

# Workplace Violence Self Training Guide

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# *Workplace Violence*



In the Occupational Health & Safety Act (OHSA) Workplace Violence is defined as:

- a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- c) a statement or behaviour that it 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.

# *Workplace Violence*



There are four categories of Workplace Violence:

- Perpetrator has no relationship to employer
- Client to staff; staff to client; client to client,
- Staff to staff
- Personal relationship violence

# *Workplace Violence*

- Client to staff aggression is the most common form
- Personal strategies to employ:
  - Be familiar with situations that raise anxiety levels.
  - Know your client and their needs
  - Be prepared to adjust care plans
  - Recognize the signs and symptoms that precede acting out
  - Learn strategies to diffuse the situation
  - Report all incidents

# *Workplace Harassment*



In the Occupational Health & Safety Act (OHSA) Workplace Harassment is defined as:

- Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome
- Vexatious: annoying, irritating, upsetting, distressing, bothersome, etc.

# *Workplace Harassment*



Comments and conduct that constitutes as Workplace Harassment can include:

- Jokes/innuendos that demean, ridicule, intimidate or offend
- Display/circulate offensive pictures or materials – print or electronic
- Bullying
- Repeated offensive or intimidating phone calls/emails
- Inappropriate sexual touching, advances, suggestions or requests

# *Bullying*

- Not defined under the OHSA, but is identified as form of Workplace Harassment
- Repeated, persistent negative acts toward one or more individuals which involves a perceived power imbalance and creates a hostile work environment
- Observed behaviours:
  - Blames others for “errors”
  - Yells and screams
  - Makes unreasonable job demands
  - Insults and puts down others
  - Criticizes others’ abilities
  - Starts rumours to harm others

# *Reporting Workplace Violence*



Violent incidents can involve many different levels of response depending on what type of act occurred.

- You are to report all violence-related incidents or hazards to Manager or Supervisor. This report can be made confidentially, at your request.
- Any incident involving death, injury, and/or weapons will be reported to the police.
- Individuals retain the right to involve the police if they choose.
- Confidentiality will be maintained with the exception of the steps to ensure the safety of others and prevention of recurrence. For example, a police report may be necessary.



# *Reporting Workplace Violence*



- You may make the report confidentially and thus not leave a copy in the log but simply indicate the need for confidentiality to her or his direct Manager or Supervisor, or in the Manager's or Supervisor's absence, to another Manager or Supervisor.
- No report of violence or risks of violence can be the basis of reprisal against the reporting person.
- In instances where an individual is experiencing forms of domestic violence OSMH encourages them to confide in their direct supervisor, or Occupational Health and Safety so supports can be offered to keep everyone in the workplace safe.



## Workplace Violence Self Training Guide

Thank you for completing the self training guide.  
We hope it was informative.

Please print this certificate and submit it with  
your orientation manual.