

Workplace Violence: Prevention and Response

featuring Implications of Ontario Bill 168

A webinar presented by the Crisis Prevention Institute
February 25, 2010



1-800-558-8976
www.crisisprevention.com

cpi Crisis Prevention Institute, Inc.

**Workplace Violence:
Prevention and Response**

featuring Implications of Ontario Bill 168

educate. empower. enrich.

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.**

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.**

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.**

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

cpi Crisis Prevention Institute, Inc.

**Workplace Violence:
Prevention and Response**

featuring Implications of Ontario Bill 168

educate. empower. enrich.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

Defining Workplace Violence

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

Definitions

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

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

Ontario Bill 168

- Workplace Violence
- Workplace Harassment
- Domestic Violence

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

Workplace Violence Continuum

The diagram illustrates the Workplace Violence Continuum as a series of seven stages, each represented by a circular image and a label. The stages are arranged in a descending staircase pattern from top-left to bottom-right:

- Discourtesy
- Disrespect
- Intimidation
- Harassment
- Retaliation
- Verbal Assault
- Physical Aggression

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

Impact of Workplace Violence

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

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

Impact of Workplace Violence



educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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 SecuritySM*.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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*™.

Care/Respect	Welfare/Service	Safety/Security
<ul style="list-style-type: none"> • Policy Statement • Assessment/ Risk Evaluation • Open Door Policy • Code of Conduct • Organization-wide Commitment 	<ul style="list-style-type: none"> • Internal and External • Ongoing Training • Accountability/ Responsibility • Prioritize People 	<ul style="list-style-type: none"> • Clear Roles and Responsibilities • Standard Operating Procedures • Training

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

Follow Up

Review response in order to contribute to prevention efforts:

- Assess
- Document
- Evaluate
- Identify further needs

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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*

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

CPI's Programs
PrepareTraining® 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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

CPI's Programs
Matters at Work Series

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

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

Questions

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



educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

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.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

Contact Information

Crisis Prevention Institute
1-800-558-8976
info@crisisprevention.com
www.crisisprevention.com

cpi
Crisis Prevention Institute, Inc.

educate. empower. enrich.
©2010 Crisis Prevention Institute, Inc.

cpi Crisis Prevention Institute, Inc.

**Workplace Violence:
Prevention and Response**

featuring Implications of Ontario Bill 168

Thank You for Joining Us!
