



Accreditation: ROP of the Week

Required Organizational Practice: Workplace Violence Prevention

WHAT IS WORKPLACE VIOLENCE PREVENTION?

- Workplace violence is more common in healthcare settings than in many other workplaces. Approximately one-quarter of all incidents of workplace violence occur in health services organizations (Accreditation Canada, 2020).
- **Workplace violence** is defined *as incidents in which a person is threatened, abused or assaulted in circumstances related to their work*. These behaviours can originate from anyone in the workplace including patients/clients/residents, visitors or coworkers.
- Preventing violence not only helps to protect staff, but also creates a safer environment for patients and visitors.

AT HEALTH PEI:

- There is a provincial workplace violence prevention policy entitled *Violence in the Workplace* (last updated in 2017 and currently being reviewed/updated).
- There is a Provincial Violence Prevention and Reduction Steering Committee – watch for a **Did You Know** for more information.
- Risk assessments are conducted to assess and mitigate the risk of workplace violence.
- **Staff are to report incidents of workplace violence in the Provincial Safety Management System (PSMS). Managers review PSMS incident reports and address issues as needed.**
- Quarterly reports of workplace violence are reported to the Provincial Violence Prevention and Reduction Steering Committee and the Executive Leadership Team. This information is used to improve safety, reduce violence and improve our workplace violence prevention policy.
- Training is provided to staff, physicians and volunteers to identify triggers and understand techniques for non-physical de-escalation.

Types of Incidents:

Bullying
Intimidation
Threats (verbal, physical)
Abuse
Assaults
Harassment

Questions Accreditation Canada Surveyors May Ask Staff:

How do you define workplace violence? Does Health PEI have a workplace violence prevention policy?

What training/education have you received on violence prevention?

How would you report an incident of workplace violence?

What resources are available to you if you experience violence at work?