

Facts:

Risks in health care

- Working with volatile persons or directly with people who have a history of violence, abuse drugs or alcohol.
- Working alone in a health care facility or in a patients' home.
- Transporting patients and clients.
- Working in high stress environments (e.g. emergency rooms, hospitals) and work overload.
- Working when understaffed and in places with high worker turnover.
- Long waits for patients or clients and overcrowded, uncomfortable waiting rooms.
- Delivering serious health information to individuals.
- Unrestricted movement of the public in clinics and hospitals.
- Restricted line of sight that may block a worker's vision and interfere with an escape from a violent incident.
- Poorly lit corridors, rooms, parking lots and other areas.
- Prevalence of firearms, knives and other weapons among patients and their families and friends.



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Workplace Violence

Health Care and Social Services Industry

Assaults and violent acts



The injury rate for assaults and violent acts has increased 118%, from 22/10,000 employees in 2012 to 48/10,000 employees in 2019.

What is workplace violence?

Workplace violence is any act in which a worker is abused, threatened, intimidated or assaulted in his or her employment by a person, and believes they are at risk of injury. It includes:

- Threatening behaviour - such as shaking fists, destroying property or throwing objects.
- Verbal or written threats - any expression of an intent to inflict harm.
- Harassment - any behaviour that demeans, embarrasses, humiliates, annoys, alarms, verbally abuses a person, inflicts psychological trauma, or is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities.
- Verbal abuse - swearing, arguments, insults or condescending language.
- Physical attacks - hitting, shoving, pushing, kicking, rape or murder.
- Property damage - vandalism, sabotage, theft or arson.

Reduce the risk

- Conduct a risk assessment to identify workplace violence risk factors specific to the workplace and consider issues brought forward by the Committee/Representative/Designate.
- Eliminate the risk of workplace violence where possible.
- Identify, prioritize and implement controls where elimination is impossible to minimize the risk to workers.
- Develop a Workplace Violence Prevention Plan (include provisions for working alone).
- Develop a Harassment Prevention Plan and train workers on the plan.
- Make sure emergency response plans are in place and are current.
- Make sure employees are educated and adequately trained in workplace violence prevention.
- Evaluate and monitor controls to make sure legislative responsibilities have been met and controls remain effective.

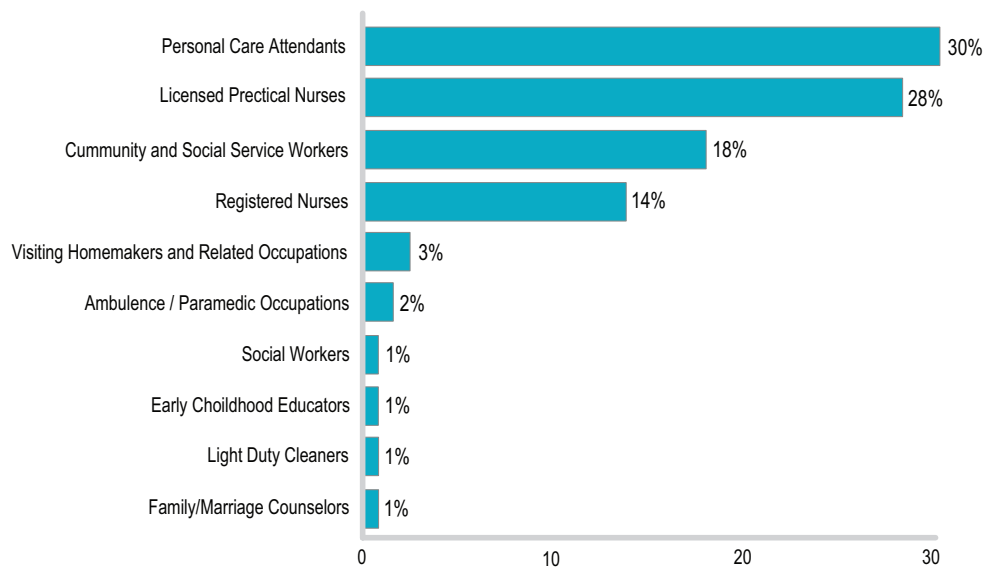
Control the risk

- Design the workplace so that workers are close to an exit and cannot be cornered.
- Use coded cards or keys to control access to the workplace.
- Use adequate exterior lighting around the workplace, near entrances and parking lots.
- Outline specific procedures for dealing with volatile persons, abusive clients, and clients under the influence of alcohol or drugs.
- Use a 'buddy system' when it is felt personal safety may be at risk.
- Avoid any situation that appears threatening or unsafe.
- Install physical barriers, panic buttons or alarms, and secure office areas from public.
- Remove loose objects from reception counters.
- Post signs with rules of conduct for clients.

Top Ten Occupations

Assaults and Violent Acts (NL) 2012 - 2019

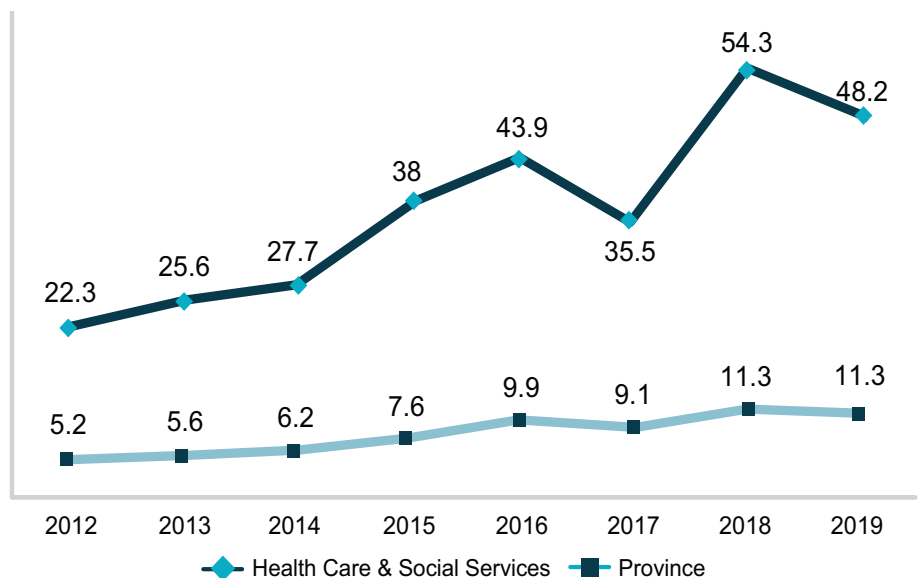
Nursing staff make up 72% of those impacted by assaults and violent acts.



Health Care and Social Services Industry

Assaults and Violent Acts (NL) Injury Rate/10,000 Employees 2012 - 2019

Assaults and violent act claims in the Health Care and Social Services Industry account for 78% of all assaults and violent act claims in NL 2012 - 2019.



For additional information, please contact:

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