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# Respectful Workplace Program



Grand River Hospital E-learning Course

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# Welcome!



Welcome to Grand River Hospital's Respectful Workplace e-learning course!

The course is separated into 5 sections:

1. Definitions & Examples
2. Rights & Responsibilities
3. When Faced with Violence or Harassment
4. The Investigation Process
5. Conclusion

There are 5 case scenarios throughout the course to help you practice what you have learned.

There is also a glossary that is available at anytime throughout the course on the left-hand side.



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# Welcome!



This course will help you to:

- Become familiar with the definitions of workplace violence, harassment, and sexual harassment, along with examples.
- Understand the roles and responsibilities in the Respectful Workplace Program.
- Know how to summon immediate assistance for situations involving workplace violence.
- Understand the reporting protocols for workplace violence, harassment, and domestic violence.
- Understand the investigation process and how results are communicated.
- Be aware of the resources available in the hospital for workplace violence and harassment matters.



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# GRH's Commitment



Grand River Hospital (GRH) is committed to providing and fostering a positive and respectful workplace free from actual, attempted or threatened violence, and from harassment.

We are committed to taking all reasonable precautions to prevent workplace violence and harassment to protect our workers.



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# Respectful Workplace Program



The [Respectful Workplace Program \(RWP\)](#) applies to all GRH workers and workplaces. The policy addresses:

- Potential sources of workplace violence and harassment (workers, patients, volunteers, students, credentialed professional staff, visitors, and contractors).
- How workers report incidents and complaints related to workplace violence and harassment; and
- Procedures for reporting and resolving incidents and complaints.

As workers at GRH, we are all responsible for complying with this policy and program. Any behaviour that contravenes this policy is considered serious and GRH will take corrective and/or disciplinary action as necessary in order to provide a safe and respectful work environment.

Complaints made under this policy shall be made without fear of reprisal or retaliation, and workers will not be penalized for reporting an incident, lodging a complaint or participating in a workplace violence or harassment investigation.

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# GRH Workplaces



The RWP applies to all GRH workplaces, including anywhere hospital business occurs.

It covers all hospital buildings, clinics and office space (owned or leased) and surrounding perimeter, as well as any "off-site" locations where GRH staff work (such as clinics and patients' homes).

It also covers any hospital-sponsored functions and recreational/social events that take place on-site or off-site, as well as any travel, conferences and training sessions.

The RWP also applies to any correspondences such as emails and telephone calls, as well as social media and internet postings.



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# Section 1:

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## Definitions & Examples

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### Violence and Harassment

**Workplace Violence**

**Workplace Domestic Violence**

**Workplace Harassment**

**Workplace Sexual Harassment**

#### Violence & Harassment

The RWP covers workplace and domestic violence, and workplace and sexual harassment. Let's have a look at how these terms are defined and some examples of each.

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## Violence and Harassment

### Workplace Violence

### Workplace Violence

Workplace violence is characterized as behaviour that causes or could cause physical injury.

It is defined as: the exercise of physical force or attempt of physical force by a person against a worker in a workplace; a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force.

Examples of workplace violence include:

- Verbally threatening to attack or harm
- Leaving threatening notes at or sending threatening emails to a workplace
- Shaking a fist in a worker's face or blocking their movement
- Wielding a weapon at work
- Deliberately injuring or attempting to injure a worker
- Throwing an object at a worker

### Workplace Domestic Violence

### Workplace Harassment

### Workplace Sexual Harassment

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## Violence and Harassment

### Workplace Violence

### Workplace Domestic Violence

Domestic violence is defined as a range of abusive behaviours that occur within relationships based on kinship, intimacy, dependency or trust.

These behaviours can be:

- Physical, sexual, verbal, and/or emotional abuse, intimidation or coercion by one person over another, causing fear, physical and/or emotional harm
- Financial victimization or neglect of the individual

It may be a single act or a series of acts forming a pattern of abuse.

If domestic violence occurs that would likely expose a worker to physical injury in the workplace, it is considered to be workplace domestic violence. In these situations, GRH needs to take appropriate

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**Violence and Harassment**

Workplace Violence

Workplace Domestic Violence

Workplace Harassment

Workplace Sexual Harassment

**Workplace Harassment**

Workplace harassment can be described as: repeated or unwelcome words/actions; a pattern of unwelcome behaviours that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or a group of workers.

