



# Saskatchewan Health Authority

## Procedure

Saskatoon & Area - Occupational Health & Safety

**Number:** 54-002

**Title:** Psychological Hazard: Violence

**Saskatchewan Employment Act:**

**OHS Regulation:** 3-26

**Date:** January 1 2017

**Date Revised/Reaffirmed:** December 2, 2021

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### Purpose

- The purpose of this procedure is to minimize and eliminate the risk of violence for workers and others at the work site
- To ensure workers will not take undue risk in managing potential or actual violent episodes

### Procedure

Manager/Supervisor:

- Provide appropriate training and orientation to ensure workers recognize triggers to violence and appropriate violence response procedures.
- Inform clients and others at the work site about the violence policy
- Identify violence or potential for violence
  - Previous history with patient
  - Communication from other dept/facilities/unit /site/co-workers/family/friends/patients
  - Report from staff member of domestic or community threat
  - Violent incident occurs and is reported
- Identify Root Cause
  - Substance Abuse/Alcohol
  - Dementia/Alzheimers
  - Medication/Pain Control
  - Condition/Illness eg. Acquired Brain Injury, Mental Health
  - Environment eg. Busy, high traffic, noise, lighting
  - Staffing
  - Lack of control
  - Domestic conflict
  - Recent termination from SHR

Additional Triggers

- Lack of communication
- Racism
- Gender
- EE not performing as trained
- Systems issues eg. Not placed in right unit, services not available when needed, off servicing,
- Fear
- How they are treated by Health Care Practitioner (HCP) or staff member
- Other unidentified stressors

- Identify and implement controls
  - Code White – department/unit/facility specific procedure in place and communicated to EE’s
  - Utilizing Security when available
  - Least Restraint Policy
  - Family/Friends – use to mitigate or can escalate
  - Police/RCMP – when to call, ensure a process is in place
  - Training – WAVE, GPA, PART, ongoing Risk Ax
- Identify resources and support available and communicate to workers
  - Employee Family Assistance Program EFAP
  - Most Responsible Physician
  - Training
  - Other Providers – Mental Health, Social Work, Therapies, Pastoral Care
  - Ethics
  - Occupational Health & Safety
  - Respect and Dignity Consultant (if the violent person is a staff member)
- Determine Action Plan
  - Safe Work Practices eg. Specific messaging, room searches (random/routine)
  - Scripting
  - Education
  - Risk Assessment
  - Ongoing Re-Evaluation
  - Patient Contract
  - Remove Potential Weapons/Drugs – with support of security services, Police, RCMP, as necessary
- Document including the following:
  - The level of risk and recommendations on managing the risks
  - The violence response procedures. The procedures are written and placed into the OHS policy/procedure and program manual under department specific heading or any other location for staff that is easily accessible.
- Offers support and removes worker(s) from the work area if required. Debriefing should be offered on the unit before the shift ends; it may be informal with coworkers & supervisor. For formal Critical Incident Stress Debriefing (CISD) follow procedure in CISD protocols (section 60-004 of the SHA OHS Policy/Procedure and Program Manual). Employee Family Assistance Program (EFAP) should also be offered. Workers will not lose pay/benefits if treatment/counseling is required
- The manager informs worker of their right to contact police if an assault has occurred

Workers:

- Follow procedures as per department including call for assistance (Code White)
- Do not take undue risk in attempting to manage a situation
- Report all potential or actual violent situations immediately to the manager/supervisor
- Worker and/or supervisor provide verbal & written communication to alert coworkers
- Report all potential or actual violent incidents/injuries to the Safety Alert System/Incident Reporting Line
- Seek medical attention if required
- A worker who reports to the police shall be offered assistance

Occupational Health Committee:

- Assists with the identification of workers who may be exposed to the violent situations
- Participate in recommendations for training requirements
- Investigates violent occurrences when necessary

- Should the facility choose to pursue action beyond its established internal protocols, the advice and counsel of SHR legal advisor shall guide it

**Non-Compliance/Breach:**

Non-compliance with this policy will result in a review of the incident. A review for non-compliance may result in disciplinary action, up to and including termination of employment or privileges; fines and /or prosecution of individuals under the Saskatchewan Employment Act and OHS Regulations.

**References**

- SHA Policies, Violence Management <https://documentfinder.saskhealthauthority.ca/en>
- [WAVE E-Learning](#)
- Critical Incident Stress Debriefing process for Traumatic Event/Critical Incident Defusing/Debriefing 60-004

Review Dates:

January 1, 2017

April 4, 2018

December 2, 2021