

### RECOMMENDATION #17

#### MINIMUM SECURITY TRAINING STANDARD FOR HOSPITALS

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##### OBJECTIVES:

The anticipated outcome is to close a gap in the:

- Training that is provided to those workers performing security roles and functions in hospitals;
- Common understanding of the value and variety of roles and functions that security can adopt within the hospital system and the various training available for security guards and those performing the function of security in Hospitals; and
- Minimum provincial security standards for Hospitals.

##### DESCRIPTION:

Currently, there is no consistent minimum provincial security training standard for those performing the role or function of security in hospitals. Ontario has the opportunity to set the bar to increase worker safety through the adoption of enhanced minimum security standards.

Roles/functions and responsibilities for security vary from organization to organization; however, some consistent minimum training requirements for all workers performing the role or function of security would enhance each organization's ability to better protect healthcare workers and patients from workplace violence in the workplace, and to prevent incidents of workplace violence and reduce the use of force.

In addition, there is a lack of a common understanding of the value and variety of roles or functions that security can adopt within the hospital system and the roles or functions of those performing security in hospitals are inconsistent and often poorly defined.

An appropriate and responsive security program/service that includes effective response and enhances the safety of workers and patients, and quality care.

##### SUGGESTED IMPLEMENTATION:

###### SHORT TERM

1. The Ministry of Labour and Ministry of Health and Long-Term Care as part of the Leadership Table send a communique to announce endorsement of the Violence Aggression Responsive Behavior (VARB) Security toolkit created by the Public Services Health & Safety Association once it is released to promote use of tools to evaluate gaps, and develop and implement a plan that provides solutions to reduce the risk of workplace violence. In the communique:

## Workplace Violence Prevention in Health Care Leadership Table

- a. emphasize that the VARB tools contain options to assist smaller hospitals, other sectors and option of different models; and
- b. promote the Canadian General Standards Board (CGSB) Standard for Security Officers and Security Officer Supervisors<sup>1</sup> as a standard for training workers performing the role/function of security in health care workplaces.

### MEDIUM TERM

1. The Ministry of Labour and Ministry of Health and Long-Term Care as part of the Leadership Table begin work in the first quarter of 2017 The Ministry of Labour and Ministry of Health and Long-Term Care as part of the Leadership Table begin work in the first quarter of 2017 promote<sup>2</sup> the inclusion of a minimum security role/function and training requirements using the CGSB Standard, crisis management and effective communications training, hospital specific training such as different types of restraint application as part of an overall least restraint program and mental health act training as the minimum standard in accordance with the organization's patient population.
2. The Ministry of Labour and Ministry of Health and Long-Term Care as part of the Leadership Table begin discussion regarding the measurement of standards through accreditation, and work with Accreditation Canada to include the CGSB Standard, crisis management and effective communications training, hospital specific training such as restraint application as part of an overall least restraint program and mental health act training as part of accreditation of a security training minimum standard in accordance with the organization's patient population (high risk patients and/or high risk environments).
3. Develop measurement targets to ensure that the CGSB Standard, crisis management and effective communications training, hospital specific training such as restraint application and mental health act training has been adopted and has been implemented in accordance with the organization's patient population (high risk patients and/or high risk environments).

### LONG-TERM

1. Report on Accreditation Canada adoption rates of minimum training standard (as in item (a) above)
2. Evaluation of increased worker safety as a result of the implemented security standard.

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<sup>1</sup> CAN/CGSB-133.1-2008

<sup>2</sup> Promotion of the CGSB Standard can occur through the Health Quality Ontario Quality Improvement Plan process