Workplace Violence: Prevention and Response

featuring Implications of Ontario Bill 168

A webinar presented by the Crisis Prevention Institute
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Crisis Prevention Institute, Inc.

1-800-558-8976
www.crisisprevention.com
Our webinar begins shortly.

Workplace Violence: Prevention and Response

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educate. empower. enrich.

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.

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.
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.

In the News...

Workplace Violence: Prevention and Response

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.
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.

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.

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
Defining Workplace Violence

Definitions

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

Ontario Bill 168

- Workplace Violence
- Workplace Harassment
- Domestic Violence
Workplace Violence Continuum

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

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.
Impact of Workplace Violence

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

Impact of Workplace Violence

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℠.
# 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).

### 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.

## 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.
**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

**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.

**Follow Up**

Review response in order to contribute to prevention efforts:
- Assess
- Document
- Evaluate
- Identify further needs
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.

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.

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
CPI's Programs

Prepare Training® Program:

Who Should Attend:

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.

CPI's Programs

Matters at Work Series

- Workplace Bullying seminar
- Autism Awareness seminar

CPI's Programs

Nonviolent Crisis Intervention® training and the Prepare Training® 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.
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.

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**
  - Prepare/Training® program

- **July 13–16 • Toronto, ON**
  - Nonviolent Crisis Intervention® training

- **August 10–12 • Toronto, ON**
  - Prepare/Training® program

Questions

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

Contact Information

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1-800-558-8976
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Workplace Violence: Prevention and Response

Thank You for Joining Us!