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Positive Response to Violence in the Workplace

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Too Close to Home ... Too Close to Work ...

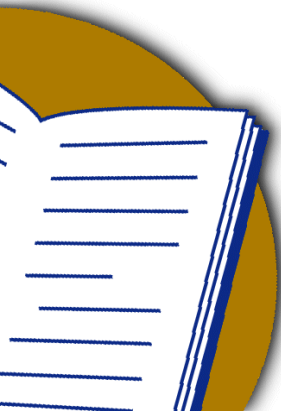
A violent incident at a nearby workplace is being reported throughout the media.

Another tragic incident with results against employees and community. At your facility, your colleagues are terrified ...

“IT CAN HAPPEN HERE !”

You are asked about staff rights to
Refuse Unsafe Work.

You are asked to call the Ministry of Labour.





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Workshop Goal

In this workshop, participants will:

- Collectively break down real-life scenarios enabling their team to focus on returning the confidence of a **SAFE** and **SECURE** and **RESPECTFULL** workplace in the minds of all employees.





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What is WORKPLACE VIOLENCE ?

- **Assaults - physical or verbal**
- **Harassment**
- **Bullying**
- **Intimidation**
- **Coercive behaviour**
- **Threats***





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Everyone should be able to work without fear of violence, in a safe and healthy workplace.

Violence in the workplace is not tolerated in Ontario.

(MOL website)





What is Workplace Violence?

- It is the attempted or actual exercise of any intentional physical force that causes or may cause physical injury to a worker.
- It also includes any threats which give a worker reasonable grounds to believe he or she is at risk of physical injury.

(MOL website)



Is this Workplace Violence ?

At a coffee shop in a local college campus, a patron walked up to the counter and orders and pays for a large coffee. The clerk poured the coffee, caps it, and presents it to him.

He immediately removes the lid, and rolls up the rim. He is a non-winner. “Darn” he says and he throws the hot coffee into the face of the clerk.

The supervisor who happened to witness the incident, addresses the patron: “Please do not do that again,” and orders his staff to pour another coffee.





Workplace Violence ? x 2

Two students fight just off the school property. A teacher and her class witnessed the altercation. Both students were reported to the principal and placed in the Safe Schools Program for suspension.

Upon his return to the classroom, one student sends obscene and derogatory comments about the teacher over the internet.

The other student becomes withdrawn and isolates himself. A custodian reports that in this student's desk are notes and marker writings all over the desk about pending retaliation and death to classmates.





How About the Intro Slide ?

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Who in our Communities Can be Violent ?

- **Students**
- **Parents / visitors**
- **Staff / co-workers**
- **Clients / customers / patrons**
- **Neighbours / strangers**
- **Me / you ***





Where Is It Happening ?

- **Educational facilities**
- **Other workplaces**
- **During the commute to / from**
- **Home / family / acquaintance**
- **Public places**
- **Internet**
- **Too close for comfort***





Legislation

Occupational Health & Safety Act: 25(2)(h), 27(2)(c)

Employers and supervisors are required to “take every precaution reasonable under the circumstances for the protection of the worker”.

Internal Responsibility System implies ...

- **Perform workplace risk assessment**
- **Establish and maintain policies and procedures to deal with risks**
- **Provide training**
- **Provide and maintain Personal Protection Equipment***





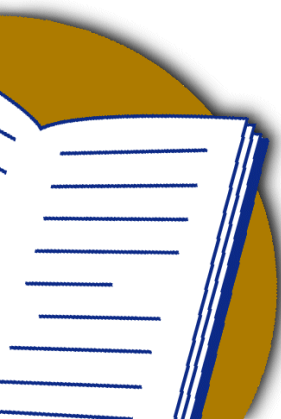
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HARASSMENT & VIOLENCE PROHIBITED

BEHAVIOUR RULES	HUMAN RIGHTS CODE	CRIMINAL CODE
MISCONDUCT	ILLEGAL	CRIMINAL
EMOTIONAL	DISCRIMINATION	OFFENCE
HARASSMENT	HARASSMENT	
BULLYING	RACE	PHYSICAL ASSAULT
INTIMIDATING	COLOUR	SEXUAL TOUCHING
INTERFERING	ANCESTRY	SEXUAL ASSAULT
DISORDERLY	NATIONAL ORIGIN	INDECENCY
HORSEPLAY	CREED	WEAPONS
SCUFFLING	CITIZENSHIP	STALKING
SHOUTING	DISABILITY	THREATS
THROW OBJECTS	AGE	FIGHTING
ABUSIVE CONDUCT	SEX	PROMOTING HATRED
DEROGATORY	SEXUAL ORIENTATION	DRUGS
MALICIOUS RUMOURS	MARITAL STATUS	VANDALISM
SABOTAGE	FAMILY STATUS	
	RECORD of OFFENCES	

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POISONED or TOXIC ENVIRONMENT



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Violence Prevention Program

7 steps

- 1. Written policy**
- 2. Risk assessments**
- 3. Prevention procedures**
- 4. Education & Training**
- 5. Response protocols, reporting**
- 6. Incident follow-up & investigation**
- 7. Program evaluation***





