

This guide has been created to showcase a few of the Violence Prevention and Workplace Health resources produced by non-profit organizations across Canada, accessible through the Canadian Health Network (CHN) Web site.

Visit the CHN Web site at
<http://www.canadian-health-network.ca/>

for all your Workplace Health and Violence Prevention information needs

Violence in the workplace

Answers the questions: what is violence in the workplace; who is the most at risk; how can I assess the risks; and how can I prevent workplace violence?
Source: Canadian Centre for Occupational Health and Safety

A call to action

Describes the forms and causes of workplace violence, and how it differs for male and female workers. Provides suggestions on preventing violence in the workplace.
Source: Canadian Women's Health Network

Family violence: it's your business

Provides employers, unions, and employees with information and resources to help address the impact of family violence on the workplace.
Source: Public Legal Education and Information Service of New Brunswick

Workplace harassment and violence

Victims of workplace harassment describe its impact on their lives. Recommends ways to reduce the risk of harassment.
Source: Centre for Research on Violence Against Women and Children

Intimidation...

Bullying in the workplace

Describes the effects of bullying on the individual and the workplace. Suggests what to do if a worker is bullied, or subjected to harassment.
Source: Canadian Centre for Occupational Health and Safety

Working Alone...

What is meant by "working alone"?

Defines "working alone", and lists some situations that have a higher risk of violence. Gives safety tips.
Source: Canadian Health Network

Travel safety

What to do: before you leave, when you arrive, and at your hotel to stay safe when you travel.
Source: Canadian Centre for Occupational Health and Safety

Working alone safely

Outlines how employers can assess, prevent and minimize the risks of violence to employees who work alone. Offers best practices for: traveling, handling cash, and hazardous work.
Source: Alberta Human Resources and Employment

Harassment...

What is workplace harassment?

Tips on what to do, and what not to do, for harassment victims. Describes the cost of harassment to employers.
Source: Canadian Health Network

People to people communication

Practical tool designed to improve employees' understanding of workplace harassment and how to resolve or prevent it.
Source: Public Service Human Resources Management Agency of Canada

Racism & Discrimination...

Prohibited grounds of discrimination in Canada

Lists prohibited grounds of discrimination covered by federal, provincial and territorial human rights legislation.
Source: Canadian Human Rights Commission

'Hidden discrimination' and 'polite racism'

Describes how racism impacts Canadian workplaces.
Source: Canadian Race Relations Federation

Coping...

What is an employee assistance program (EAP) and what happens when I call?

Some employers have Employee Assistance Programs. They can help with issues such as violence and harassment.
Source: Canadian Health Network

Alternative ways of dealing with anger and emotionally charged situations

Explores ways to help people express their anger and its underlying emotions in a constructive manner.
Source: The Family Centre

Dealing with conflict in work relationships

Describes steps involved in dealing with serious disagreements between colleagues.
Source: The Family Centre

Prevention Programs...

Preventing violence and harassment at the workplace

How to develop, or evaluate, anti-harassment policies and procedures.
Source: Alberta Human Resources and Employment

Anti-harassment policies for the workplace

Sample harassment policies, and checklists for federally regulated employers. Information on evaluating current policies, and responding to incidents.
Source: Canadian Human Rights Commission

Prevention guide for employers of the small business sector

Defines psychological harassment at work. Outlines employer's obligations and preventative strategies.
Source: Commission des normes du travail du Québec

Preventing violence in health care

Outlines how health care organizations can develop, implement, and maintain an effective workplace violence prevention program. Includes checklists, and sample forms.
Source: Workers Compensation Board of BC

What is Workplace Violence?

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

Threatening behaviour includes shaking fists, destroying property or throwing objects.

Verbal or written threats is any expression of an intent to inflict harm, including:

direct threats involve clear and explicit communication which distinctly indicates that the potential offender intends to do harm, e.g. "I am going to make you pay for what you did to me."

conditional threats involve a condition e.g. "If you don't get off my back, you will regret it."

veiled threats usually involve body language or behaviours that leave little doubt in the mind of the victim that the perpetrator intends harm, e.g. "Do you think anyone would care if someone beat up the boss?"

Harassment is any coercive or fear-inducing behaviour that is designed to trouble or worry the victim (including sexual, religious and racial slurs)

Verbal abuse includes swearing, insults or condescending language

Physical attacks include hitting, shoving, pushing, or kicking the victim, or inciting a dog to attack.

Forms of workplace violence

*rumours * swearing * verbal abuse * pranks * rape arguments * property damage * vandalism * sabotage pushing * theft * physical assaults * psychological trauma anger-related accidents * arson * murder*

Workplace violence can be caused by

*fellow employees * supervisors * managers * clients customers * patients * students * members of the public unauthorized intruders * outside contacts*

Workplace violence is not limited to incidents that occur within a workplace. It can take place: *in clients' homes, at off-site business-related functions*, such as conferences, trade shows, or social events, *and includes violence that occurs away from work, but resulting from work*. For example, a social worker who receives a threatening telephone call from a client at his or her home is a victim of workplace violence.

Source: Canadian Centre for Occupational Health and Safety, *Violence in the workplace: prevention guide*, 2nd edition, 2001.

CCOHS Inquiries Service

1-800-263-8466

http://www.ccohs.ca/ccohs/inquiries/inquiries_form.html

Offers a free, confidential, bilingual service to answer questions on any workplace-related health or safety concern from the Canadian workers, their families, employers, health and safety professionals, or government.

Available by phone, e-mail, fax or mail.

CHN has "Health info for every body"

<http://www.canadian-health-network.ca/>

Would you like to know more?

Please visit our topic areas on the CHN Web site or contact us directly at:

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Workplace Health Affiliate

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www.canadian-health-network.ca

www.reseau-canadien-sante.ca

Health info
for every
body

Violence Prevention in the Workplace

A guide to creating and maintaining a workplace free of abusive behaviours including bullying, intimidation, sexual harassment, and racism.



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