



May 8, 2017

# PSHSA Launches Workplace Violence in Healthcare Toolkit - Ontario Taking Action to Better Protect Health Care Workers in Preventing Workplace Violence



**TORONTO (May 8, 2017)**

Workplace violence (WPV) is increasing for health care workers with both short-term and long-term effects costly to the worker and organization. "The issue of violence against health care workers is growing," says Henrietta Van hulle, Executive Director Healthcare and Community Service Sector of the Public Services Health and Safety Association (PSHSA). In Ontario, hospitals, nursing homes and home care are the largest segments in healthcare, representing over 75 per cent of approximately 787,000 healthcare workers. These sub-sectors also represent where WPV is most prevalent. In 2015, 31.8% of lost-time injuries due to WPV in Ontario occurred in the healthcare sector and in Canada, out of 34 occupational categories, more workdays were lost among nurses than any other category.

PSHSA has been spearheading a provincial initiative funded by the Ontario Ministry of Labour (MOL) to develop solutions for users to implement evidence based recommendations or meet evidence-based specific practice standards. The toolkit will provide consensus-based and validated solutions to help reduce incidents of violence within hospitals and nursing homes.

This three-phase project is driven by a committee of 21 members that represent the MOL and Ministry of Health and Long Term Care, provincial employer associations and labour unions. Phase one included a literature review, jurisdictional scan and focus groups with frontline staff and management.

Phase two, included a list of workplace violence program components; a communications plan and toolkit pilot test. To effectively manage the complex issue of WPV, five priority areas were identified from Phase one findings: (1) Workplace Violence Risk Assessment, (2) Individual Client Risk Assessment, (3) Flagging, (4) Security and (5) Personal Safety Response System. Given the limited empirical evidence about WPV tools, programs and

interventions, this project is particularly innovative as evaluation is incorporated into the plan. Phase three involved knowledge mobilization; a communications plan; development and implementation of an education session, and as of April 21, 2017 the toolkit implementation.

Tool kit access is available [here](#) along with other valuable updates and information on the topic of WPV in healthcare as well as a list of stakeholders. More tools and resources will be added on an ongoing basis. Be sure to check the website or sign up for our eNewsletter to stay informed. The goal of the project is to deliver a model and toolkit that provides workplaces with a consistent, scalable, and consensus-based approach for achieving sustainable outcomes and thereby reducing incidents and the impact of aggression, violence, and responsive behaviours. PSHSA believes that a successful model could be not only repeated for other types of occupational injuries and illnesses, but also applied across the province.

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