Harassment means engaging in a course of vexatious comments or conduct against a worker that is known or ought to be known to be unwelcome. Workplace sexual harassment is included in this definition.

The following are examples of workplace harassment:

- Making remarks/jokes/innuendos or exhibiting behaviour that demean, ridicule, intimidate, insult, embarrass, belittle, humiliate, discriminate, offend or isolate a worker.
- Displaying or circulating offensive pictures or materials in print or electronic form.

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**Violence and Harassment**

Workplace Violence

Workplace Domestic Violence

Workplace Harassment

Workplace Sexual Harassment

**Workplace Sexual Harassment**

Workplace sexual harassment is defined as:

Engaging in a course of vexatious comments or conduct related to sex, sexual orientation, gender identity or gender expression against a worker where it is known or ought reasonably to be known to be unwelcome.

Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Examples of workplace sexual harassment include:

- Making inappropriate and unwanted sexual touching, advances, suggestions or requests
- Making unnecessary physical contact including

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## A Few More Definitions

### Select a Term:

- Complainant
- Complaint
- Manager / Supervisor
- Report
- Respectful Workplace ...
- Respondent
- Witness
- Worker

Before we continue, it's important that we review a few more definitions under the Respectful Workplace Policy.

These definitions are available for you to access at any time through the glossary tab on the left.



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## A Few More Definitions

### Select a Term:

- Complainant**
- Complaint
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### Complainant

A complainant is a worker or workers making a report (also known as a complaint) on the alleged behaviour to the manager/supervisor or the Respectful Workplace Consultant (RWC).

The complainant need not be the target of the alleged behaviour.

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### A Few More Definitions

Select a Term:

- Complainant
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### Complaint

A complaint is a report of one or more incidents meeting the definition of workplace harassment and/or violence.

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### A Few More Definitions

Select a Term:

- Complainant
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### Manager / Supervisor

A manager/supervisor is a person who has charge of a workplace, authority over a worker, direct supervision of a worker, and the authority to discipline a worker.



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## A Few More Definitions

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### Report

A report is when a worker or a third party informs a manager/supervisor, the Respectful Workplace Consultant (RWC), or the Whistle Blowing Hotline regarding one or more incidents or complaint of workplace harassment or violence.

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## A Few More Definitions

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### Respectful Workplace Consultant

The Respectful Workplace Consultant (RWC) is a position in the GRH Human Resources that provides services related to Respectful Workplace, to all workers within the hospital.

These services include conflict management, GRH Code of Conduct presentations, mediation, education and coaching on issues related to respectful workplace, and investigation.

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### A Few More Definitions

Select a Term:

- Complainant
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- Worker

### Respondent

A respondent is a person or persons alleged by a complainant to have breached the provisions of the Respectful Workplace Policy and may include other workers, credentialed professional staff, students, volunteers, patients, visitors, and contractors who attend a GRH workplace.

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### A Few More Definitions

Select a Term:

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### Witness

A witness is a person or persons who were present during, or have pertinent knowledge of a situation, incident, scenarios or event and may be able to verify that it has taken place between the complainant(s) and the respondent(s).

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### A Few More Definitions

Select a Term:

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#### Worker

Worker is defined as all paid full time, part time, temporary, casual or contract workers including all secondary or post-secondary students who perform or supply services for no monetary compensation under a work experience program operated by or approved by the secondary or post-secondary institution.

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## Section 2:



# Rights & Responsibilities

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# Your Rights



As workers, we may refuse work where we believe that workplace violence is likely to endanger ourselves. We would follow the [work refusal process](#) in the event of a refusal based on workplace violence.

Workers may not refuse work if the refusal would directly endanger the life, health or safety of another person or if the circumstances or conditions are "inherent in the work" or a "normal condition of employment".

Please note that there is no corresponding right to refuse work where "harassment" is believed to occur in the workplace.



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# Your Responsibilities



We all share the responsibility to maintain a workplace free of violence and harassment, to foster a respectful and professional working environment, and to report incidents of harassment and violence.

