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ASSOCIATES

VIOLENCE IN THE WORKPLACE

Presented by:

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Workplace Violence

Newfoundland & Labrador Workplace Violence Definition:

“... the attempted or actual exercise by a person, other than a worker, of physical force to cause injury to a worker, and includes threatening statements or behaviour which gives a worker reason to believe that he or she is at risk of injury.”
(OHSR, s. 22)

Types of Workplace Violence

- Threatening behaviour
- Verbal or written threats
- Harassment
- Sexual harassment
- Verbal abuse
- Physical assault

Recent Headlines

- Toronto Star (Jan. 19, 2015) Ministry of Labour investigating alleged attack on CAMH nurse
- CBC (Jan. 8, 2015) Jian Ghomeshi case: Ex-CBC employee among complainants in new sex assault charges
- Vancouver Sun (Dec. 5, 2014) Most people don't report sexual harassment in workplace: Poll finds
- Evening Telegram (Oct. 15, 2013) 2 dead in shooting at Villa Nova Plaza in Conception Bay South

Situation in Canada

- Nearly 20% (1 in 5) of all incidents of violent victimization, including physical assault, sexual assault and robbery, occurred in the victim's workplace
- 71% of the workplace violent incidents were classified as physical assaults.
- Men and women were equally likely to have reported experiencing workplace violence.
- 27% of incidents involving male victims resulted in injuries, compared with 17% of those involving female victims.

Legislation & Regulations

Federal

- Canada Labor Code Part II
- Criminal Code of Canada Part VIII (Offences against persons)
- Personal Information Protection & Electronic Documents Act (PIPEDA)
- Youth Criminal Justice Act

Provincial

- Occupational Health & Safety Act / Regulations
- Employer's Liability Act
- Fatal Accidents Act
- Workplace Health, Safety & Compensation Act

Roles & Responsibilities

- Management

- CLC Part II Sec. 124
 - Every employer shall ensure that the health and safety at work of every person employed by the employer is protected.
- CLC Part II Sec. 125 outlines specific duties of the employer.

- Employees

- CLC Part II Sec. 126
 - Follow prescribed procedures with respect to the health and safety of employees.
 - Comply with all instructions from the employer concerning the health and safety of employees.

- [Ont Ministry of Labour.mp4](#)

Behavioural Indicators

- Changes in behaviour
- Anger problems
- Change in appearance / Personal hygiene
- Personal problems (financial, marital, health)
- Talking about violence
- Suicide or Homicidal ideation
- Stalking / Infatuation / Harassment
- Non-compliance and disciplinary problems

Behavioural Indicators (Continued)

- Strange and aberrant behavior (Bully-like)
- Paranoia
- Violence and cruelty
- Acting out / Inappropriate responses
- Police contact
- Mental health history related to being dangerous
- Expressionless face

Behavioural Indicators (Continued)

- Unusual interest in police/military/terrorism activities and materials
- Use of alcohol/drugs

How Do I Determine If My Workplace Is At Risk ?

- On-going or chronic labor/management issues
- Frequent grievances or unfair labor claims against the company
- Unusually high number of frivolous claims for work-related injuries
- Employees routinely working excessive overtime
- Excessive demands placed on employees
- Large number of overstressed employees
- A very rigid or overbearing management style
- Employees who feel they are not treated with dignity or respect

Are My Employees More Susceptible Because of the Work They Do?

- Contact with the public
- Exchange of money (with the public)
- Delivery of passengers, goods or services
- Having a mobile workplace such as taxicab or police cruiser
- Working with unstable or volatile persons in healthcare, social service, or criminal justice settings
- Working alone or in small numbers
- Working late at night or during early morning hours
- Working in high-crime areas
- Guarding valuable property or possessions
- Working in community based settings

