

PATHWAYS ABILITIES SOCIETY

PROCEDURE: WORKPLACE VIOLENCE PROTECTION

Applies to: All Personnel, Volunteers and Persons Served

Original Effective Date: 1993

Effective Date: January 22, 2019

Replaces Procedure Dated: April 10, 2014

Preparation

1. Complete the annual violence in the workplace drill in the month of May.

When faced with aggression or potential violence:

1. Adopt a calm, reasoned and reassuring attitude.
2. If known, adhere to the strategies outlined in the person's behaviour protocols (if applicable) and Mandt training (Crisis Cycle).
3. If a situation arises where a person unknown or has not demonstrated any violent tendencies enters a Pathways facility and/or engages in a threatening or violent manner, apply MANDT training and call 911 immediately. Ensure the safety of yourself and others.
4. If a build-up exists, attempt to introduce a more familiar person or one not involved in the immediate conflict.
5. Separate where possible from aggravating circumstances or persons.
6. Do not provoke. Engage in a straight, calm discussion of the problem.
7. Work on the positive. Remember that the person is probably feeling cornered and may be looking for ways out.
8. Maintain distance and watch for sudden changes of response. Do not threaten in any way.
9. If the situation escalates and control is being lost, call on colleagues. Consider withdrawal.

Reporting

For Affected Individual Served:

1. Complete a "Critical Incident Report" in the ShareVision list as specified in the policy and procedure.
2. Submit the completed form to the immediate supervisor. The supervisor provides the executive director with a copy and they provide the Activity Quality Assurance Manager (AQAM) with a copy. If required, the AQAM provides the Occupational Health and

Safety (OH&S) committee with a copy.

3. The OH&S reviews the situation using the following protocols:

- Evaluate the problem / risk assessment.
- Review the details of the recorded incident.
- Assess similarities with other violent incidents.
- Search for preventative measures.
- Design a preventative strategy.
- Implement measures.
- Monitor the effects of measures.
- May recommend the need for behavioural intervention however the committee is not responsible for designing preventative strategies for specific individuals. Refer to the Behavioural Support and Intervention policy and procedure.

4. The OH&S provides the executive director with a completed report.

5. The executive director reviews the OH&S report and if required implements the recommendations.

6. The person designated as outlined in Incident Reporting procedure ensures all other actions required are completed.

For Affected Employee:

1. Complete the "Reporting Workplace Violence Staff" form in the ShareVision list.

2. If you have not already done so, inform the immediate supervisor. The supervisor advises any injured employee to see a physician for treatment or referral.

3. The supervisor informs the executive director or designate and he/she informs the AQAM. The AQAM will provide the OH&S committee with a copy of the form.

4. The OH&S reviews the situation using the following protocols:

- Evaluate the problem / risk assessment.
- Review the details of the recorded incident.
- Assess similarities with other violent incidents.
- Search for preventative measures.
- Design a preventative strategy.
- Implement measures.
- Evaluates the effectiveness of any corrective measures.

5. The OH&S provides the executive director with a completed report.

6. The executive director reviews the OH&S report and if required implements the recommendations.

Preventing Violence in the Workplace

1. In September, under the direction of the AQAM, the OH&S committee distributes Risk Assessment and Preventing Violence in the Workplace Checklists to all service areas for completion.

2. Once the checklists are completed and received, the OH&S Committee analyzes the data and develops a Risk Management and Accessibility Action Plan.
3. The Action Plan is distributed and posted in all service areas.
4. The OH&S committee addresses and/or monitors the actions required.
5. In March, the OH&S committee redistributes the Risk Assessment and Preventing Violence in the Workplace Checklist. The AQAM adjusts the Risk Management and Accessibility Action Plan according to the results and redistributes for posting.
6. In April, the AQAM concludes and posts the previous year's Risk Management and Accessibility Action Plan and provides a copy to the executive director who provides a copy to the Board of Directors in October for their approval.