

Workplace Violence: Prevention and Response

featuring Implications of Ontario Bill 168

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Our webinar begins shortly.

In the News...

CBC News • April 6, 1999

Ottawa, Ontario

**Former employee kills four, injures
two others before killing himself.**

**The killer had himself been the
victim of workplace harassment.**

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In the News...

**San Jose Mercury News • November 15, 2008
Santa Clara, California**

**Murder charges face a recently terminated
employee who returned to his offices
to shoot and kill three executives.**

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In the News...

The Globe and Mail • March 26, 2009

Paris, France

**Experts try to discern whether
the economic downturn has launched a
global rise in workplace aggression.**

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Agenda

During this webinar we will:

- Discuss the scope and impact of workplace violence and harassment .
- Explore workplace violence and harassment as a continuum of behaviour.
- Provide an overview of Ontario Bill 168.
- Provide general recommendations for preventing and responding to workplace violence and harassment.
- Explain how to access:
 - Complimentary CPI *Workplace Violence Prevention and Response Policy and Procedure Template*.
 - CPI Training Solutions.

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Crisis Prevention Institute (CPI)

- Providing training and resources for safely managing disruptive and aggressive behaviour for over 30 years.
- Over 5.4 million individuals worldwide have participated in CPI training programs.
- Diverse international organizations.

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Disruptive Behaviour in Today's World

- Training, behaviour, choices.
- Empowering employees to make good choices during disruptive and dangerous situations.
- Specific steps in recognizing and responding to behaviour at appropriate levels.
- Structured, simple, and clear response procedures.

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Poll: Definition of Workplace Violence

Which of the following are included within your organization's current definition of workplace violence?

- Assault
- Harassment
- Bullying
- Intimidation
- Threats
- Robbery
- Property damage
- Fighting

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Defining Workplace Violence



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Definitions

- Canadian Centre for Occupational Health and Safety (CCOHS)
- International Labour Organization (ILO)

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Ontario Bill 168

- Workplace Violence
- Workplace Harassment
- Domestic Violence

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Workplace Violence Continuum



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Ontario Bill 168

- Workplace risk assessment
- Control measures
- Policies and procedures
- Incident reporting
- Incident investigation and management
- Employee right to refusal
- Domestic violence responsibilities
- Employee training

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Scope of Workplace Violence

- Over 356,000 violent workplace incidents in Canada.
- 351 orders in Ontario related to workplace violence.
- 66% of organizations report an increase in aggressive acts in Canadian workplaces.
- 82% report an increase in incident reports and grievances.
- 2,150 allowed lost-time claims.
- Bullied employees waste 10-52% of their time at work.

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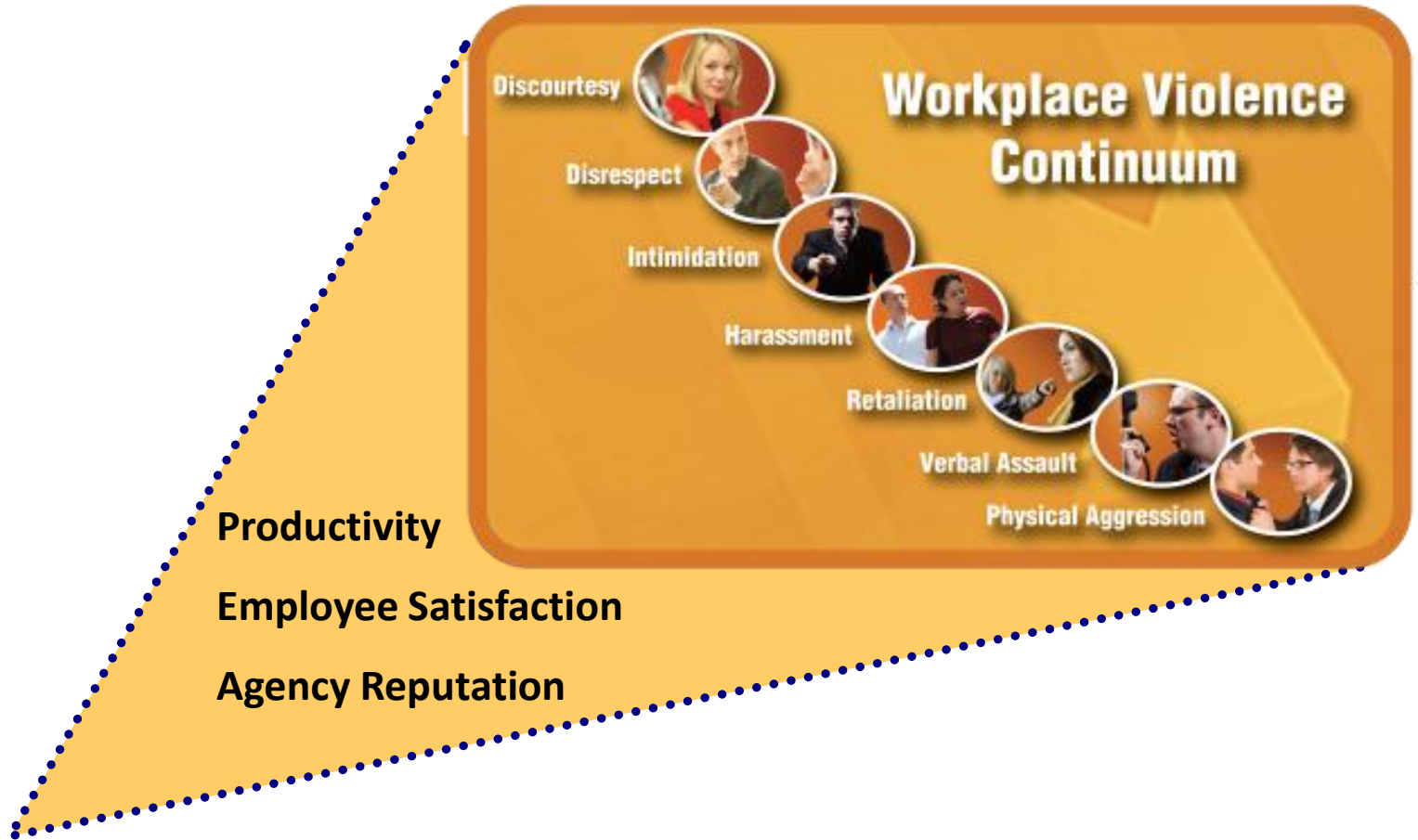
Impact of Workplace Violence

