health services, including services provided at a healthcare workplace;
  - (b) ambulance, emergency ambulance and emergency health services provided under the *Emergency Health Services Act*;
  - (c) medical services;
  - (d) dental services;
  - (e) veterinary services;
  - (f) blood collection services;
  - (g) testing and diagnostic services;
  - (h) pharmaceutical-dispensing services, including facilities operating under the *Pharmacy Act*;
  - (i) education services provided by institutions, including any of the following:
    - (i) the Nova Scotia Community College,
    - (ii) a degree granting institution designated under the *Degree Granting Act*,
    - (iii) a private career college registered under the *Private Career Colleges Regulation Act*,
    - (iv) a school governed by the *Education Act*;
  - (j) policing services, detective services and other law enforcement services, including services provided under the *Police Act*, the *Police Services Act* and the *Constables Act*;
  - (k) correctional services, including services provided at any of the following:
    - (i) a correctional facility as defined in the *Corrections Act*,
    - (ii) a facility under the *Correctional Services Act*,
    - (iii) a facility under the *Court Houses and Lockup Houses Act*,
    - (iv) a place or facility designated as a youth custody facility under subsection 85(2) of the *Youth Criminal Justice Act (Canada)*,
    - (v) a place or facility designated as a place of temporary detention under subsection 30(1) of the *Youth Criminal Justice Act (Canada)*;
  - (l) probation services provided by a probation officer or assistant probation officer appointed under the *Correctional Services Act*;
  - (m) security and related services, including licensees under the *Private Investigators and Private Guards Act*;
  - (n) crisis counseling and intervention services, including any services provided by an agency as defined in the *Children and Family Services Act*;
  - (o) retail sales;
  - (p) delivery services, including parcel delivery services;
  - (q) financial services, including services provided by any of the following:
    - (i) facilities operating under the *Trust and Loan Companies Act*,
    - (ii) facilities operating under the *Credit Union Act*,
    - (iii) [an] insurer licensed to carry on business under the *Insurance Act*,
    - (iv) a money lender under the *Money-lenders Act*;
  - (r) sales of liquor or providing premises for consuming liquor, including premises licensed under the *Liquor Control Act*;
  - (s) taxi services;
  - (t) passenger transit services;
  - (u) gaming activities conducted and managed under the *Gaming Control Act*;
  - (v) services provided by or on behalf of the departments, offices and special operating agencies established under the *Public Service Act* that involve regular interaction with the public;
  - (w) homemakers' services as defined in the *Homemakers' Services Act*.

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## **Violence risk assessment**

- 5** (1) An employer must conduct a violence risk assessment for each of their workplaces in accordance with this Section to determine if there is a risk of violence in the workplace and prepare a written report concerning the violence risk assessment detailing the extent and nature of any risk identified by the assessment.
- (2) In conducting a violence risk assessment, an employer must take all of the following into consideration:
- (a) violence that has occurred in the workplace in the past;
  - (b) violence that is known to occur in similar workplaces;
  - (c) the circumstances in which work takes place;
  - (d) the interactions that occur in the course of performing work;
  - (e) the physical location and layout of the workplace.
- (3) An employer must consult with any committee established at the workplace when conducting a violence risk assessment and must provide the committee with a copy of the written report of the assessment.
- (4) An employer must consult with any representative selected at the workplace when conducting a violence risk assessment and must provide the representative with a copy of the written report of the assessment.

## **When new violence risk assessment required**

- 6** (1) An employer must conduct a new violence risk assessment for a workplace in any of the following circumstances:
- (a) the employer becomes aware of a type of violence occurring in similar workplaces that was not taken into consideration when the previous violence risk assessment was conducted;
  - (b) there is a significant change in any of the following:
    - (i) the circumstances in which work takes place,
    - (ii) the interactions that occur in the course of performing work,
    - (iii) the physical location or layout of the workplace;
  - (c) the employer plans to construct a new facility or renovate an existing facility;
  - (d) the employer is ordered to do so by an officer.
- (2) An employer must conduct a new violence risk assessment for each of their workplaces at least every 5 years.

## **Workplace violence prevention plan**

- 7** (1) An employer must establish and implement a workplace violence prevention plan for each workplace for which a significant risk of violence is identified through a violence risk assessment or that an officer orders a plan for.
- (2) As part of a workplace violence prevention plan, an employer must do all of the following:
- (a) prepare a written workplace violence prevention statement;
  - (b) either
    - (i) take and document reasonable measures to minimize and, to the extent possible, eliminate the risk of violence in the workplace, or

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- (ii) adopt a code of practice on violence in the workplace published by the Director governing the primary business conducted at the employer's workplace;
  - (c) establish and document procedures for providing employees with the information and training required by Sections 10 and 11;
  - (d) establish and document procedures for reporting, documenting and investigating incidents of violence as required by Sections 12 and 13.
- (3) An employer must consult with any committee established at the workplace when establishing, reviewing or revising a workplace violence prevention plan.
- (4) An employer must consult with any representative selected at the workplace when establishing, reviewing or revising a workplace violence prevention plan.
- (5) An employer must make a copy of the workplace violence prevention plan available for examination at the workplace by any employer, contractor, constructor, supplier, employee, owner or self-employed person in that workplace.

