

Violence in the Workplace



ER PLUS RISK MANAGEMENT GROUP

Presented by:

Cheryl Morgan, CSO, CSS

Manager, Corporate Training and Development

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Workers Compensation Act

General Duties of Employers

115 (1) Every employer must

- (a) Ensure the health and safety of
 - (i) All workers working for that employer
 - (ii) Any other workers present at a workplace at which that employer's work is being carried out, and
- (b) Comply with this Part, the regulations and any applicable orders.

General Duties of Workers

116 (1) Every worker must

- (a) Take reasonable care to protect the worker's health and safety and the health and safety of other persons who may be affected by the worker's acts or omissions at work, and
- (b) Comply with this Part, the regulations and any applicable orders.

General Duties of Supervisors

117 (1) Every supervisor must

- (a) Ensure the health and safety of all workers under the direct supervision of the supervisor,
- (b) Be knowledgeable about this Part and those regulations applicable to the work being supervised, and
- (c) Comply with this Part, the regulations and any applicable orders.

OHSR, Part 4, General Conditions

Violence in the Workplace

Definition

4.27 In sections 4.28 to 4.31, “**violence**” means the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.

Workplace Conduct

Definition

4.24 In sections 4.25 and 4.26, “**improper activity or behaviour**” includes

(a) the attempted or actual exercise by a worker towards another worker of any physical force to cause injury, and includes any threatening statement or behaviour which gives the worker reasonable cause to believe he or she is at risk of injury, and

(b) horseplay, practical jokes, unnecessary running or jumping or similar conduct.

Bullying and Harassment

Bullying and Harassment includes any **inappropriate conduct or comment** by a person towards a worker that the person knew or **reasonably ought to have known** would cause the worker to be **humiliated or intimidated**.

Types of Bullying and Harassment

Can be:

- Directed towards a colleague, subordinate, manager, or supervisor;
- Between a worker and a non-worker, such as a client;
- Between workers from different organizations (multi-company site); and
- By a group of people, or an individual, towards one person or a group.

Can include:

- Verbal aggression or insults;
- Vandalizing personal belongings;
- Sabotaging someone’s work;
- Spreading malicious gossip or rumours;
- Engaging in harmful or offensive initiation practices or hazing;
- Physical or verbal threats;
- Making personal attacks, bases on someone’s private life/traits; and
- Making aggressive or threatening gestures.

The 10 Warning Signs

1. Escalating Anger
2. Violent Talk
3. Stalking
4. Wide Mood Swings
5. Substance Abuse
6. Bizarre Statements, Writings, or Communication
7. Threats to Harm Others
8. Bringing Weapons to Work
9. Losses Considered Unbearable
10. People are afraid

What Can You Do?

- Find out about policies and procedures
 - Reporting and Investigating
- Keep records
- Seek advice
- Speak up
- Report the issue
 - All criminal activity is to be reported to the police, including physical threats, and criminal harassment (i.e. Stalking)

Mental Disorders Legislation

A worker is entitled to compensation for a mental disorder that does not result from an injury for which the worker is otherwise entitled to compensation, only if the mental disorder is either a reaction to one or more traumatic events arising out of and during the worker's employment, or is predominantly caused by a significant work-related stressor. Must be diagnosed by a psychiatrist or psychologist.

Our Products & Services

Safety Training

ER Plus is a leading health and safety training provider in BC. We have comprehensive training programs which we offer both on or off site. Our goal is to always provide our clients with a strong foundation to achieve long-term success.

Consulting/Safety Solutions

Using internal and external resources, we offer a wide range of expertise. We work with our clients to ensure we understand their needs, develop systems to improve HSE performance and ultimately improve the bottom line.

Temporary Personnel (OFA/CSO)

We are safety specialists ensuring that at a moment's notice we can assign one of our temporary personnel to your site based on your needs. Our staff is made up of both Occupational First Aid Attendants and Construction Safety Personnel.

Who we are

ER Plus Risk Management Group Inc. was developed in 1997 as an all-encompassing safety services supplier. We assist companies and organizations to manage their safety risks by providing Training, Contract Personnel and Consultants in the field of Occupational Health & Safety. Our mandate is to provide our clients with versatile, cost effective and solution-orientated risk management services. ER Plus focuses on establishing the systems, information and skills necessary to prevent and mitigate workplace incidents.

Contact Us

230-11120 Horseshoe Way
Richmond, BC, V7A 5H7

Phone: 604-275-9070

Email: info@erplus.com

Web: www.erplus.com

ER  PLUS
Risk Management Group Inc.

ER Plus Risk Management
Group Inc.
230-11120 Horseshoe Way
Richmond, BC, V7A 5H7

Session: Violence, bullying and harassment in the workplace

No. of attendees: 20

Panelists: Cheryl Morgan (from ER Plus Risk Management)

Facilitator: -

Monitor: Nicki Robertson

Time: 3.30pm – 5.00pm

Handout, leaflet 'Violence in the Workplace'