Violence Prevention Committee Threat Assessment Team

- **Typically includes:** - Management and union reps
 - Safety / security / counseling / human resources
 - Other workers as necessary
- **Credibility depends on efficient & effective process**
- **Role is to review all reports, gather info, analyze incidents & develop a specific plan of action for each**
- **Incidents may have serious legal consequences, members should have the appropriate skills, experience & authority**
- **Decisions / actions that directly affect the individuals involved must comply with existing laws and applicable policies & procedures of the organization***





Education & Training

- **Provide training for all staff, students & volunteers**
- **Must identify potential risks**
- **Provide details of the specific control programs**
 - **Care, use and maintenance of alarms, tools, or other devices**
 - **Location and operation of alarm systems**
 - **Emergency response mechanisms/codes**
- **Techniques to prevent and manage irregular behaviour – Dealing with an Angry person**
- **Personal Safety Precautions**
- **All training documented***





Incident Follow-up

- **Challenge the effectiveness of preventative procedures**
- **Were procedures followed appropriately?**
- **Is additional training required?**
- **Was any corrective action implemented immediately, and does it need to be modified or enhanced?**
- **Were medical / post-incident services (Trauma & EAP) utilized?***





Program Evaluation

Regular evaluation of the program:

- **Emphasizes to workers that the risks are current and important issues**
- **Provides workers with the opportunity to have input into changes**
- **Determines the effectiveness of control procedures**
- **Documents any changes made since the last review**
- **Verifies that employees / students/ volunteers have been adequately trained***





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Returning to the Confidence of a Safe, Secure & Respectful Workplace

- **Anticipate potentials**
- **Recognize antecedents**
- **Implement prevention programs**
- **Ensure all employees, students and visitors know how to respond***





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Violence Next Door – Your Next Move

There is an emergency on the campus next door. The presence of an armed and dangerous person has that facility in a lock-down.

What are the procedures your facility and its occupants will follow?





Violence Next door – Notification of Lock-Down

There is an emergency on the campus next door. The presence of an armed and dangerous person has that facility in a lock-down.

How will you inform your faculty, students and visitors?

Brainstorms the latest technology ... include e-mail alerts, telephone alerts, text-message alerts, radio announcements, television alerts, audible alert signals and public address announcements.





Graffiti Threat

On March 30, at a University Campus, a custodian finds the walls of a public washroom spray painted with the message:

“If you think Columbine was bad, come to this building on April 1st!”

The custodian reports the threat to his supervisor who doesn't take any action, and passes it off as an engineering April fools' joke.

Word of this spreads rapidly throughout the campus. Many employees state that they won't come to the University on April 1.

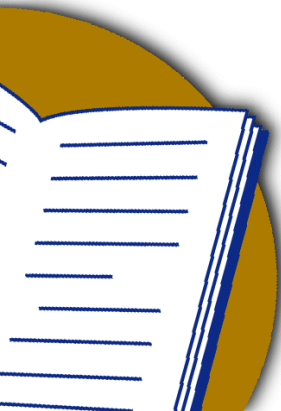




Internet Innuendo

You are a college professor/teacher in a very popular pre-professional school program. Demand for the academic “A” is strong. After class, as you are exiting the room, two of students confront you and challenge their “B” grades. You state that at the beginning of the semester you described in detail your marking scheme and the expectations for success for each student. These two students clearly did not meet your expectations.

Upon returning to your office, you open an internal email. Someone has sent obscene and derogatory comments about your sexual orientation over the internet to the entire class, adding that preference is granted upon the professor’s favour.





Student Retaliation

Two students fight just off the school property. A teacher and her class witnessed the altercation. Both students were reported to the principal and placed in the Safe Schools Program for suspension.

One student becomes withdrawn and isolates himself. A custodian reports that in this student's desk are notes and marker writings all over the desk about pending retaliation and death to the teacher, the principal and classmates.





Library Story Time

You are a community librarian, facilitating a children's Story Time program. Today, a young mother brings her daughter to participate. After signing in, the mother steps out of the library to pass the time by completing some local shopping.

Before the mother returns, the child's non-custodial father arrives and takes his daughter away. The child responds to the father positively, so the librarian is not suspicious.

Soon after, the mother returns. She completely loses control and verbally attacks the librarian with course language and insults. She even attempts to strike the librarian.





Extended Workplace

As manager of a local Employment Resource Centre one of your staff members comes to see you near the end of the day. She is usually very friendly and outgoing and a pleasure to work with. Recently she has been more withdrawn and appears to be preoccupied.

She confides in you that her ex-husband has been harassing her at work by making threatening phone calls to her, and stalking her. Susan is very upset by his actions and does not know what to do.

She asks you if you wouldn't mind walking out with her to the parking lot. As you leave together, you see her ex sitting in his car next to Susan's car in the staff parking lot.



Museum Lockup

Mary, the living museum curator, has worked at the facility for 18 years. During the summer, the site has expanded hours over the years and now is open during the evenings until 10 pm.

Various community groups also use the museum's meeting rooms at night. On Thursday night, Mary was doing her walk through of the collections prior to locking up. Her other staff had already left the building.

As she opened the washroom door to shut off the light, someone pulled her inside the washroom, assaulted her and then stole her purse.





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Thank You