We also have the responsibility to refrain from participating in or encouraging behaviours that contravene the Respectful Workplace Policy, and to instead model respectful behaviour to our colleagues and others.

We also must ensure that we participate in education and training programs related to workplace violence and harassment (such as this e-learning course).



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# Additional Responsibilities



There are also a few additional responsibilities based on one's roles as an executive, manager/supervisor, worker, or Respectful Workplace Consultant.

Let's have a look at these additional responsibilities now.



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# Additional Executive Responsibilities



Executives (e.g. CEO, VPs) at the hospital are responsible for establishing measures and procedures to prevent workplace violence and harassment, and for being accountable for the completion of the workplace violence risk assessments (explained later in this course).

Executives must also hold managers/supervisors accountable for responding and resolving reports or complaints, as well as providing support and resources in the prevention of workplace violence and harassment.



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## Additional Manager/Supervisor Responsibilities

Managers/supervisors at the hospital are responsible for fostering awareness and compliance of this program among their workers and contractors, including promoting the reporting of workplace violence and harassment.

They must also identify any actual or potential risk of violence in the workplace and communicate these findings to the workers.

They are accountable for responding and resolving reports or complaints of workplace violence and harassment, and for implementing applicable corrective actions resulting from an investigation.

They must also actively participate in the completion of workplace risk assessments and the implementation of preventative measures/controls.



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## Additional Worker Responsibilities

Workers are responsible for reporting all incidents related to workplace violence or workplace harassment to their manager/supervisor immediately. This includes situations and incidents that they become aware of, but may not be directly involved with.

They must work in compliance with the requirements of this policy and procedures as well as any other departmental safe practices and measures to control or prevent workplace violence or harassment.

Workers are required to follow the requirements outlined in the [Threat Alert Flagging policy](#), and actively support efforts to prevent violence and harassment in the hospital.



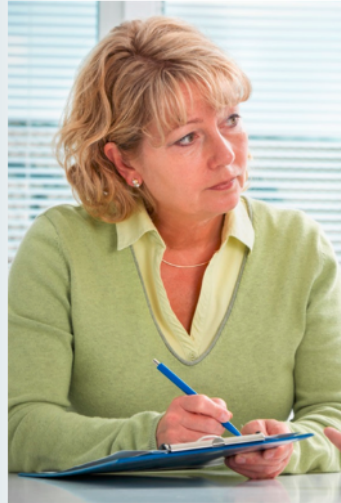
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# Additional RWC Responsibilities



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  - Faced with an Immediate Threat



GRH's Respectful Workplace Consultant (RWC) is responsible for providing information, advice and confidential consultation regarding options and responsibilities under this policy.

This person receives complaints or reports brought forward related to this policy and conducts investigations for all complaints received unless they pose a conflict of interest.

The RWC will not disclose information about the incident or complaint, except as required by law.

Following an investigation, he/she informs the complainant(s) and respondent(s) in writing of the results and any corrective action, and refers any situations involving domestic violence that may create a risk in the workplace to Occupational Health and Safety for follow-up.

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# Case Scenarios



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Let's have a look at a short case scenario to help us practice and apply what we have learned.

You will be asked to provide the most appropriate answer in response to a few short questions, which is required before moving forward.

Please know that you may review the glossary or the course content at any time during this exercise if you would like to revisit the information. Simply use the navigation menus on the left to click on the slide content you wish to view.

Let's get started!



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# Case Scenario



## Mary and Ann



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## Part 1

Mary and Ann work as nurses on the same shift and nursing unit. Mary finds the nursing station temperature too hot and frequently turns on a circulating fan kept in the nursing station. Ann is always cold and when she finds the fan on, will turn it off. Both Mary and Ann become snippy and irritated with each other. Mary reports to the unit manager that Ann is bothering her and being unpleasant.