- **Lost work days:**
1,176,000 by 500,000 employees.
- **Overall cost of workplace violence:**
Over \$36 billion.

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Impact of Workplace Violence



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Activity

The prevention of violence and harassment in your workplace begins by fostering a respectful, service-oriented, and safe workplace culture that embraces a philosophy of *Care, Welfare, Safety, and Security*SM.

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Prevention

The prevention of violence and harassment in your workplace begins by fostering a respectful, service-oriented, and safe workplace culture that embraces a philosophy of *Care, Welfare, Safety, and Security*SM.

Care/Respect

- Policy Statement
- Assessment/
Risk Evaluation
- Open Door Policy
- Code of Conduct
- Organization-wide
Commitment

Welfare/Service

- Internal and
External
- Ongoing Training
- Accountability/
Responsibility
- Prioritize People

Safety/Security

- Clear Roles and
Responsibilities
- Standard Operating
Procedures
- Training

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Prevention

Address major risk factors:

- Working with the public.
- Working alone.
- Working late night or early morning hours.
- Exchange of cash.
- Delivery of passengers, goods, or services.
- Presence of alcohol.
- Working in high-crime areas.

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Prevention

All employees should be taught:

- To recognize the potential for violence.
- Appropriate response to violent incidents.
- Relevant policies and procedures.
- Specific follow-up resources.

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Prevention

Attend to the warning signs:

- Significant changes in behaviour.
- Sudden changes in expression, activity, or posture.
- Dramatic increase or change in voice volume or tone.
- Body posture that is intimidating or threatening.
- Preoccupation with weapons.
- Verbal threats.
- Potential weapons in the work environment

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Response

- Defuse potentially violent behaviour.
- Enact violence response procedures.
- Specific limitations to their role.
- Activate internal response teams.
- Alert other employees.
- Summon external emergency resources.

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Follow Up

Review response in order to contribute to prevention efforts:

- Assess
- Document
- Evaluate
- Identify further needs

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Harassment/Bullying

- Review current policies and procedures.
- Provide clear expectations for interactions with coworkers.
- Clearly define proper channels for reporting harassment /bullying.
- Respond to complaints in a timely fashion.
- Establish a code of behaviour for both internal and external customers.

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Domestic Violence

- Develop policies and procedures.
- Adopt broad and diverse definition.
- Stay sensitive to privacy and confidentiality.
- Recognize possibility of assault and violence.
- Heighten awareness by providing training.

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CPI's Programs

Nonviolent Crisis Intervention® Training:

Who Should Attend:

- Individuals working in Health Care, Long- Term Care, Primary Education, Social Services, Mental Health Services

Development of:

- Recognition of early stages of disruptive behaviour.
- Practical verbal intervention skills.
- Physical intervention competencies.

Focus on:

- Safe physical management of acting-out behaviour – *as a last resort*

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CPI's Programs

Prepare*Training*[®] Program:

Who Should Attend:

- Individuals working in Higher Education, Government, Private Industry, Retail, Transportation, Libraries, Hospitality

Development of:

- Recognition of early stages of disruptive behaviour.
- Practical verbal intervention and de-escalation skills.

Focus on:

- Violence prevention and violence response.
- Topic Modules that address specific workplace issues.

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CPI's Programs

Matters at Work Series

- *Workplace Bullying* seminar
- *Autism Awareness* seminar

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CPI's Programs

***Nonviolent Crisis Intervention*[®] training and the *PrepareTraining*[®] program offer an Instructor Certification option:**

- Develops a team of organization “experts” – Certified Instructors – to assess and address ongoing training efforts to improve violence prevention culture throughout the workplace.
- Reduces cost for cascading training content to additional staff.
- Offers ease of scheduling.

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CPI's Programs

Certified Instructor Support and Resources:

- Professional Support
 - Assist in adapting program content.
 - Discuss policies and issues specific to your organization.
- Quality Training Materials
 - Includes Instructor Manual with facilitation guidelines and essential training information.
- Exclusive Online Resource Center
 - Helps document training, monitor progress, and analyze results.

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CPI's Programs

Upcoming Training Opportunities:

March 10 • Toronto, ON

CPI Matters at Work Series: *Workplace Bullying*

April 6–9 • Ottawa, ON

***Nonviolent Crisis Intervention*[®] training**

June 1–3 • Toronto, ON

***PrepareTraining*[®] program**

July 13–16 • Toronto, ON

***Nonviolent Crisis Intervention*[®] training**

August 10–12 • Toronto, ON

***PrepareTraining*[®] program**

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Questions

If you have a question, please feel free to ask by clicking the “**Question and Answer**” link on the side of your screen.



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Complimentary Resources

Following today's webinar, you will receive an email with a link to CPI's **Workplace Violence Prevention Policy and Procedure Template**, yours **FREE** as a participant in this webinar.

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Contact Information

Crisis Prevention Institute

1-800-558-8976

info@crisisprevention.com

www.crisisprevention.com



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Thank You for Joining Us!