

# Violence in the Workplace Employee Training



# **Nova Scotia OHS Act**

## **~ Employees' 3 Basic Rights ~**

- Right to Know
- Right to Participate
- Right to Refuse

# **Nova Scotia OHS Act**

## **~ Employer Responsibilities ~**

**Ensure the health and safety of anyone at or near the workplace, and includes:**

- Maintaining equipment
- Providing safety instruction and job training
- Making employees familiar with, and not exposed to, health and safety hazards in the workplace
- Having the right equipment and safety gear for employees to do their job safely
- Co-operating with the Joint Occupational Health and Safety Committee (JOHSC)/ Representative and Department of Labour OHS Officers
- Complying with the OHS Act and make sure that employees do so as well

# **Nova Scotia OHS Act**

## **~ Employee Responsibilities ~**

**Ensure their's and other's health and safety in the workplace, and includes:**

- Reporting hazards to their supervisor as soon as it is noticed
- Wearing proper safety equipment and using safety procedures when doing a job
- Co-operating with the employer and Joint Occupational Health and Safety Committee or Health/Representative

# **Workplace Violence Prevention Statement**

The SSRSB recognizes, with reference to Violence in the Workplace Regulations under the Nova Scotia Occupational Health and Safety Act, that violence in the workplace is an occupational health and safety hazard.

The SSRSB also recognizes there can be physical and emotional harm resulting from, and any form of violence in the workplace is unacceptable.

The SSRSB is committed to minimize, and where possible, eliminate the risk of violence in the workplace.

## Definition of Violence

- Threats, including a threatening statement or threatening behavior that gives an employee reasonable cause to believe that the employee is at risk of physical injury.
- Conduct or attempted conduct of a person that endangers the physical health or physical safety of an employee.

# School Measures to Minimize or Eliminate Workplace Violence

- Building access and security controls
- Screening of employees and volunteers
- Sharing identified risks and prevention procedures with relevant employees
- Reporting procedures (*Violence in the Workplace Incident Report Form*)
- Threat Assessments (supervision and evaluation of student activity)
- Student Behaviour Programs
- Training in diffusion skills
- Crime Prevention through Environmental Design
- Emergency Management Plans (evacuation, relocation, lockdown, hold-and-secure)
- Community Resources (School Liaison Officers, Community Services, etc.)

# Assessing and Preventing Specific Risks

- Specific risks likely to occur in educational workplaces have been considered
- General recommended prevention procedures are in place for those risks
- Other risks and prevention strategies may be added
- Principal and JOHSC consult on the Risk Assessment and Prevention Procedures specific to this school
- Prevention plans are shared with any affected staff



# General Warning Signs of Imminent Violence

- Inappropriate behaviour
- Numerous conflicts
- Inappropriate reference to weapons
- Statements indicating desperation, defiance
- Suspected substance abuse
- Extreme changes in personality or behaviour
- Non-verbal signs: red face, clenched fist, crossed arms, invasion of personal space, gestures
- Verbal signs may include; loud or inappropriate language
- Confidential disclosure of information from other student or employee
- Abnormal gathering of groups of students
- Information from messages, graffiti, notes, texts or emails

# General Diffusion Strategies

## Verbal Communication

- Keep focused on the messages
- Use calm and respectful language
- Be clear and direct and not confrontational
- Listen and talk to the individual empathetically

## Non-Verbal

- Calm body language
- Attentive expression
- Do not glare or stare
- Give the person physical space
- Do not provoke with physical cues: body postures, facial expressions, hand gestures, interfering with travel path

# What to Do If an Incident Happens

- During the incident, seek help (including initiating school Emergency Plans if required)
- After incident concludes, report to Supervisor and complete *Violence in the Workplace Incident Report Form*.
- Debrief about incident, as necessary
- Seek health professional for treatment or counselling if required (EAP available to all employees)
- Incident will be investigated and reviewed with the JOHSC/Rep
- Principal/Supervisor will notify of preventative actions, including any revised Prevention Plans

**Questions???**