

<b>POLICY</b>	<b>REGIONAL</b>		Level: <b>1</b>
	Applicable to all WRHA governed sites and facilities (including hospitals and personal care homes), and all funded hospitals and personal care homes. All other funded entities are excluded unless set out within a particular Service Purchase Agreement.		
	Policy Name: <b>Violence Prevention Program for Health Care Workers</b>	Policy Number: <b>20.20.040</b>	Page 1 of 3
	Approval Signature:  <i>Jane MacKay</i>	Section: <b>HUMAN RESOURCES</b>	
Date: <b>October, 2024</b>	Supercedes: <b>July, 2021</b>		

## 1.0 **PURPOSE:**

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.

To implement a systematic and comprehensive program for the prevention of healthcare related violence toward health care workers in Manitoba.

## 2.0 **DEFINITIONS:**

- 2.1 Act – The Manitoba Workplace Safety and Health Act, R.S.M. 1987, c. W210
- 2.2 Client – Patients, residents, clients
- 2.3 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.
- 2.4 Hazard – Any condition, activity, material, or substance that can cause injury or illness to a person.
- 2.5 Regulation – The Manitoba Workplace Safety and Health Regulation, M.R. 217/2006 (including all current and future amendments).
- 2.6 Risk – The potential that a chosen action or activity (including the choice of inaction) will lead to a loss (an undesirable outcome).
- 2.7 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, and authority. Job title examples may include, but not limited to, lead-hand, foreman, supervisor, charge nurse, manager, or director, etc.
- 2.8 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.
- 2.9 Violence, Types of –

---

**DISCLAIMER:** Please be advised that printed versions of any policy, or policies posted on external web pages, may not be the most current version of the policy. Although we make every effort to ensure that all information is accurate and complete, policies are regularly under review and in the process of being amended and we cannot guarantee the accuracy of printed policies or policies on external web pages. At any given time the most current version of any WRHA policy will be deemed to apply. Users should verify that any policy is the most current policy before acting on it. For the most up to date version of any policy please call 204-926-7000 and ask for the Regional Policy Chair's office.

WRHA Policy Name: Violence Prevention Program for Health Care Workers	Policy Number: 20.20.040	Page 2 of 3
--	-----------------------------	----------------

- 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).
- 2.10 Visitor – Any person who is attending the site on a temporary basis and that is not an employee, volunteer, contractor, or client.
- 2.11 Volunteer – A person who performs a charitable service or helpful work willingly and without pay.
- 2.12 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.
- 2.13 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.

### 3.0 **POLICY**

- 3.1 Every reasonable effort will be made to mitigate, eliminate or reduce all forms of workplace violence and to ensure that:
- 3.1.1 A violence-free workplace for all individuals' health, safety, welfare, and dignity is respected, protected and promoted.
- 3.1.2 RISKS of violence are identified and appropriate prevention measures, controls, and practices are established that eliminate or minimize those risks.
- 3.1.3 DOCUMENTED procedures are established to identify and address specific hazards and the associated risks for each workplace or area.
- 3.1.4 WORKERS are trained in and follow the safety procedures to prevent and respond to violence-related incidents.
- 3.1.5 WORKERS are empowered to make and act on decisions regarding the risk of violence to protect themselves and others.
- 3.1.6 CRITICAL incident debriefing and other supports to workers affected by a workplace violence incident is available and accessible.
- 3.1.7 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.
- 3.1.8 ALL clients and visitors are expected to follow the violence-free workplace program.
- 3.1.9 EMPLOYERS and its supervisors comply with this policy and its requirements.
- 3.1.10 AT a minimum, compliance with The Workplace Safety and Health Act and Regulations, Accreditation Standards, and applicable Collective Agreements is maintained.

WRHA Policy Name: Violence Prevention Program for Health Care Workers	Policy Number: 20.20.040	Page 3 of 3
--	-----------------------------	----------------

3.1.11 THE program will be evaluated at appropriate intervals and sustainability measures are implemented.

**4.0 PROCEDURES:**

4.1 Procedures to support the implementation of this policy will be established.

**5.0 REFERENCES:**

The Workplace Safety and Health Act, R.S.M. 1988, c. W210

Manitoba Workplace Safety and Health Regulation, M.R. 217/2006

Manitoba Health Policy HCS 215.5, Violence Prevention Program for Health Care Workers in Manitoba

***Policy Contact(s):*** Director, Occupational and Environmental Safety & Health