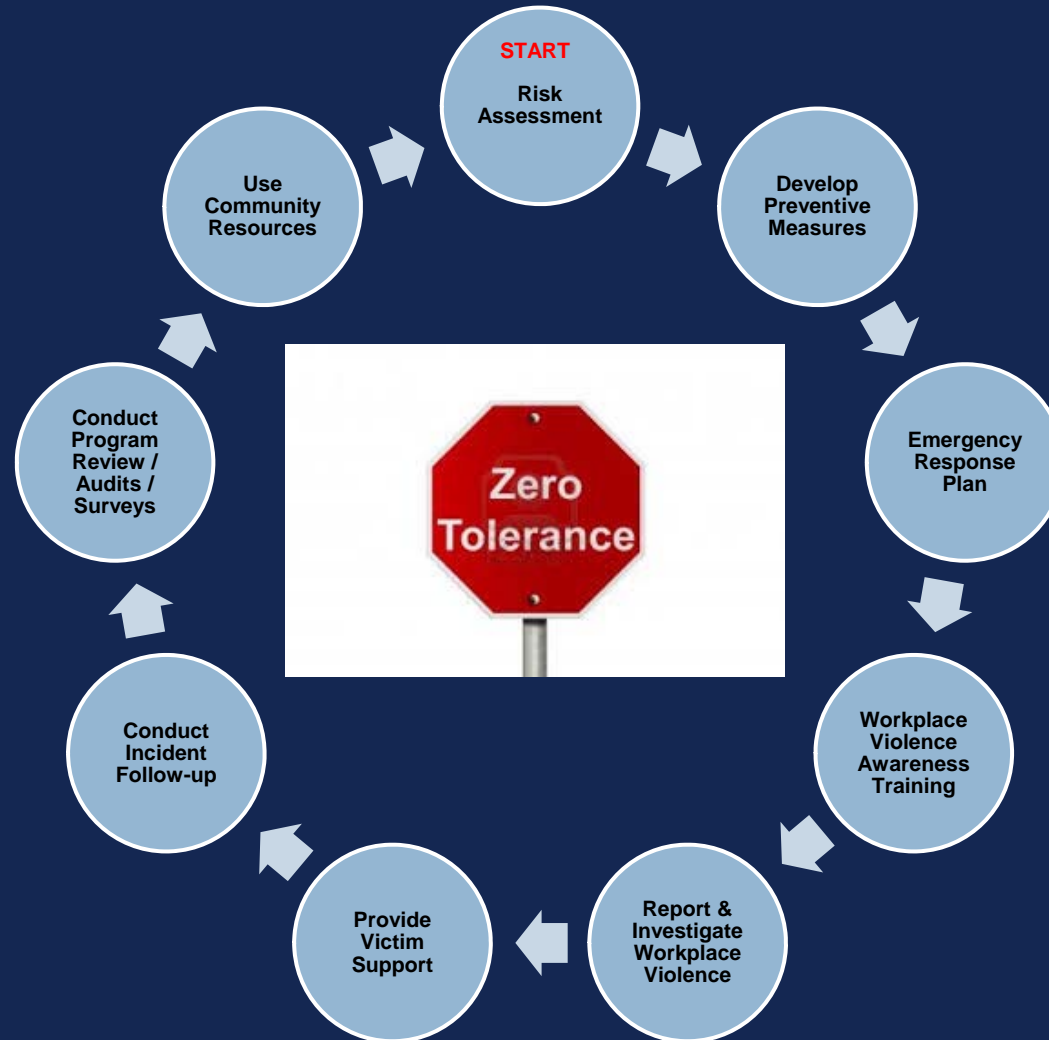
Prevention Tips

- Assess your work environment.
- Pay attention to the warning signs
- Promote respect
- Eliminate potential weapons
- Know your violence response procedures
- Use a team approach
- Educate personnel
- Background Checks
- Trust your instincts

Prevention Tips (Continued)

- Review environmental and administrative controls
- Local crime rate records and statistics
- Establish and evaluate violence-prevention programs
- Prescreen job applicants by conducting background checks
- Establish procedures for disciplining and firing employees
- Mandate workplace violence staff education and training
- Report workplace violence
- Educate supervisors that all suspicious behavior and reports of workplace violence be taken seriously and thoroughly investigated.

Developing a Workplace Violence Prevention Program



Framework for Workplace Violence Prevention



Resources

- Canadian Centre for Occupational Health & Safety
<http://www.ccohs.ca>
- Canadian Red Cross: www.redcross.ca
- Workplace Safety & Prevention Services:
<http://www.wsps.ca/Home.aspx>
- Service Newfoundland
http://www.servicenl.gov.nl.ca/ohs/alerts/workplace_violence_prevention.pdf
- NL Public Service Secretariat
http://www.exec.gov.nl.ca/exec/hrs/employee_health_and_safety/vp_resource_guide.pdf

THANK YOU

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