

Workplace Violence Self Training Guide

*Prepared by
Occupational Health and Safety Department
2024*



Workplace Violence



In the Occupational Health & Safety Act 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 behavior 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.*

Workplace Violence



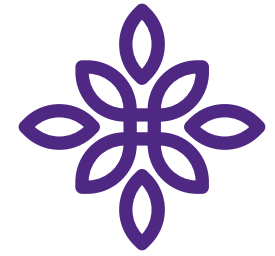
There are four categories of Workplace Violence:

Type 1: Criminal Intent

Type 2: Customer/Client

Type 3: Worker-on-Worker

Type 4: Personal Relationship



Type 1: Criminal Intent

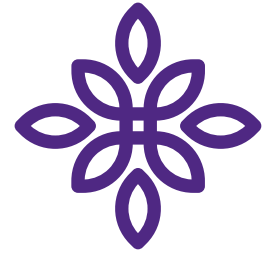
In **Type 1 violence**, the perpetrator has no legitimate relationship to the business or its employees and is usually committing a crime in conjunction with the violence (robbery, shoplifting, trespassing).

For example:

- A Nurse assaulted in the hospital parking lot
- A home health care Nurse is mugged while conducting a home visit

In healthcare setting Type 1 Violence occurs less frequently.

Type 2: Customer/Client



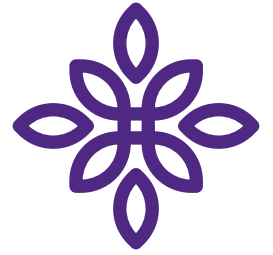
Type 2 violence is the most common in healthcare settings. This type includes patients, their family members, and visitors and can be ***referred to as client-on-worker violence***.

This type of violence occurs most frequently in:

- Emergency and Psychiatric treatment settings
- Waiting rooms
- Geriatric Care settings

Prevention of type 2 violence is a primary focus

Type 3: Worker-on-Worker

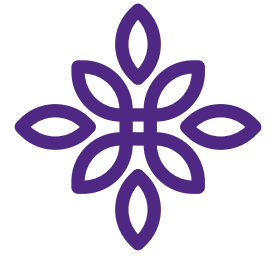


Type 3 violence between coworkers is commonly referred to as lateral or horizontal violence. It includes bullying and frequently manifests as verbal and emotional abuse that is unfair, offensive, vindictive, and/or humiliating though it can range all the way to homicide.

Worker-on-Worker violence is often directed at persons viewed as being “lower on the food chain” such as;

- Supervisor to Supervisee
- Doctor to Nurse
- Peer to Peer violence

Type 4: Personal Relationship



Type 4 violence, the perpetrator has a relationship to the nurse outside of work that spills over to the work environment. For example: the Partner of a nurse follows them to work, orders them home and threatens them with implications for not only this nurse, but also their coworkers and patients.

Workplace Harassment



In the Occupational Health & Safety Act workplace Harassment is defined as:

- a) Engaging in a course of vexatious comment or conduct against a worker in a workplace, including virtually through the use of information and communications technology, that is known or ought reasonably to be known to be unwelcome, or*
- b) Workplace sexual harassment*

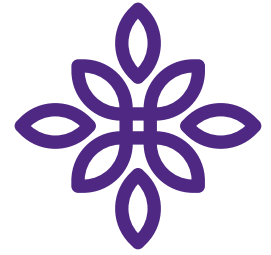
Workplace Sexual Harassment



In the Occupational Health & Safety Act workplace Harassment is defined as:

- a) Engaging in a course of vexatious comment or conduct against a worker in a workplace, including virtually through the use of information and communications technology, because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, **or***
- b) Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome*

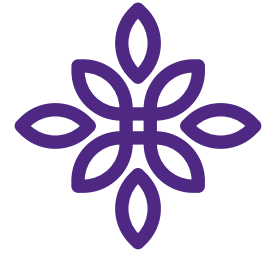
Bullying



- Repeated, persistent negative acts toward one or more individuals which involves a perceived power imbalance and creates a hostile work environment
- Observed behaviors;
 - Blames others for 'errors'
 - Yells and screams
 - Makes unreasonable job demands
 - Insults and puts others down
 - Criticizes others' abilities
 - Starts rumors to harm others

Bullying is not defined under the Health & Safety Act, but is defined as a form of Workplace Harassment

Reporting Workplace Violence

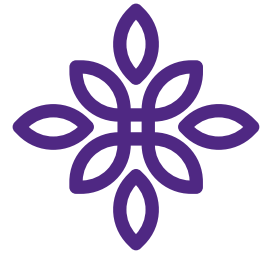


Violent incidents can involve many different levels of response depending on what type of act occurred.

- You are to report all violence-related incidents or hazards to your Preceptor or Instructor.
- 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.

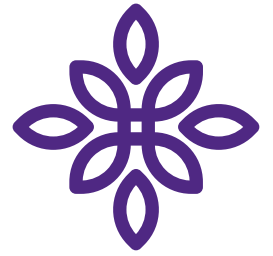
Confidentiality will be maintained with the exception of the steps to ensure the safety of others and prevention of recurrence. For example, a police report may be necessary.

Reporting Workplace Violence



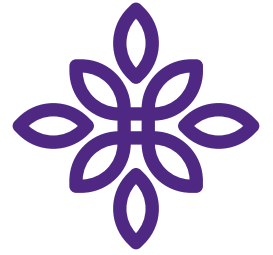
- Workplace Violence is reported through the Incident Reporting Management System (RL6)— this reporting system allows for confidentiality while ensuring the correct parties are informed(Preceptor/Instructor, Occupation Health, People Services).
- If an individual is experiencing forms of domestic violence, OSMH encourages the individual to speak with their Preceptor/Instructor or Occupational Health, Safety and Wellbeing so that supports can be offered to ensure workplace safety.

Orillia Soldiers' Memorial Hospital



**Thank you for completing this Self
Training Guide. We hope it was
informative.**

Resources



[Occupational Health and Safety Act, R.S.O. 1990, c. O.1 | ontario.ca](#)

[Types of Workplace Violence | WPVHC | NIOSH](#)