

### **RECOMMENDATION #16**

### **WORKPLACE VIOLENCE PREVENTION CURRICULUM IN EDUCATIONAL SETTINGS (COLLEGE AND UNIVERSITY PROGRAMS)**

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#### **DESCRIPTION**

Currently, the Ministry of Advanced Education and Skills Development does not require post-secondary institutions to consistently provide students with enhanced training (i.e. more than the existing Ministry of Labour Health & Safety General Awareness or general information) in workplace violence and prevention prior to entering the workforce.

Graduates are often young, unaware and inexperienced in regards to understanding and managing workplace violence. Furthermore, while many health care organizations may choose to train students in violence prevention upon commencement of co-op or practicum programs, this practice is inconsistent and may differ greatly depending on each organization's policies and resources.

Additionally, it's important that students understand how dysfunctional work relationships and workplace incivility may impact overall workplace violence incidents, quality of work life and quality of patient care. It's imperative that relevant training occur to ensure safety for students, staff and patients.

Ensuring new graduates enter the workforce prepared with some minimum standard training to effectively manage potentially violent situations and workplace incivility.

#### **RECOMMENDED SOLUTION AND INTENDED OUTCOMES**

To enhance safety of new graduates and patients, post-secondary educational programs should include general awareness information regarding workplace violence and occupational health and safety.

Standards within the post-secondary education system should be developed that will prepare students for the plausible threat of violence within the workplace. This would include increased knowledge and awareness of workplace violence, and legal requirements under the *Occupational Health and Safety Act (OHS)* for workers and employers.

A standard provincial requirement to have students trained in a recognized Crisis Intervention Training Program should be developed that provides students with skills in the following areas: identifying, understanding and assessing risks, behaviours, and triggers; relationship management/verbal de-escalation; stress management; de-briefing mechanisms; aggression management; protective positioning; blocks; containment; releases; restraint application; personal protective equipment; and effectively managing workplace incivility (conflict, harassment, bullying).

A collaborative process, between education and health care related organizations, should be developed to ensure students who participate in work placement, co-op or practicum programs receive sufficient training in violence prevention prior to, or upon commencement of placement.

## Workplace Violence Prevention in Health Care Leadership Table

To provide training to help address risks commonly identified in hospital workplace violence risk assessments, including workplace and task/job specific training, refresher and enhanced self-defence training, code white and other internal training on violence measures and procedures should occur as often as needed.

### RECOMMENDED IMPLEMENTATION

#### MEDIUM

1. The Ministry of Labour and the Public Services Health & Safety Association should work with the Ministry of Advanced Education and Skills Development to create workplace violence prevention and workplace incivility curricula as above to be incorporated into the overall education program for health care workers.
2. Ensure students receive workplace violence prevention and/workplace incivility training prior to commencing a placement
3. Communicate above requirement to co-op/field supervisors to ensure compliance