Is this:

- Workplace harassment
- Workplace sexual harassment
- Workplace violence
- Workplace domestic violence
- None of the above



SUBMIT



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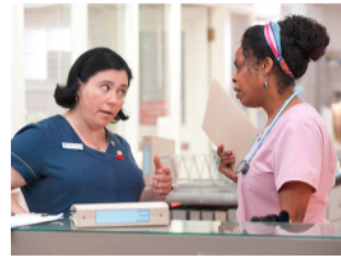
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## Part 2

Mary wants to order take-out food for this Friday's lunch at work. She sends an email to all her co-workers on her shift to invite them to participate, and deliberately excludes Ann. The co-workers place their orders and the food is delivered to the unit. This is the second Friday in a row that this has happened. Ann is very upset to realize that she has again been excluded, and speaks to her manager about these incidents.

Is this:

- Workplace harassment
- Workplace sexual harassment
- Workplace violence
- Workplace domestic violence
- None of the above



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## Section 3:



# When Faced with Violence or Harassment

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# Workplace Violence Risk Assessment



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A workplace violence risk assessment is a tool used to identify conditions and situations that pose a risk of workplace violence.

The assessment takes the following into account:

- physical aspects of the workplace
- activities being performed or services offered
- conditions of the work such as hours worked
- circumstances of the workplace and whether they are common to similar workplaces

Where risks of workplace violence are identified, measures and procedures to mitigate the risk will be developed and implemented in the area.



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## Faced with an Immediate Threat

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### Immediate Threat

There may come a time when you are faced with an immediate threat of violence in the workplace.

Should this happen there are a few key steps to take.

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### Faced with an Immediate Threat



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#### Remain Calm

Remain calm. Distance yourself as quickly and safely as possible from the situation.

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### Faced with an Immediate Threat



1 2 3 4

#### De-escalation

If trained or experienced in de-escalation techniques, attempt to verbally de-escalate the aggressor.

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### Faced with an Immediate Threat



1 2 3 4

#### Call for Help

If needed, call for assistance by:

- activating a panic alarm
- initiating a Code by calling 77 (i.e. Code White, Code White Caution, Code Purple, Code Black)
- calling Switchboard to request Security "Stat"
- calling the Police

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### Faced with an Immediate Threat



1 2 3 4

#### Notify Manager/Supervisor

Notify your manager/supervisor immediately and complete the appropriate documentation.

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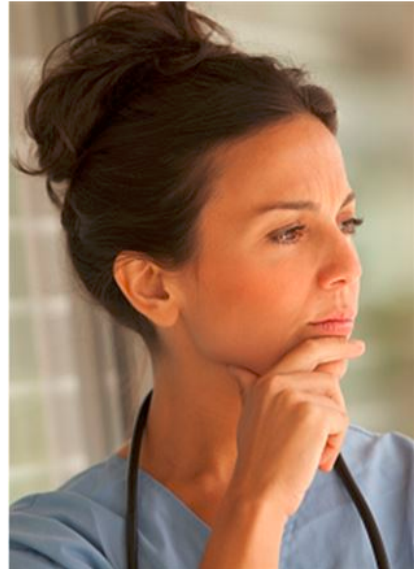
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## Faced with a Workplace Violence Incident

1 2 3 4

### Workplace Violence

Once any immediate threat is dealt with, there are a few important next steps that you need to take should you ever find yourself facing a workplace violence incident.



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## Faced with a Workplace Violence Incident

1 2 3 4

### Obtain first aid

Seek first aid or medical treatment as appropriate.



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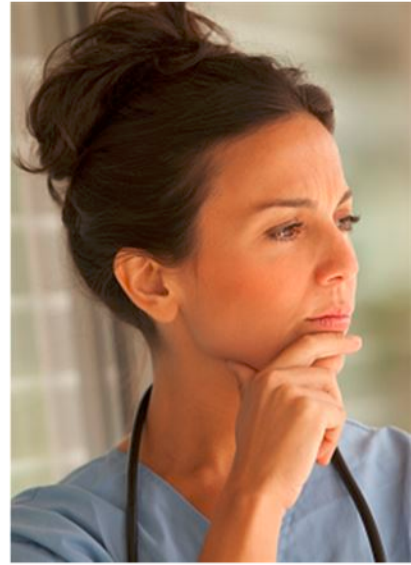
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## Faced with a Workplace Violence Incident

