

# University Health Network Policy & Procedure Manual

## UHN Safety Services: Violence & Domestic Violence in the Workplace

### Policy

University Health Network (UHN) is committed to a safe and respectful workplace and takes reasonable steps under the circumstances to protect all patients, staff, including physicians, students and volunteers, from workplace violence, and domestic violence that may occur in the workplace.

**Note:** The principles of this policy are consistent with UHN’s values: safety, compassion, teamwork, integrity, and stewardship.

**Note:** For incidents of harassment, incivility, and discrimination, refer to [Fostering Respect in the Workplace](#) policy 2.50.005.

UHN ensures that this policy and the supporting [Violence & Domestic Violence in the Workplace Program](#) are implemented and maintained.

UHN ensures that all staff and supervisors/managers have the appropriate information and instruction to be knowledgeable about the actions to be taken when posed with the risk of violence from patients, visitors, co-workers/supervisors/employer, the general public, and domestic/intimate partners.

Supervisors/managers must adhere to this policy and the [Violence & Domestic Violence in the Workplace Program](#). They are responsible for ensuring that staff follow the respective measures and procedures that relate to workplace violence and have the information they need to protect staff.

All staff must work in compliance with this policy and program. All staff are encouraged to raise any concern(s) with management regarding potential or actual threats or acts of workplace violence or domestic violence.

The safety of all persons holds precedence over the personal privacy of any one person, where there is reasonable evidence to believe they pose an actual or a potential threat of violence towards others.

Management will respond to all incidents and complaints of workplace violence or domestic violence in a fair and timely manner, respecting the privacy of all concerned in accordance with the requirements of the legislation.

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Policy Number	<b>6.30.004</b>	Original Date	<b>10/06</b>
Section	<b>Staff Safety</b>	Revision Dates	<b>08/07; 11/09; 02/11; 11/12; 12/13; 01/18; 08/19</b>
Issued By	<b>UHN Safety Services</b>	Review Dates	<b>04/15; 04/16; 12/16; 09/21</b>
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## Roles & Responsibilities

### Employer

- Put into place protections, as necessary, to ensure the safety of the person reporting an incident or concern related to violence or domestic violence in the workplace.
- Provide pertinent personal information to staff about any person who has a history of violent behaviour, if staff could be expected to encounter that person in the course of their work.
- Maintain a policy and program for workplace violence.
- Implement and maintain a program, including measures and procedures to control risks, summoning immediate assistance, reporting incidents, and developing processes by which incidents or complaints are investigated.
- Assess the risk(s) of workplace violence that may arise from the nature of the workplace, type of work and conditions of work, taking into account the circumstances specific to the workplace.
- Provide information and instruction on this policy and components of the workplace violence program.
- Ensure that staff who may experience workplace violence in the course of their duties are provided with education and training on ways to manage the violent behaviours and to summon immediate assistance.
- Ensure that appropriate control measures are implemented for the protection of staff and patients.

### Managers

- Ensure that staff are familiar with this policy and the workplace violence program.
- Ensure that staff are familiar with their responsibility to initiate a Behavioural Safety Alert (BSA).
- Ensure that their staff attend appropriate education and training.
- Respond to all reported incidents of workplace violence or domestic violence.
- Ensure workers are informed of persons with a history of violence.

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- Ensure that incidents of violence are investigated in conjunction with the appropriate stakeholder(s) and develop strategies/actions to protect staff.
- Work with the appropriate stakeholder(s) to develop safety plans, where necessary.
- Ensure that support is provided to staff who may be exposed to potential threats of or actual acts of violence.
- Ensure that staff are aware of all control measures implemented to protect them from the risks of violence.
- Ensure that staff are aware of means available to summon immediate assistance.

### **Staff**

- Report incidents of workplace violence or incidents of domestic violence to their manager/supervisor or other trusted management, if it is reasonably known that a risk to the health and safety of staff may exist. Incidents of violence are reported using the online safety event portal, which can be found on the UHN intranet site
- Participate in any workplace violence training prescribed by the employer
- Initiate a BSA where a patient or family member has exhibited signs of aggressive or violent behaviours
- Ensure that they provide information to their co-workers surrounding the risks of violence of patients or family members during transfer of care

### **Joint Health & Safety Committees (JHSCs)**

- Consult on the revision of the workplace violence and domestic violence policy and the workplace violence program, as needed.
- Be provided with access to statistics relating to the incidents of workplace violence.
- Be provided with the opportunity to review workplace violence risk assessments.

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## Supporting Measures & Procedures

To support this policy, measures and procedures (refer to [Violence & Domestic Violence in the Workplace Program](#)) have been developed to:

- Identify patients and/or associated visitors who have the potential for, or who are known to pose a risk of, violent behaviour(s) (refer to Behaviour Safety Alert).
- Summon immediate assistance (Code White, Code Purple).
- Provide a safe and secure means for staff to report incidents or raise concerns (Accident/ Incident Reporting & Investigation).
- Conduct investigations of incidents.
- Identify corrective actions.
- Develop security alerts and safety plans.
- Implement a Code Silver/lockdown policy and protocol.

## Application

This policy applies only to incidents of violence directed toward staff and patients and is limited to the definitions herein.

## Notes:

- Details on the measures and procedures associated with this policy can be found in the [Violence & Domestic Violence in the Workplace Program](#).
- For incidents of harassment, incivility and discrimination, refer to the [Fostering Respect in the Workplace](#) policy 2.50.005.

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