Violence Prevention in Libraries

Ontario Library Association
Super Conference 2016
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Facilitator

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Who We Are

PSHSA.ca
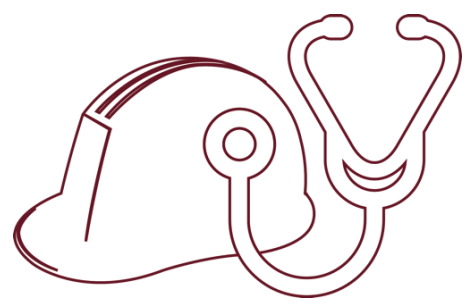
ESTABLISHED IN

2009

NON-PROFIT ASSOCIATION

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OF THE

Ministry of **Labour**

WE PROVIDE OCCUPATIONAL

HEALTH

& SAFETY

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Resources
Consulting

WE WORK WITH

1.67+
MILLION WORKERS

10,000+
ORGANIZATIONS

ONTARIO'S PUBLIC & BROADER PUBLIC SECTORS:

Education
Healthcare
Emergency Services
Government
First Nations

Agenda

- Definitions and Types of Workplace Violence

- Legislation and employer requirements

- How to conduct a WPV assessment

- Library challenges and strategies

- Resources and tools to support improvement

Workplace Violence is the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.

Workplace Violence is an <u>attempt to exercise physical force</u> against a worker, in a workplace, that could cause physical injury to the worker.

Workplace Violence is a <u>statement or behavour that it is reasonable for a worker to interpret as a threat to exercise physical force</u> against the workers, in a workplace, that could cause physical injury to the worker.

Harassment- Vexatious- causes someone to feel annoyed, irritated or embarrassed. Related words- Annoying, bothersome, galling, irritating, nettlesome, pesky, pestering, teasing, disagreeable.
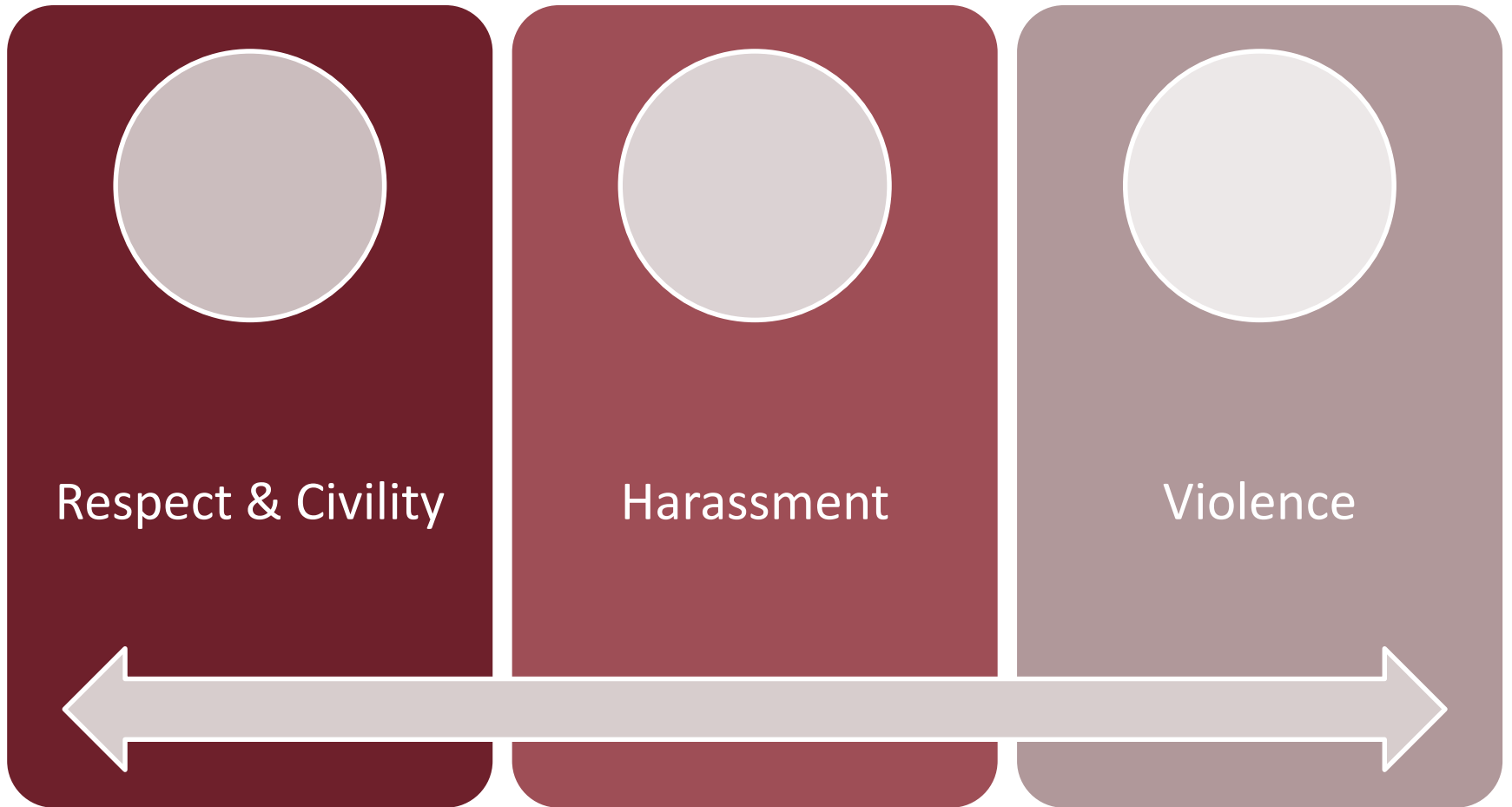
Excellent book – ensure it is the one by Mark R. Willis

