



Safe, Respectful and Inclusive Workplaces: Stakeholders and Strategies Conference

**May 29, 2009
London Convention Centre**

Organizational Strategies to Reduce Risk of Violence

- **Commitment to providing a safe environment**
 - Ensure sufficient staffing
 - Avoid excessive overtime or shift work
 - Match staff competencies with client needs
 - Increase staff autonomy to avoid inflexible or unreasonable policies
 - Enact policies that respect patient/family dignity and privacy
 - Encourage open communications

- **Risk assessment**
 - Review of the history of violence in your workplace
 - Examination of environmental layout
 - Assessment of current training of staff regarding identification and management of risk indicators
 - Assessment of security operations
 - Review of reporting procedures

- **Policies and measures to reduce risk**
 - Collective Agreement language
 - Workplace Policies and Programs
 - Legislation
 - Education of Employers, Workers and the Public

- **Work practices**
 - Ensure sufficient staffing
 - Avoid excessive overtime or shift work
 - Match staff competencies with client needs
 - Increase staff autonomy to avoid inflexible or unreasonable policies
 - Enact policies that respect patient/family dignity and privacy
 - Encourage open communications

➤ **Environmental design**

- Lighting
- Close circuit Television
- Staff communications systems
- Panic buttons
- Presence of security guards
- Limiting access to members of the public
- Providing secure parking and restrooms for staff
- Glass or other barriers

➤ **Training/education**

- Recognizing the warning signs of violent behaviour
- Preventing, diffusing or resolving violent conflicts through learning skills of behaviour, aggression and conflict management
- Familiarizing staff with policies on preventing, responding to and reporting violence
- Familiarizing staff with legal rights and responsibilities

➤ **Post incident strategies**

- Treatment for healthcare workers subjected to violence
- Worker incident reports and notification to Ministry of Labour
- Notification to police and laying charges
- Debriefings and informational meetings
- Internal investigations/report to Joint Health and Safety Committee