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### Report it

**Report the incident to your manager/supervisor immediately.**



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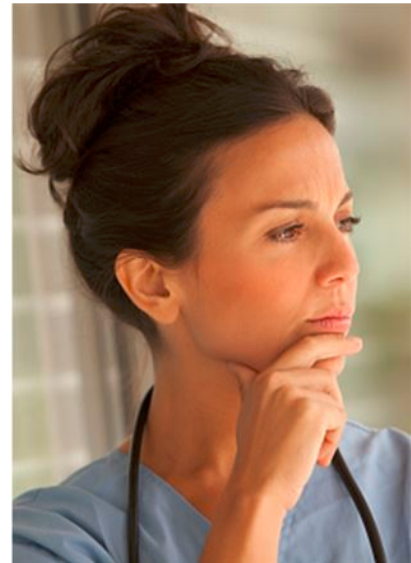
## Faced with a Workplace Violence Incident

1 2 3 4

### Employee Incident Report

**Complete an Employee Incident Report (EIR) immediately and submit to Occupational Health and Safety.**

**Note - this applies to workers and students only.**



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### Faced with a Workplace Violence Incident

1 2 3 4

#### Risk Pro

Complete a Risk Pro report if a person who sustained an injury is not a worker or student.



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### Faced with Workplace Domestic Violence

1 2 3 4

#### Workplace Domestic Violence

If you become aware of a domestic violence situation that would likely expose a Grand River Hospital worker to physical injury in the workplace, you need to take action.



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## Faced with Workplace Domestic Violence



1 2 3 4

### Step 1

Recommend to the worker involved that they contact the police to help with concerns outside of work.

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## Faced with Workplace Domestic Violence



1 2 3 4

### Step 2

Recommend to the worker involved that they contact their manager or Occupational Health and Safety for appropriate follow up.

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### Faced with Workplace Domestic Violence



- 1
- 2
- 3**
- 4

#### Step 3

If the worker refuses to contact their manager or Occupational Health and Safety, let them know that under hospital policy, now that you're aware of the situation, you will be following up with Occupational Health and Safety yourself to notify them of the situation.

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### Faced with Workplace Domestic Violence



- 1
- 2
- 3
- 4**

#### Step 4

Occupational Health and Safety will review the concern, meet with the affected employee and will recommend appropriate measures and procedures, including the creation of an individual safety plan as needed.

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## Faced with Workplace Harassment

1 2 3

### Workplace Harassment

The steps you would take if you are ever faced with workplace harassment differ from those you would take when faced with violence.

If you ever find yourself faced with harassment, you should to do the following.



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## Faced with Workplace Harassment

1 2 3

### Speak with the Person

If comfortable, discuss your concerns with the person carrying out the inappropriate behaviours or conduct.

This is called the Pre-Report option.



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## Faced with Workplace Harassment

1 2 3

### Consult with Someone

The Respectful Workplace Consultant (RWC) and your manager/supervisor are here to help.

Contact them to discuss your options.



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## Faced with Workplace Harassment

1 2 3

### Written Complaint

If the issue meets the definition of workplace violence or harassment or if you are advised to by the RWC, a written complaint can be submitted.

There are two categories of written complaints: Stage 1 and Stage 2. These stages will be explained later in this course.



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## Faced with Patient and Visitor Harassment or Violence



1 2 3 4

### Patient & Visitor Harassment or Violence

Being in a hospital can be stressful, and when some people are under stress, they may act out inappropriately, or violently.

Here are the steps you should take with patients and visitors exhibiting this type of behavior.

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## Faced with Patient and Visitor Harassment or Violence



1 2 3 4

### Step 1

For violent behavior by a patient or visitor, follow the steps outlined under "Faced With an Immediate Threat", and "Faced With a Workplace Violence Incident", including notifying your manager/supervisor.

For violence incidents involving visitors, immediate steps should be considered, such as preventing the visitor from coming onto hospital property, calling the police, etc.

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## Faced with Patient and Visitor Harassment or Violence



1 2 3 4

### Step 2

For behaviour by a patient or visitor that meets the definition of workplace harassment, advise the patient or visitor about the hospital's Respectful Workplace Policy, that everyone is expected to show respect to themselves and others, and verbal and/or physical aggression will not be tolerated.

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## Faced with Patient and Visitor Harassment or Violence



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### Step 3

Report the harassment behaviour to your manager/supervisor at the earliest opportunity.