Dealing
WITH
Difficult
People
IN THE
Library

Mark R. Willis

American Library Association
Chicago and London
1999

Behavior Continuum

Respect & Civility

Harassment

Violence

There are 4 types of Workplace Violence

External

Client/Patron/Student Violence

Employee/Volunteer related

Domestic violence

1 **External Violence**

involves a person with no relationship to the workplace who commits a violent act

2 Client/Patron/ Student Violence involves a person often is known in the workplace who commits a violent act.

Violence vs. Aggression

Violence is "willful intent" to cause harm.

In aggression/ responsive behaviours there is no intent to cause harm.

**3** **Employee related violence** can involve anyone who has an employment relationship.

4 **Domestic Violence**

is relationship violence that occurs at the workplace.

Workplace violence has negative effects on workers – what are they?

Amendments to the Occupational Health and Safety Act, regarding violence and harassment in the workplace came into effect on June 15, 2010.
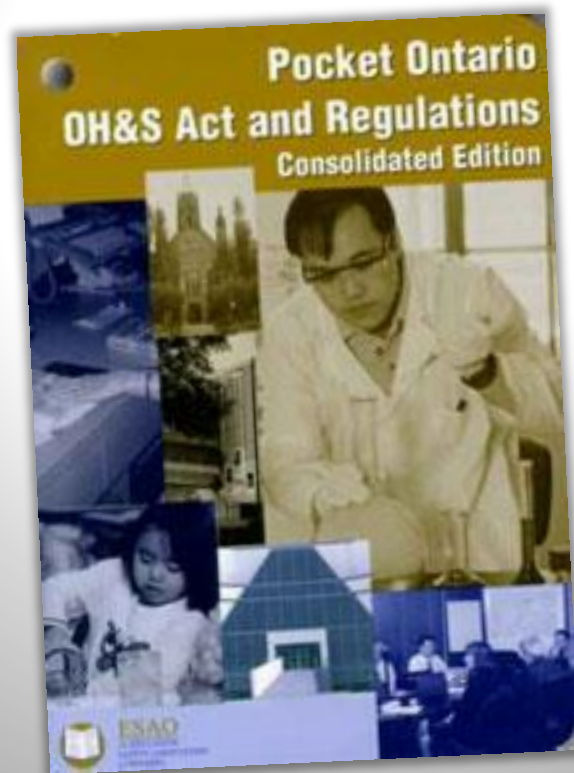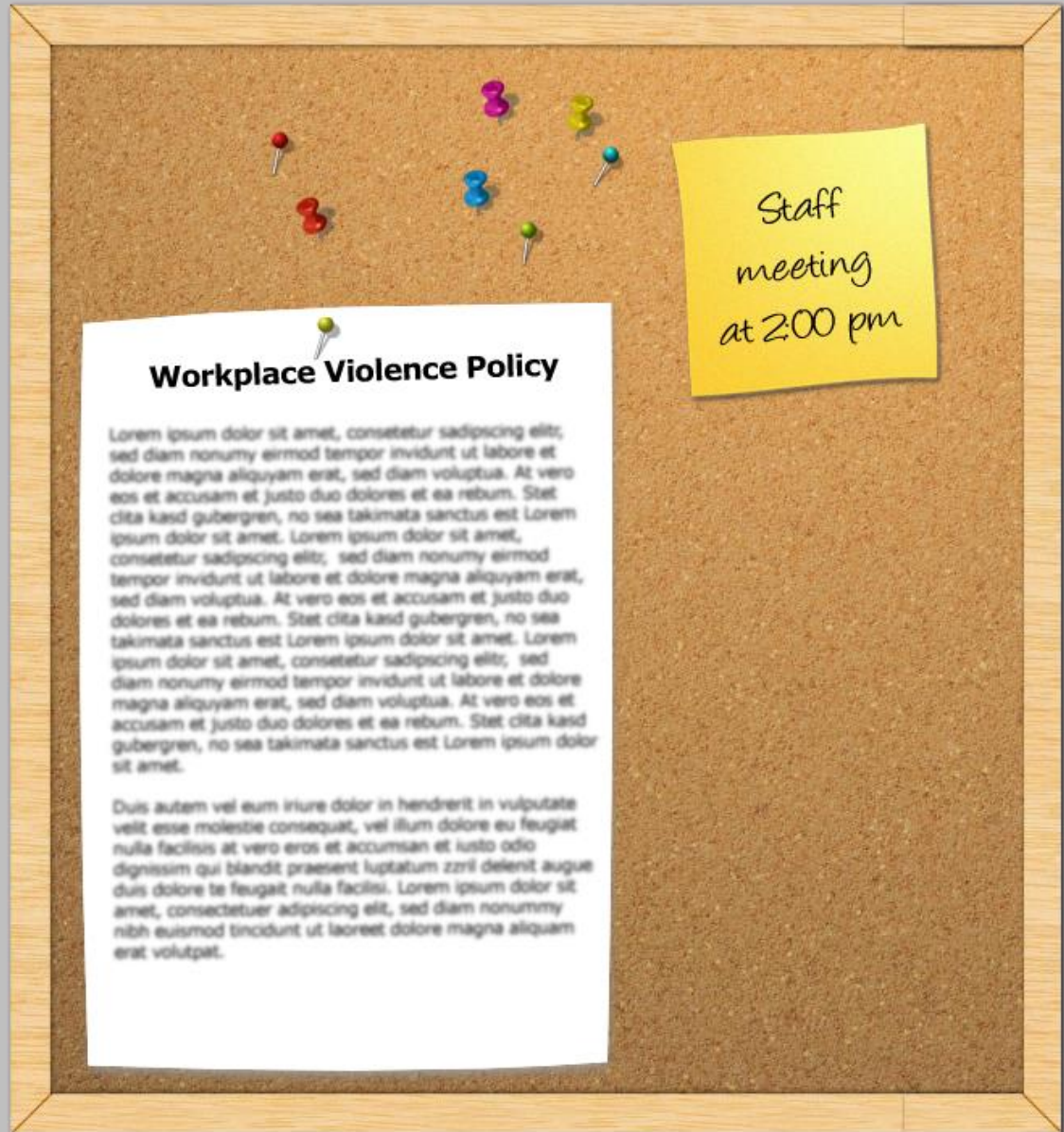
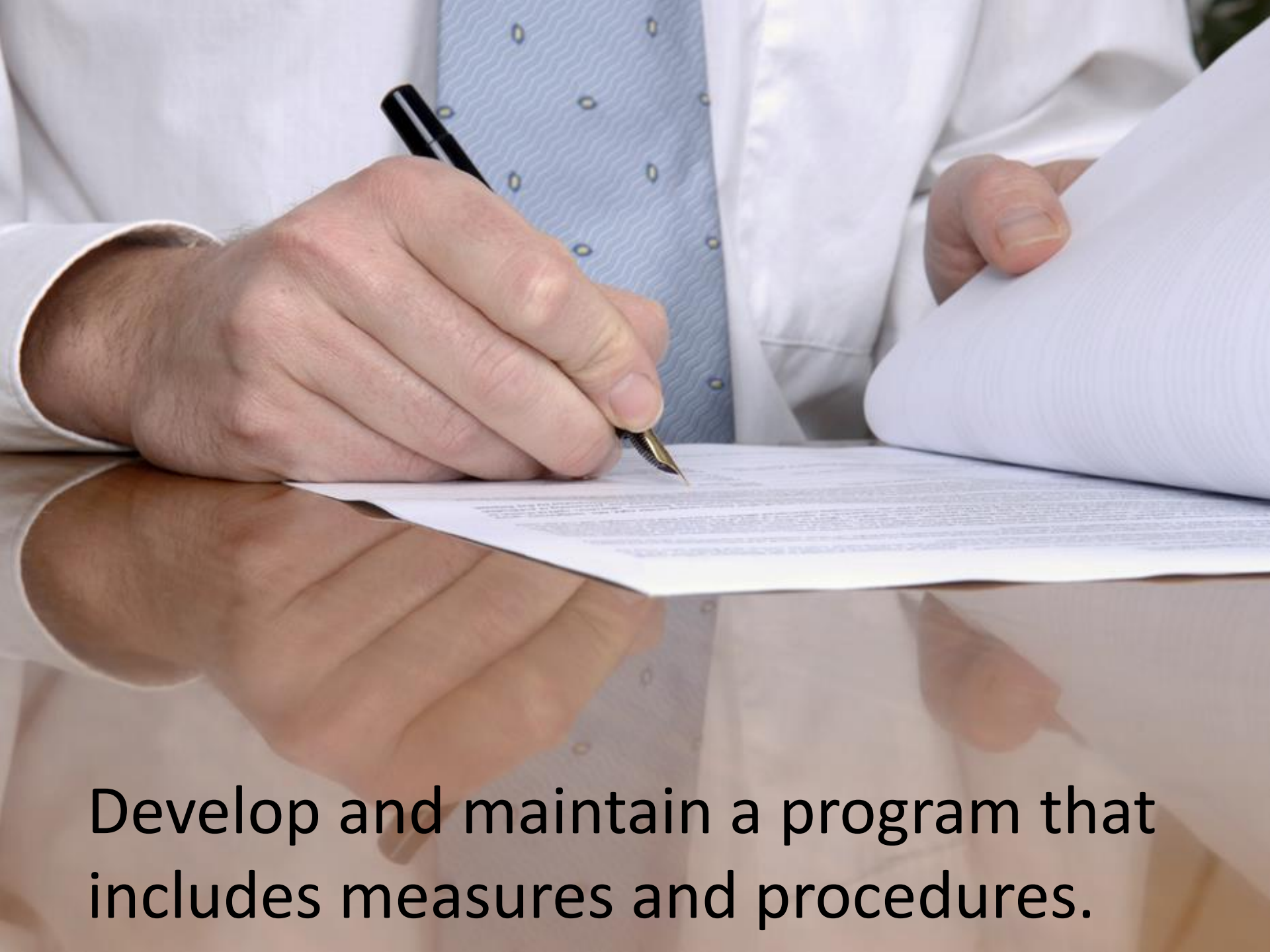# Prepare a Workplace Violence and Harassment Policy

