

## Violence Prevention Program: A Guide for Clients and their Families

- Health PEI is committed to providing a respectful and safe environment for everyone who works, volunteers, learns, and receives care in our facilities.
- Our clients and their families deserve to feel safe, cared for and confident in their treatment.
- We want to foster an environment free from aggressive and violent behaviour so staff feel safe and can deliver the best care possible to clients and their families.

For the protection of everyone, we have a Violence Prevention Policy and a High-Risk Behaviour Alert Policy. Our Policies do not allow any kind of aggressive behaviour.

Violation of our policies may result in:

- If someone becomes aggressive or violent, they can be asked to leave.
- We will share information to let staff know when there is a risk of violence or abuse.
- Our goal is to provide the best possible care. By keeping our staff safe and informed, we help ensure they can meet the needs of all our clients and their families.

### Your Role:

- ✓ Be respectful and foster open communication with the care team.
- ✓ Share relevant information about how our team can provide the best care in the safest way possible.
- ✓ If you have questions or concerns don't hesitate to ask – we are happy to help.



All clients, physicians, staff, and visitors expect and deserve a respectful, safe, caring and Inclusive environment.

# Frequently Asked Questions



## **What does the orange triangle symbol or dot mean?**

This symbol is a High-Risk Behaviour Alert. Where there is a reasonable possibility of aggressive behaviour, this symbol (an orange dot, or this orange dot with triangle) is used as a caution for staff to check with the person responsible for care for information to help coordinate care specific to individual needs and to protect staff safety.

## **What do you mean by aggressive behaviour?**

Some examples of aggressive behaviour may include, but are not limited to:

- Acts of intimidation, making verbal threats or threatening gestures
- Grabbing, hitting, kicking, biting, or scratching
- Harassment or bullying towards any person
- Throwing objects, slamming doors or damaging property
- Yelling, cursing or using inappropriate language

## **How will a High-Risk Behaviour Alert affect me?**

If you are a client who has a High-Risk Behaviour Alert activated, your care team will work with you, your family, Physicians, and other health care professionals to develop a care plan specifically for you. The care plan will be designed to ensure your needs are met in a way that is safe for you and our staff, while considering any health condition(s) that may be impacting you.

## **Are people going to treat me differently because of the symbol? Will I still get the same care?**

Our goal is to provide the best care possible to our patients. Through the High-Risk Behavioral Alert process, we seek to understand your unique needs so that we can customize your care. This will provide you with the most effective, sensitive, and safest care resulting in a better experience for you and your family.

## **Does a High-Risk Behaviour Alert apply to my future visits?**

Yes, in most instances a High Risk Behaviour Alert will remain in place and is reassessed every time our services are provided. The High-Risk Behaviour Alert helps us to recognize your needs and provide you the best care as safely as possible for all involved.

## **What happens if a family member or visitor is behaving in aggressive or violent manner?**

Expectations of behavior will be reinforced with the family or guest/visitor. If the challenging behavior is impacting our ability to deliver care, security or police may request the person to leave. A behavioural agreement or No Trespassing Order may also be issued if required.