



Safety Services Manitoba 2019 Conference

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Violence Prevention starts with Civility and Respect - Workbook

Most people think of violence as a physical assault. However, workplace violence is a much broader problem. It is any act in which a person is abused, threatened, intimidated or assaulted in his or her employment. Workplace violence includes:

- **Threatening behaviour** – such as shaking fists, destroying property or throwing objects.
- **Verbal or written threats** – any expression of an intent to inflict harm.
- **Harassment** – any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities.
- **Verbal abuse** – swearing, insults or condescending language.
- **Physical attacks** – hitting, shoving, pushing or kicking.

Workplace violence is not limited to incidents that occur within a traditional workplace. Work-related violence can occur at off-site business-related functions (conferences, trade shows), at social events related to work, in clients' homes or away from work but resulting from work (a threatening telephone call to your home from a client).

(Source: CCOHS OSH Answers Fact Sheets 2017) www.ccohs.ca/topics/wellness/violence/



Canadian Centre for Occupational Health and Safety * Centre canadien d'hygiène et de sécurité au travail

Manitoba Legislation

The screenshot shows the Manitoba Laws website interface. At the top, there is a green navigation bar with the Manitoba logo and links for Search, Acts, Regulations, and Court Rules and Forms. Below this is a dark grey header with the text 'Manitoba Laws'. The main content area is white and contains a breadcrumb trail: 'Manitoba.ca > Manitoba Laws > Consolidated Acts: C.C.S.M. | Municipal | Private > Information table'. The title of the document is 'Consolidated Regulations (current version)' in blue. Below that, the specific regulation is titled 'Workplace Safety and Health Regulation, M.R. 217/2006'. A note states: 'As of 14 Jan 2019, this is the most current version available.' This is followed by a bulleted list: '• It is current for the period from 31 Jul 2015 to 22 Nov 2018', '• Last amendment included: M.R. 129/2015', and '• In force, but not yet included: M.R. 159/2018'. At the bottom, it says 'File size: 2272 kb. For smaller files (under 1 MB), this status information is stamped on the PDF version of the regulation.'

What is Harassment? (pp. 96-97, current Legislation)

Part 10 Workplace Safety and Health Act and Regulation

- (a) objectionable conduct that creates a risk to the health of a worker; or
- (b) severe conduct that adversely affects a worker's psychological or physical well-being

What is Violence? (pp. 98-103, current Legislation)

Part 11 Workplace Safety Health Act and Regulation

- (a) the attempted or actual exercise of physical force against a person; and
- (b) any threatening statement or behaviour that gives a person reasonable cause to believe that physical force will be used against the person

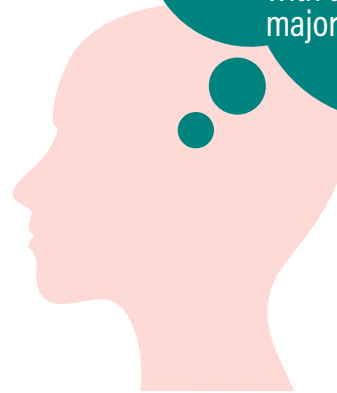
(Source: https://web2.gov.mb.ca/laws/regs/current/_reg.php?reg=217/2006)

Recognizing Violence and the Warning Signs - Activity #1

What do you recognize in your workplace?

Prevention Thought:

It is much easier to prevent violence by stopping small incidents than trying to deal with the aftermath of a major crisis.



Prevention Thought

Take particular note if:

- There is a change in their behaviour patterns
- The frequency and intensity of the behaviours are disruptive to the work environment
- The person is exhibiting many of these behaviours, rather than just a few

Warning signs may include:

- Crying, sulking or temper tantrums
- Excessive absenteeism or lateness
- Pushing the limits of acceptable conduct or disregarding the health and safety of others
- Disrespect for authority
- Increased mistakes or errors, or unsatisfactory work quality
- Refusal to acknowledge job performance problems
- Faulty decision-making
- Swearing or emotional language
- Handles criticism poorly

Recognizing Violence and the Warning Signs – Activity #1 (cont'd)

- Forgetfulness, confusion and/or distraction, inability to focus
- Complaints of unfair personal treatment
- Talking about the same problems repeatedly without resolving them
- Insistence that he or she is always right
- Social isolation
- Personal hygiene is poor or ignored
- Sudden and/or unpredictable change in energy level
- Holds grudges, especially against his or her supervisor

Are there physical signs that a person may be becoming violent?

Sometimes it is not what a person says, but what their body is “doing”. Use caution if you see someone who shows one or more of the following “non-verbal” signs or body language.

- Flushed or pale face
- Sweating
- Pacing, restless, or repetitive movements
- Signs of extreme fatigue (e.g., dark circles under the eyes)
- Trembling or shaking
- Clenched jaws or fists
- Exaggerated or violent gestures
- Change in voice
- Shallow, rapid breathing
- Scowling, sneering or use of abusive language
- Glaring or avoiding eye contact
- Violating your personal space (they get too close)

Violence Prevention – What Your Policy Must Include

- Company commitment
- What is violence?
- Violence is against the Law (Criminal Code)
- Workers rights and responsibilities
- Employer responsibilities
- Where might violence occur?
- Steps to eliminate or reduce the risk of violence
- Notification of risk
- How to report incidents of violence
- Incident investigation
- Annual reporting
- Follow up to a violent incident



Source: SafeWork Manitoba
Preventing Violence in the Workplace. pp. 21-24

https://www.safemanitoba.com/Page%20Related%20Documents/resources/4640_swmb_preventing_violence_in_the_workplace_guide_final_eng.pdf

Civility and Respect Exercise #2

Why does it matter?