The policy must be reviewed at least annually.

The policy must be posted in the workplace.

Develop and maintain a program that includes measures and procedures.

Workplace Violence Risk Assessment

Worker to be provided with information and instruction on violence policies and program

The employer must take every reasonable precaution to protect the worker from violence in the workplace.

OHSA Requirements

Definitions

Harassment and Violence Policies & Procedures

Violence Risk Assessment, Report to JHSC

Violence Reassessment (situation, and periodically)

Notification and Disclosure

Domestic Violence

Reporting & Investigation

Information & Instruction and Training

Work Refusal for Violence

Educate employees on the workplace violence and harassment policy and program

The worker has the right to refuse work if workplace violence is likely to endanger them.

Additional Legislation

- Human Rights Code

- Worker's Safety and Insurance Board

- Trespass to Property Act

- Child and Family Services Act

- Criminal Code

- "It's Never Okay Action Plan to Stop Sexual Violence and Harassment"

Ontario

Human Rights Code

Workplace Safety & Insurance Act

Criminal Code of Canada

Child and Family Services Act

Some workplaces are more likely to have workplace violence because of their location, clients or the type of job.

Workplace Violence Risk Assessment – PSHSA Tools

- Violence Survey Tool

- Violence Policy, Program & Training Review Tool

- General Physical Environment Tool

- Specific Risk Assessment Tools

http://www.pshsa.ca/products/workplace-violence-risk-assessment-tools/

General Risk Assessment

General Assessment (GA)

The *General Assessment* (GA) is organized into three sections. Each section will lead you through a series of questions that focus on:

- physical environment (the nature of the workplace)
- policies, programs, measures and procedures
- the workplace culture
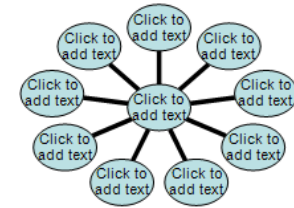
Job / Department/ Location:	Completed by:	Date:

Shading indicates elevated risk

General Assessment (GA)						
Physical Environment	**Yes**	**No**	**N/A**	**Examples of Controls**	**Existing Controls**	**Recommended Controls (identify responsibility and completion dates, if possible)**
Has the physical workplace been surveyed?						
▪ outside building and parking lot				▪ bolted entries / locks ▪ designated public entry doors ▪ clear sightlines (look at landscaping, layout and bushes) ▪ good lighting		
▪ entry control and security system				▪ coded doors / security doors ▪ employee ID cards and guest passes with sign-in/out ▪ clearly labelled staff areas ▪ closed circuit video system ▪ metal detectors ▪ alarms (silent or sounding)		
▪ reception and waiting areas				▪ clear sightlines ▪ means of communication ▪ signage re: hours ▪ no heavy or sharp objects		

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Workplace Specific Risk Assessment

Job / Department/ Location:		Completed by:	Date:			
Specific Risks Associated with the Type of Work or Conditions of Work (Based on the risk factors outlined by National Institute for Occupational Safety and Health (NIOSH))			**Risk Exists Yes or No** If Yes, complete relevant Specific Risk Assessment Chart	**Level of Risk** H= High M = Moderate L = Low		
Work includes:	**Examples of Activities or Situations**			H	M	L
Working in a community-based setting (CS)	• Traveling alone in the community • Working in a client's personal dwelling • Limited or no access to communication tools and other security devices					
Working with unstable or volatile Clients (VC)	• Providing a service to persons with physiological, psychological, or psychiatric conditions and substance abuse issues • Providing a service that involves physical contact with clients who may be unpredictable due to influences outside the workplace					
Handling cash (HC)	• Maintaining petty cash in a fixed location • Working at cashier station in a fixed location • Making night deposits					
Mobile workplace (MW)	• Working on the road – a vehicle is a "mobile office" • Working in remote/unknown areas • Public having access to the worker in and outside of vehicle					
Contact with clients (CC)	• Working in a fixed location in the presence of cash, goods or medications that may be readily sold or pawned • Working in a fixed location with clients that have access to staff					

Working in high crime areas (CA)	• Working in areas where there is a
	  • High potential of assault, sexual assault, or robbery based on police statistics
	  • High potential of theft and/or property damage based on insurance and realtor/broker statistics					

Securing or protecting valuables (SV)	• Working in presence of cash, goods or medications that may be readily sold or pawned • Working in presence of valuable portable goods such as precious metals, vehicles or electronics • Transporting cash or valuable goods especially to remote or isolated locations • Protecting valuable goods in an area open to the public • Intervening in a situation to prevent theft or loss • Patrolling alone or at night, especially in remote or isolated locations					
Transporting people or goods (TG)	• Working in high-density traffic routes • Working in areas where there is exposure to "road rage" • Working in areas where there is limited or no access to communication tools • Working in situations where the public has physical access to driver/staff • Working in situations where fare collection and enforcement of fares is required					

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Workplace Specific Risk Assessment