#### **Review and revision of workplace violence prevention plan**

- 8 (1) If a new violence risk assessment indicates a significant change to the extent and nature of the risk of violence, an employer who is required to establish and implement a workplace violence prevention plan must ensure that the plan is reviewed and, if necessary, revised.
- (2) At least every 5 years, an employer who is required to establish and implement a workplace violence prevention plan must ensure that the plan is reviewed and, if necessary, revised.

#### **Workplace violence prevention statement**

- 9 (1) An employer must prepare a workplace violence prevention statement that includes all of the following:
- (a) a statement of the employer's recognition that violence is an occupational health and safety hazard at the workplace;
  - (b) a statement of the employer's recognition of the physical and emotional harm resulting from violence;
  - (c) a statement of the employer's recognition that any form of violence in the workplace is unacceptable;
  - (d) a statement of the employer's commitment to minimize and, to the extent possible, eliminate the risk of violence in the workplace.
- (2) An employer must post a copy of their workplace violence prevention statement in a prominent place or places in each of their workplaces so it can be easily accessed by employees, and must ensure that it remains posted.

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### **Information that must be provided to employees**

**10 (1)** An employer must provide an employee who is exposed to a significant risk of violence in a workplace with information on the nature and extent of the risk and on any factors that may increase or decrease the extent of the risk.

**(2)** Except as prohibited by law, the duty to provide information to an employee under subsection (1) includes a duty to provide information related to a risk of violence from a person who has a history of violent behavior if that person is likely to be encountered by the employee.

### **Training and supervision for employees**

**11 (1)** In accordance with the procedure in an employer's workplace violence prevention plan, an employer must provide adequate training on all of the following for any employee who is exposed to a significant risk of violence:

- (a) the rights and responsibilities of employees under the Act;
- (b) the workplace violence prevention statement;
- (c) the measures taken by the employer to minimize or eliminate the risk of violence;
- (d) how to recognize a situation in which there is a potential for violence and how to respond appropriately;
- (e) how to respond to an incident of violence, including how to obtain assistance;
- (f) how to report, document and investigate incidents of violence.

**(2)** An employer must provide any employee who is required by the employer to perform a function under the workplace violence prevention plan with training on the plan generally and on the particular function to be performed by the employee.

### **Duty to report incidents of violence**

**12** An employer, contractor, constructor, supplier, employee, owner or self-employed person in the workplace has a duty to report all incidents of violence in a workplace to the employer.

### **Documentation, investigation and actions to prevent reoccurrence**

**13 (1)** An employer must ensure that incidents of violence in a workplace are documented and promptly investigated to determine their causes and the actions needed to prevent reoccurrence in accordance with the procedures established under clause 7(2)(d).

**(2)** An employer must ensure that notice of the actions taken to prevent reoccurrence of an incident of violence are given to all of the following:

- (a) any employee affected by the incident of violence;
- (b) any committee established at the workplace;
- (c) any representative selected at the workplace.

### **Dealing with employees exposed to or affected by violence**

**14** An employer must provide an employee who has been exposed to or affected by violence at the workplace with an appropriate debriefing and must advise the employee to consult a health professional of the employee's choice for treatment or counseling.

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### **Employers with multiple temporary workplaces**

**15** Despite anything in these regulations, an employer who has employees performing work at multiple temporary workplaces is not required to conduct a violence risk assessment or prepare a workplace violence prevention plan for each individual workplace if the employer conducts a violence risk assessment and prepares a workplace violence prevention plan that covers similar workplaces collectively and takes into account the circumstances and interactions that an employee is likely to encounter in the performance of their work.

### **Ability to meet duties collectively**

**16 (1)** Despite anything in these regulations, 2 or more employers may enter into a written agreement to collectively provide and maintain the statements, plans and services required under these regulations.

**(2)** A copy of any agreement made under subsection (1) must be kept by each of the employers and must be provided to any of the following, engaged at the workplace of 1 of the employers, who request a copy:

- (i) an employee;
- (ii) a contractor;
- (iii) a constructor;
- (iv) a supplier;
- (v) an owner or self-employed person;
- (vi) an officer.