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## Faced with Patient and Visitor Harassment or Violence



1 2 3 4

### Step 4

Your manager/supervisor will initiate appropriate follow-up, such as:

- Consulting with Patient Relations;
- Setting up a meeting and providing a letter to the patient or visitor outlining expectations;
- Outlining available hospital resources;
- Restricting visiting privileges

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## Reporting Procedures

### Reporting Procedures

#### Situation

##### General advice & consultation

##### Workplace violence posing immediate threat

##### Workplace violence incidents & injuries

##### Pre-report procedures – workplace harassment only with goal of resolving

**Stage 1 report:** Respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors, contractors

**Stage 2 report:** Respondent(s) are GRH or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC

##### Workplace violence or harassment involving patients or visitors

##### Domestic violence

There are several ways that you can report an incident of violence or harassment, depending on the situation.

We will now review a summary of the various reporting options that are available to you. We will also reference the corresponding procedure in the [RWP policy](#).

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## Reporting Procedures

### Procedure A

#### Situation

General advice & consultation

Workplace violence posing immediate threat

Workplace violence incidents & injuries

Pre-report procedures – workplace harassment only with goal of resolving

**Stage 1 report:** Respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors, contractors

**Stage 2 report:** Respondent(s) are GRH or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC

Workplace violence or harassment involving patients or visitors

Domestic violence

For general advice & consultation, follow [RWP policy procedure A](#).

Report the concern to the RWC, Manager/Supervisor, Union, etc.

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## Reporting Procedures

### Procedure B

#### Situation

General advice & consultation

Workplace violence posing immediate threat

Workplace violence incidents & injuries

Pre-report procedures – workplace harassment only with goal of resolving

**Stage 1 report:** Respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors, contractors

**Stage 2 report:** Respondent(s) are GRH or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC

Workplace violence or harassment involving patients or visitors

Domestic violence

For workplace violence posing an immediate threat, follow [RWP policy procedure B](#).

Call ext. 77 to initiate a code white. Also report the incident to your Manager/Supervisor.

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## Reporting Procedures

### Procedure C

#### Situation

General advice & consultation

Workplace violence posing immediate threat

Workplace violence incidents & injuries

Pre-report procedures – workplace harassment only with goal of resolving

**Stage 1 report:** Respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors, contractors

**Stage 2 report:** Respondent(s) are GRH or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC

Workplace violence or harassment involving patients or visitors

Domestic violence

For workplace violence incidents and injuries, follow [RWP policy procedure C](#).

Report the incident to your Manager/Supervisor.

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## Reporting Procedures

### Procedure D

#### Situation

General advice & consultation

Workplace violence posing immediate threat

Workplace violence incidents & injuries

Pre-report procedures – workplace harassment only with goal of resolving

**Stage 1 report:** Respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors, contractors

**Stage 2 report:** Respondent(s) are GRH or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC

Workplace violence or harassment involving patients or visitors

Domestic violence

For the goal of resolving workplace harassment (pre-report), follow [RWP policy procedure D](#).

There is no reporting needed in this case. Instead, have a discussion with the respondent.

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## Reporting Procedures

### Procedure E

#### Situation

General advice & consultation

Workplace violence posing immediate threat

Workplace violence incidents & injuries

Pre-report procedures – workplace harassment only with goal of resolving

**Stage 1 report:** Respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors, contractors

**Stage 2 report:** Respondent(s) are GRH or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC

Workplace violence or harassment involving patients or visitors

Domestic violence

For a stage 1 written report, follow [RWP policy procedure E.](#)

A stage 1 written report would be submitted in cases that meet the harassment or violence criteria, and where the respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors or contractors.

The written report is submitted to the Manager/Supervisor or the RWC. If the respondent is your supervisor or someone in your supervisor's direct reporting structure, the written report is submitted to the RWC.

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## Reporting Procedures

### Procedure F

#### Situation

General advice & consultation

Workplace violence posing immediate threat

Workplace violence incidents & injuries

Pre-report procedures – workplace harassment only with goal of resolving

**Stage 1 report:** Respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors, contractors

**Stage 2 report:** Respondent(s) are GRH or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC

Workplace violence or harassment involving patients or visitors

Domestic violence

For a stage 2 written report, follow [RWP policy procedure F.](#)

A stage 2 written report is submitted in cases that meet the harassment or violence criteria, and where the respondent(s) are the GRH corporation or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC.

