

Facts:

Risks in health care

- Working 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.



Workplace Violence Health Care & Social Services Industry



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, other than a co-worker, 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 and arson.

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Reduce the risk

- Conduct a risk assessment to identify workplace violence risk factors specific to the workplace.
- Eliminate the risks or replace with less hazardous options 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).
- Ensure emergency response plans are in place and are current.
- Ensure employees are educated and adequately trained in workplace violence prevention.
- Evaluate and monitor controls to ensure legislative responsibilities have been met and controls remain effective.

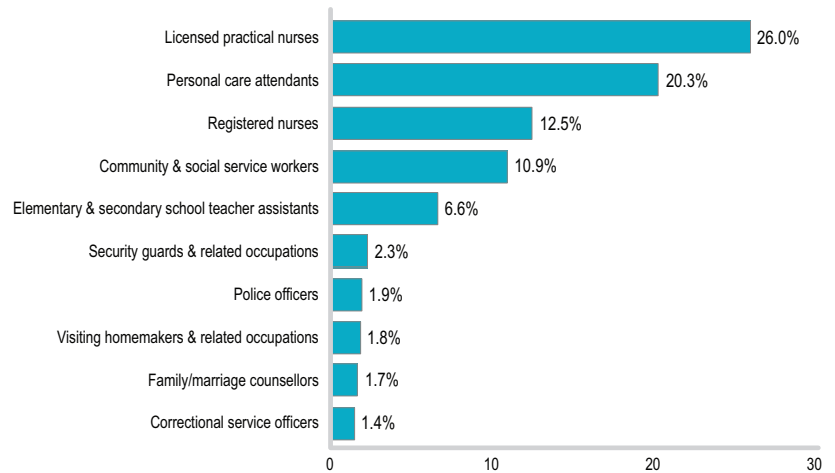
Control the risk

- 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 lighting around the workplace and near entrances.
- Outline specific procedures for dealing with 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 alarms or buzzers.
- Remove loose objects from reception counters.
- Post signs with rules of conduct for clients.

Top Ten Occupations

Assaults and Violent Acts (NL) 2009 - 2015

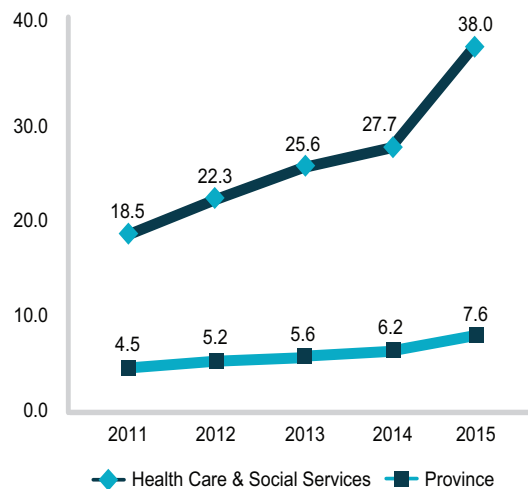
Nursing staff make up 58.8% of those impacted by assaults and violent acts.



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Assaults and Violent Acts (NL) Injury Rate/10,000 Employees 2011 - 2015

Assaults and violent acts continue to be an area of concern in the workplace, with a 104.3% increase in the health care and social services industry.



For additional information, please contact:

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