A civil and respectful workplace is related to greater job satisfaction, greater perceptions of fairness, a more positive attitude, improved morale, better teamwork, greater interest in personal development, engagement in problem resolution, enhanced supervisor-staff relationships, and reduction in sick leave and turnover. Organizations characterized by civility and respect create a positive atmosphere marked by high spirits and work satisfaction. This civility allows people to enjoy the environment, whether they are staff, clients or customers.

What happens when it is not present?

A workplace that lacks civility and respect can lead to emotional exhaustion amongst staff, greater conflicts, and job withdrawal. A work environment that is uncivil and disrespectful also exposes organizations to the threat of more grievances and legal risks.

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(Source: https://www.ccohs.ca/oshanswers/psychosocial/mentalhealth_risk.html)

Civility and Respect Exercise #2

How does your workplace manage civility and respect?

What are the challenges?

What changes are needed?

What knowledge is required?

What prohibits potential progress?

Workplace Supports Exercise #3

What does your workplace do to assess workplace mental health?

What workplace tools do you know about?

What else does your workplace need?

Workplace Harassment and Violence - Prevention

- Encourage everyone at the workplace to act towards others in a respectful and professional manner.
- Develop a workplace policy and program that includes a reporting system.
- Educate everyone about what is considered bullying and harassment and whom they can go to for help.
- Treat all reports seriously, and investigate them promptly and confidentially.
- Try to work out solutions before the situation gets serious or “out of control”.
- Train supervisors and managers on how to follow up on problem situations, whether or not a formal report has been filed.
- Have an impartial third-party person help with resolution if necessary.



Resources/Tools

Canadian Human Rights Association

What constitutes harassment

<https://www.chrc-ccdp.gc.ca/eng/content/what-harassment-1>

Government of Manitoba

Legislation Parts 10 and 11

https://web2.gov.mb.ca/laws/reg/current/_reg.php?reg=217/2006

Federal Government

Report - Workplace Violence Consultations 2017

https://www.canada.ca/en/employment-social-development/news/2017/11/government_of_canadareleasesreportonharassmentandsexualviolenceec.html

SafeWork Manitoba

Preventing Violence in the Workplace - Guide

https://www.safemanitoba.com/Page%20Related%20Documents/resources/4640_swmb_preventing_violence_in_the_workplace_guide_final_eng.pdf

Psychological Health and Safety in the Workplace

<https://www.safemanitoba.com/Resources/Pages/Psychological-Health-and-Safety-in-the-Workplace-Strategy.aspx>

Video - SafeWork Manitoba and WorkSafe BC - Workplace Bullying

https://www.youtube.com/watch?v=8iT8R75Rr_E&feature=youtu.be

Canadian Centre for Occupational Health and Safety (CCOHS)

Healthy Minds Portal

www.ccohs.ca/healthyminds

Healthy Workplaces Portal

www.ccohs.ca/healthyworkplaces

Violence Prevention and Mental Health Fact Sheets

www.ccohs.ca/topics/programs/programs/violence/

www.ccohs.ca/topics/wellness/mentalhealth/

Canadian Standards Association (CSA)

Assembling the Pieces: An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace

www.csagroup.org/documents/codes-and-standards/publications/SPE-Z1003-Guidebook.pdf

CAN/CSA-Z1003-13/BNQ 9700 - 803/2013 - Psychological health and safety in the workplace

<http://shop.csa.ca/en/canada/occupational-health-and-safety-management/canca-z1003-13bnq-9700-8032013/invt/z10032013>

Great West Life Centre for Mental Health

Workplace Strategies for Mental Health

www.workplacestrategiesformentalhealth.com/

Guarding Minds @ Work

www.guardingmindsatwork.ca

Occupational Health Clinics for Ontario Workers (OHCOW)

Mental Injury Prevention Tools - Copenhagen Psychosocial Questionnaire (COPSOQ)

<http://www.ohcow.on.ca/edit/files/mip/UsingCOPSOQ.pdf>

StressAssess - Workplace and Personal Editions (COPSOQ III, Canadian data)

<https://stressassess.ca>

Mental Health Commission of Canada

An Action Guide for Employers

<http://www.mentalhealthcommission.ca/English/media/3050>

Mental Health First Aid

<https://www.mhfa.ca/en/home>

Assembling the Pieces Toolkit Online Course

https://www.ccohs.ca/products/courses/assembling_pieces

Health and Safety Executive - United Kingdom

Management Standards - Stress

<http://www.hse.gov.uk/stress/standards/>

Talking Toolkit - Stress at Work

<http://www.hse.gov.uk/stress/assets/docs/stress-talking-toolkit.pdf>

European Union - OSHA

Psychosocial risks and stress at work

<https://osha.europa.eu/en/themes/psychosocial-risks-and-stress>

Canadian Mental Health Association

Takeaways Toolkit

<https://cmha.ca/takeaways>

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