Job / Department/ Location:		Completed by:	Date:			
Specific Risks Associated with the Type of Work or Conditions of Work (Based on the risk factors outlined by National Institute for Occupational Safety and Health (NIOSH))			**Risk Exists Yes or No** If Yes, complete relevant Specific Risk Assessment Chart	**Level of Risk** H= High M = Moderate L = Low		
Work includes:	**Examples of Activities or Situations**			**H**	**M**	**L**
	• Working in situations where there is exposure to theft of goods that are being transferred					
Working alone or in small numbers (WA)	• Working in a fixed location where there is limited or no access to communication tools and other security devices • Working in a fixed location where there is a high potential of assault, sexual assault, or robbery • Working in isolated areas within a worksite, away from other workers • Working in a remote worksite where public may have access					

Ranking or prioritizing the risk factors is one way to help determine which are the most serious safety hazards so they can be addressed first. Priority is usually identified by taking into account how much or how often a worker is exposed to the situation or conditions, and the potential for harm. Assigning a priority to the risks creates an action list.

There is no one simple or single way to determine the level of risk. Ranking hazards requires the knowledge of the workplace activities, urgency of situations and, most importantly, objective judgment. The following can help guide you in choosing the appropriate level for each specific risk:

Category of Risk	Activity Description
High	One or more potential risks **regularly** place the employee at risk **and/or** the risk is **severe**. • **Regularly** = Part of the normal work routine/assignment • **Severe** = Potential for fatal or critical injury
Moderate	One or more potential risks **occasionally** place the employee at risk **and/or** the risk is **moderate**. • **Occasionally** = Recognized part of work activities occurring on an infrequent basis • **Moderate** = Potential for lost time/medical aid required
Low	One or more potential risks **rarely** place the employee at risk **and/or** the risk is **minimal**. • **Rarely** = Not a normal part of the work routine • **Minimal** = Potential for first aid required

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Workplace Specific Risk Assessment

Assessment for Specific Risk: Working in a Community-based Setting (CS)

This assessment assists workplaces where workers are expected to work in the community and provide services in private homes and dwellings. This could include workers such as home support workers, caregivers, home service and repair personnel, real estate agents, insurance agents and sales people. Examples of activities include:
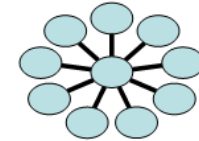
- Traveling alone in the community
- Working in a client's personal dwelling
- Limited or no access to communication tools and other security devices

Job / Department/ Location:	Completed by:	Date:

Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
CS1. Can workers summon immediate assistance when workplace violence occurs or is likely to occur?				See the general assessment for suggested controls.		
CS2. Are vehicles used by workers regularly maintained?				Develop and implement procedures to ensure vehicles used by workers are regularly maintained.		
CS3. Is a pre-visit telephone interview conducted with clients?				Develop and implement a pre-visit client interview process. This could include: • who will be present during the visit • who will answer the door • presence of animals • potential for any violence • parking location • street lighting		
CS4. Are workers provided with the safest route to travel to clients?				Develop and implement a process to identify high-crime areas and determine safe travel routes		
CS5. Are there any other risks associated with the physical environment and working in the				See the physical environment section of the General Assessment for some other aspects of the physical environment that should be		

OHSCO Resources

A Workplace Resource: Developing Workplace Violence and Harassment Policies and Programs

Workplace Violence Assessments

Domestic Violence Doesn't Stop when Your Worker Arrives at Work: What Employers Need to Know to Help

Domestic Violence Doesn't Stop when You go to Work: How to get Help or Support a Colleague who may Need Help

Library Challenges ?

- Angry or entitled patrons
- Unsupervised or abandoned children
- Teenage misbehavior
- Stalking behaviors
- Domestic violence
- Theft or vandalism

- Substance abuse
- Mental health Issues
- Cultural or language barriers
- Elderly or disabled
- Stressed out patron
- Transients

Library Challenges ?

