

**Policy and Procedure**

Title:	<b>Violence Prevention Program for Health Care Workers</b>	
Policy Number:	05.553	Section: Violence Prevention Program
Effective Date:	October 30, 2015	
Revised Date:	November 14, 2019	
Approving Body:	President and CEO	
Authority:	CancerCare Manitoba Act	
Responsible Officer:	President and CEO	
Delegate:		
Contact:	Human Resources Department	
Applicable to:	CCMB Community	

**1.0 BACKGROUND:**

CancerCare Manitoba is committed to providing a safe work environment for all staff in alignment with Manitoba Health’s ‘Violence Prevention Program for Health Care Workers in Manitoba’ Policy.

**2.0 PURPOSE:**

- 2.1 Every reasonable effort will be made to mitigate, eliminate or reduce all forms of violence in workplaces where healthcare services are provided. Where it is not reasonably practicable to eliminate the risk of violence, actions and measures will be taken to control that risk.
- 2.2 To implement a systematic and comprehensive program for the prevention of healthcare related violence toward health care workers in Manitoba.

**3.0 DEFINITIONS:**

- 3.1 **Act:** The Manitoba Workplace Safety and Health Act, R.S.M. 1987, c. W210.
- 3.2 **Client:** Patients, residents, clients.
- 3.3 **Contractor:** A person who, pursuant to one or more contracts, directs the activities of one or more employers or self-employed persons involved in work at a workplace.
- 3.4 **Hazard:** Any condition, activity, material, or substance that can cause injury or illness to a person.
- 3.5 **Regulation:** The Manitoba Workplace Safety and Health Regulation, M.R. 217/2006 (including all current and future amendments).
- 3.6 **Risk:** The potential that a chosen action or activity (including the choice of inaction) will lead to a loss (an undesirable outcome).
- 3.7 **Supervisor:** A person who has charge of a workplace or authority over a worker. A supervisor is not a job title but rather a position of responsibility, accountability,

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and authority. Job title examples may include, but not limited to lead-hand, foreman, supervisor, charge nurse, manager, director, etc.

3.8 **Violence:** any act that results in injury or threat of injury, real or perceived, by an individual, including but not limited to:

- ACTS of aggression (whether intentional or not);
- VERBAL or written threats;
- VANDALISM of personal property.

3.9 **Violence, Types of:**

- TYPE I (Criminal Intent): Results while a criminal activity is being committed and the perpetrator has no legitimate relationship to the workplace.
- TYPE II (Customer/client): The perpetrator is a customer or client at the workplace (e.g. health care client) and becomes violent while being served by the worker.
- TYPE III (Worker-on-Worker): Employees or past employees of the workplace are the perpetrators.
- TYPE IV (Personal Relationship): The perpetrator usually has a personal relationship with an employee (e.g. domestic violence in the workplace).

3.10 **Visitor:** Any person who is attending the site on a temporary basis and that is not an employee, volunteer, contractor, or client.

3.11 **Volunteer:** A person who performs a charitable service or helpful work willingly and without pay.

3.12 **Worker/Staff:**

- ANY person who is employed by an employer to perform a service whether for gain or reward, or hope of gain or reward or not;
- ANY person engaged by another person to perform services, whether under a contract of employment or not;
- ANY person undergoing training or serving an apprenticeship at an educational institution or at any other place.

3.13 **Workplace:** any building, site, workshop, structure, mobile vehicle, or any other premises or location whether indoors or outdoors in which one or more workers, or self-employed persons, are engaged in work or have worked.

4.0 **POLICY:**

4.1 Every reasonable effort will be made to mitigate, eliminate or reduce all forms of workplace violence and to ensure that:

4.1.1 A violence-free workplace for all individuals' health, safety, welfare, and dignity is respected, protected and promoted.

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- 4.1.2 Risks of violence are identified and appropriate prevention measures, controls, and practices are established that eliminate or minimize those risks.
- 4.1.3 Documented procedures are established to identify and address specific hazards and the associated risks for each workplace or area.
- 4.1.4 Workers are trained in and follow the safety procedures to prevent and respond to violence-related incidents.
- 4.1.5 Workers are empowered to make and act on decisions regarding the risk of violence to protect themselves and others.
- 4.1.6 Critical incident debriefing and other supports to workers affected by a workplace violence incident is available and accessible.
- 4.1.7 All individuals including workers, contractors, volunteers, and management understand their roles and responsibilities related to violence prevention in the health care environment and are held accountable.
- 4.1.8 All clients and visitors are expected to follow the violence-free workplace program.
- 4.1.9 Employers and its supervisors comply with this policy and its requirements.
- 4.1.10 At a minimum, compliance with The Workplace Safety and Health Act and Regulations, Accreditation Standards, and applicable Collective Agreements is maintained.
- 4.1.11 The program will be evaluated at appropriate intervals and sustainability measures are implemented.

## 5.0 **PROCEDURE:**

- 5.1 Procedures to support the implementation of this policy will be established in alignment with the Provincial Healthcare Violence Prevention Program Operational Procedure. Please see Appendix A.

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6.0 **REFERENCES:**

- 6.1 *The Workplace Safety and Health Act*, R.S.M. 1988, c.W210.
- 6.2 Manitoba Workplace Safety and Health Regulation, M.R. 217/2006.
- 6.3 Manitoba Health Policy HCS 215.5, Violence Prevention Program for Health Care Workers in Manitoba.
- 6.4 WRHA Policy 20.20.040, Violence Prevention Program for Health Care Workers.

**Policy Contact:**

All enquiries relating to this policy should be directed to:

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**DOCUMENTATION**

**Policy Location:**

This policy is located (hard and e-copy formats):

- |    |  |
|----|--|
| 1. | The original signed and approved policy is on file in the Executive Office, CCMB |
| 2. | The e-copy is on file in the CCMB Governing Documents Library, SharePoint        |
| 3. |  |

**Revision History:**

Date	Version	Status	Author	Summary of Changes
dd/mm/yyyy	#	Initial, Draft Final Minor/Major revision		
30/10/2015	1	Final	MB Health	New CCMB policy to align with MB Health Policy.
28/03/2018	1	Minor revision	S.Friedenberger	Reformatted to new template
14/11/2019	2	Revision	HR	Reviewed with minor revisions, addition of Appendix A.

**Approvals Record:**

This Policy requires approval by:

Approval	Date	Name / Title	Signature
		Not required.	

**FINAL APPROVAL:**

Date	Name / Title	Signature
Nov 14, 2019	Dr. S. Navaratnam President and CEO, CCMB	Approved by Dr. S. Navaratnam

## APPENDIX A - VIOLENCE PREVENTION PLAN

CCMB Policy - 05.553 Violence Prevention Program for Healthcare Workers	
CCMB Policy - Draft VPP Training	VPP SOP Draft Training, Clinical VPP SOP Draft Training, Non Clinical
CCMB Policy - Draft VPP Assessment	VPP SOP Draft Assessment, Clinical VPP SOP Draft Assesment, Risk (Area)
CCMB Policy - Draft VPP Summoning for Assistance	VPP SOP Draft Summoning for Assistance, Clinical VPP SOP Draft Summoning for Assistance, Non Clinical
CCMB Policy - Draft VPP Person of Interest	VPP SOP Draft Person of Interest Alerts, Clinical VPP SOP Draft Person of Interest Alerts, Non Clinical
CCMB Policy - Draft VPP Procedure on Investigation and Reporting	
CCMB Policy - Draft VPP Monitoring and Compliance	
CCMB Policy - Draft VPP Roles and Responsibilities	