

PROGRAM OF ACTION IN DEVELOPING A VIOLENCE PREVENTION PLAN

A. RISK ASSESSMENT TEAM

Formulate a risk assessment team this should be accomplished by determining who should be on the team. Not everyone needs to be included but you should make your decision based on deliberation of the following factors:

- how many workers are on site and how many should be on the committee?
- if more than one Union exists at the worksite you may want to ensure representation
- which classifications need to be represented.
- ensure that both workers and employer are represented
- workers who may work outside the office or alone
- ensure representation from your health and safety committee

B. ROLES & RESPONSIBILITIES OF THE RISK ASSESSMENT TEAM

The Health & Safety Committee should ensure that adequate time is allotted to the risk assessment team. The committee is also responsible for determining the terms of reference for your risk assessment team such as the following:

- establish questionnaires or review existing questionnaires and determine which questions will be utilized
- ensure that all workers participate in responding to the questions
- gather information through the questionnaires and talking to workers
- compile data
- return questionnaire and data to OH&S committee

C. ROLES & RESPONSIBILITIES OF THE OSH COMMITTEE

The Health & Safety Committee is responsible for establishing recommendations that will be forwarded to the employer. In establishing the recommendations the Health & Safety Committee need to incorporate the following:

- any collective agreement language including safety to and from work – where this is identified as a factor
- environmental factors that could increase risk such as working alone; working at night; working outside the office
- workplace design and layout
- workplace procedures that could be changed to reduce risk

C.1 Training

Recommend types of training and who should be trained. The following is to provide a sample of some of the issues that should be considered:

- diffusion and verbal intervention
- training on all of the processes and procedures that are to be implemented by the employer

- priority lists for training
- time frame for training to occur
- training on how to conduct a risk assessment

C.2 Reporting & Documenting

Recommend what the reporting and documenting procedure should include.

Remember to look at the WCB requirements and recommend how information related to the risk is communicated regarding the following:

- threats regarding another worker
- threats against a worker
- aggressive behaviour
- improper conduct
- risks that occur outside the office
- stalking family members

C.3 Communications

What kinds of communication systems are in place and do they consider:

- how workers are checked if working alone
- does the process meet the WCB requirements
- does the process ensure that prior to exposure workers are informed of any potential act of violence
- who is responsible for contacting police and who makes the decision

C.4 Incident Response

- how are workers alone to respond to an incident
- is a team responsible for intervening in case of an incident and if so what training is required
- recommend if a peer diffusion should be part of the program and ensure that persons are trained
- determine if critical incident stress debriefing is required and recommend that it be provided within 24 hours
- how workers summon assistance
- joint investigation in accordance with accountability process
- what are protocols for contact with blood or body fluids:
 - (1) for the worker
 - (2) for clean up
- is there a hazard reduction in place

- determine and implement date and time frame for all recommendations
- the committee is required to submit these recommendations to the employer
- follow-up – ensuring a process is in place to monitor whether each part of the program is working

D. EMPLOYER RESPONSIBILITIES

- The employer has a responsibility to inform workers who may be exposed to the risk of violence as to the nature and the extent of the risk. This obligation includes a duty to provide information related to the history of violence.
- The employer is responsible for establishing procedures, policies and work environment arrangements that minimize or eliminate the risk to workers from violence on the job taking into consideration all of the recommendations made by the Health & Safety Committee.
- The employer is also responsible to ensure that staff are trained in the means for recognition of the potential for violence - again implementing and putting in place training that the committee has recommended.
- Once the policies and procedures and work environment arrangements that the employer has established are implemented staff are required to be trained.
- Workers are required to be trained in the appropriate response to incidents of violence, including how to obtain assistance.
- Employers should have a process for identifying adverse symptoms and ensure that workers are advised to consult a physician.
- Employers shall ensure corrective actions are taken in response to the recommendations from the Health & Safety Committee and in accordance with the WCB regulations.
- Ensuring that there is adequate staff to safely carry out work procedures
- Ensuring processes and procedures are in place for worker or committee refusals.

E. FOLLOW-UP

- The employer and the local Occupational Health & Safety Committee should review the program and incidents of violence to ensure the program is effective.