- Blocking exits or aisles ways
- Animals
- Hygiene
- Use of electronic devices (photos, video)
- Unattended belongings

- Smoking
- No shirts and shoes
- Sleeping
- Eating and drinking
- Misuse of rest rooms
- Skate boards and bikes

Design library to reduce risk of violence

- Crime Prevention Through Environmental Design
    - ❖ Access Control
    - ❖ Surveillance
    - ❖ Territorial Reinforcement

- Incorporate CPTED into renovations and new builds

Patron Code of Conduct

- Define various types of inappropriate behavior

- Set out appropriate responses and sanctions (loss of library privileges)

- Post and communicate to patrons

- Educate and train staff on how to enforce rules effectively

Policy Development

- Harassment & Violence
- Domestic Violence*
- Respect & Civility
- Psychological Health and Safety
- Integrated Risk Management Policy
- Disability Management & Accommodation*
- Working Alone Policy
- Social Media Policy/Cyberbullying
- Customer Service Standards

Other Policy Development

- Post Traumatic Stress Disorder
- Compassion Fatigue
- Mental Health First Aid
- Bereavement Leave Policies
- Suicide Prevention
- Bullying Prevention
- Addiction Prevention
- Stress and Burnout Prevention

www.workplacestrategiesformentalhealth.ca

Working Alone Policy

- Assessment of risks completed during violence assessment
- How to get immediate assistance
- Open and Close precautions
- Access doors

- Assault prevention precautions (night, parking lot)
- Design with CPTED principles
- Staffing levels and routine checks
- Security support
- Scanning for concerns (awareness)

Critical Incident Plan Components

- How to Secure the Workplace
- Internal & External Emergency Numbers and Signals
- Command Centre
- Responsibilities
- Guidelines & Procedures (lock down & other)
- When to call police
- Communication Plan & Victim Support

Excellent Websites

PSHSA Violence Resources

Workplace Strategies
for Mental Health

An initiative of the Great-West Life Centre for Mental Health in the Workplace

PSYCHOLOGICAL HEALTH AND SAFETY

MANAGING WORKPLACE ISSUES

JOB-SPECIFIC STRATEGIES

FREE TRAINING AND TOOLS

Organizational Framework

Psychological Health and Safety Management

Consider organizational approaches, strategies, policies, procedures, and interactions that impact the psychological health or safety of employees.

Find out how

Management Training

Managing Mental Health Matters

Help leaders learn how to effectively recognize and manage mental health related issues in the workplace.

Get started

Promote Mental Health at Work

Take Your Break

Take time to participate in activities focused on improving mental health at work.

Sign up

Assess your Workplace

GuardingMinds @ WORK

Assess and address psychological health and safety in your workplace.

Learn more

Engage Staff in Solutions

On the Agenda

Facilitate discussions related to a psychologically safe workplace.

View resources

Mental Health Awareness

Working Through It

Watch videos designed to speak directly to people struggling with mental health issues.

View now

Psychological Safety in the Workplace: Assembling the Pieces

- http://shop.csa.ca/en/canada/occupational-health-and-safety-management/cancsa-z1003-13bnq-9700-8032013/invt/27037012014
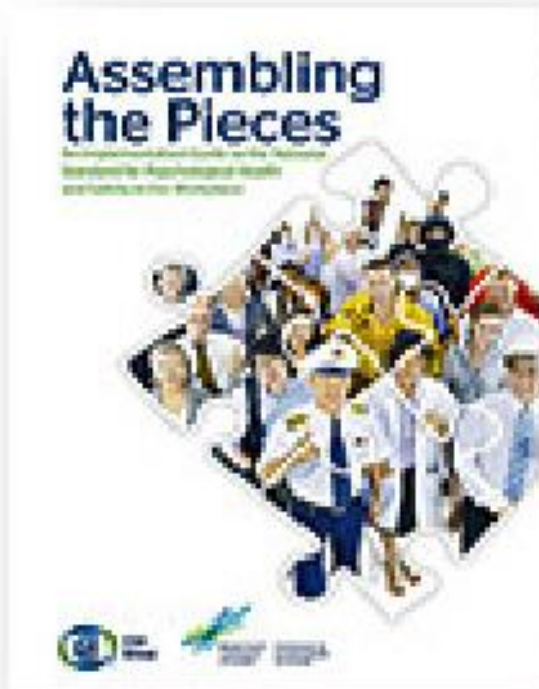
- FREE

Domestic Violence Employer Resources: Make it Our Business

Mental Health First Aid Guideline and Training

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Thank You !