

PATHWAYS ABILITIES SOCIETY

POLICY: WORKPLACE VIOLENCE PROTECTION

Applies to: All Personnel, Volunteers, Persons Served, Families, Advocates and Caregivers

PREAMBLE

While recognizing that clearly the Employer cannot guard against all eventualities (problems), and that employees and people receiving service have a duty to take reasonable care for their own health and safety, it is an important part of the management of the society to reduce the risk of violence to staff and the people we support through strategies for the prevention, management, or control of the risk of violence. Individuals in the workplace, regardless of their level of responsibilities or duties, must use their experience, skills and common sense when faced with aggressive and threatening persons or situations.

Definition of Violence: The attempted or actual exercise by a person or persons of any physical force to cause injury to another. This includes any threatening statements (words) or behaviour, which causes a person to believe that he/she is at risk of injury or being harmed. A threat against a person's family will be considered a threat against the individual themselves.

Definition of *Physical Restraint:

Physical restraint is defined as "containment of the individual through the use of hands, arms and legs." No other form of restraint will be deemed acceptable.

POLICY

Management, staff and volunteers will take every threat of violence seriously. Employees, volunteers and persons receiving service must report threats, physical abuse or aggression.

Both management and staff have a responsibility to take whatever action is necessary to prevent violent situations from occurring where possible, or to act in such a manner as to stop the possible consequences should an act of violence occur.

Persons receiving service who are predisposed to aggressive tendencies will have those tendencies outlined in their support plan or protocol. Included in the plan will be strategies to diffuse and minimize potential aggressive or violent situations.

If a person receiving service hurts another individual in service, the Executive Director will decide if they need to leave the service area immediately. The Executive Director, or designate, will take some time to get information on what happened. The Executive Director, or designate, will decide if the individual will be allowed to come back. If the individual is allowed to come back, a plan to make sure other supported individuals are safe will be written by the LPN or designate. If the individual does not agree with the plan, they will not be able to return to service.

Staff required to work with individuals who are predisposed to aggressive tendencies will have a thorough orientation. Staff will be provided with the necessary MANDT training in order to reduce the risk of harm and to support and to debrief if a violent situation occurs.

Individuals that are not predisposed to aggressive tendencies that physically harm others will have the incidents referred and discussed with the Community Living BC (CLBC) liaison, the person, their family and/or support network. They are required to refer the person for a medical exam to rule out medical issues. Pending the outcome, a support plan or protocol will be developed. If the aggressive behaviour persists and a plan is not in place, the person will be unable to attend services until one is completed and all staff are orientated.

If a situation arises where a person is unknown or has not demonstrated any violent tendencies, enters a Pathways Abilities Society facility and/or engages in a threatening or violent manner, apply MANDT training and call 911 immediately. Ensure the safety of yourself and others.

IN VERY EXCEPTIONAL CIRCUMSTANCES, *physical restraint may be necessary to protect the person, people receiving services, staff or the public. This will only be considered if all other attempts at prevention have failed (see Behavioural Support and Intervention Guidelines). Only minimal and reasonable force may be used in order to restrain and calm the person involved.

Each incident of violence and/or restraint will be reported to the executive director, the appropriate external regulatory bodies and a Critical Incident Report form completed. The report will be forwarded to the Occupational Health and Safety Committee (OH&S Committee) for follow-up. The OH&S committee is responsible for making recommendations to prevent reoccurrence. Management is responsible for implementation.

An unannounced test of Workplace Violence Protection procedures will be completed annually in the month of May.

Effective/Revision Date

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