The report is submitted by following the [Whistle Blowing Policy](#), calling the Whistle Blowing Hotline (1-855-484-2273) or submitting it online at

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## Reporting Procedures

### Procedure G

#### Situation

General advice & consultation

Workplace violence posing immediate threat

Workplace violence incidents & injuries

Pre-report procedures – workplace harassment only with goal of resolving

**Stage 1 report:** Respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors, contractors

**Stage 2 report:** Respondent(s) are GRH or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC

Workplace violence or harassment involving patients or visitors

Domestic violence

For workplace violence or harassment involving patients or visitors, follow [RWP policy procedure G](#).

Report it to your manager/supervisor. If you need assistance after hours, contact the After-Hours Clinical Administrator.

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## Reporting Procedures

### Procedure H

#### Situation

General advice & consultation

Workplace violence posing immediate threat

Workplace violence incidents & injuries

Pre-report procedures – workplace harassment only with goal of resolving

**Stage 1 report:** Respondent(s) are workers, credentialed staff, students, volunteers, patients, visitors, contractors

**Stage 2 report:** Respondent(s) are GRH or a member of the senior leadership team, or the respondent poses a conflict of interest for the RWC

Workplace violence or harassment involving patients or visitors

Domestic violence

For domestic violence, follow [RWP policy procedure H](#).

Report the incident to your manager or Occupational Health and Safety.

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# Case Scenarios



We will now have a look at two more short case scenarios aimed at helping us practice and apply what we have learned.

Like before, you will be asked to provide the most appropriate answer in response to a few short questions, which is required before moving forward.

Remember, you may review the glossary and the course content at any time during this exercise. Simply use the navigation menu on the left.

Let's get started!



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# Case Scenario



## Ashley and Dereck



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## Part 1

A secretary named Ashley decides to end her relationship with her boyfriend, Dereck, who owns a local business. Dereck did not accept the break-up and repeatedly calls and texts Ashley at work. At one point, he approaches her near her car in the hospital parking lot and threatens to kill her and himself, if she leaves him. She manages to get into her car and leave without further incident.

What is Ashley experiencing?

- Workplace harassment
- Workplace sexual harassment
- Workplace violence
- Workplace domestic violence
- None of the above



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## Part 2

What should Ashley do after leaving the parking lot?  
(Check all that apply)

- Contact the police
- Report this incident to her manager as soon as possible
- Ignore the threat and pretend the incident did not happen
- Report this incident to Occupational Health and Safety
- None of the above



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## Part 3

Ashley is a coworker and friend of yours, and the next day she tells you what had occurred. She mentions that you're the first one to hear about the parking lot incident.

What should you do to help her? (Check all that apply)

- Initiate a Code White
- Call Security "Stat"
- Recommend that Ashley call the police
- Notify Ashley's manager or Occupational Health and Safety immediately, even if Ashley is unwilling to



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https://edge.dualcode.com/mod/scorm/player.php?a=103&currentorg=&scoid=206&sesskey=nHkU8BgTa&display=popup&mode=normal - Google Chrome

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## Case Scenario



### Li and Kim



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## Part 1

Li, a physician, has a habit of placing his hand on Kim's shoulder (his resident) during rounds. When this happens, Kim withdraws and pulls away, indicating she is uncomfortable with this action. One day, Kim asks Li to refrain from touching her. He stops for a few days, but then reverts back to his old habit the following week.

What should Kim do in this scenario?

- Ask him again to refrain from touching her
- Ignore the problem
- Report this unwelcome conduct to the Chief of Staff office
- Report this unwelcome conduct to her supervisor

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## Part 2

What is this an example of? (Check all that apply)

- Workplace harassment
- Workplace sexual harassment
- Workplace violence
- None of the above

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## Section 4:



# The Investigation Process

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# The Investigation Process



An investigation proceeds following the submission of a written Stage 1 or Stage 2 complaint. We will now briefly review the investigation process in both of these cases.



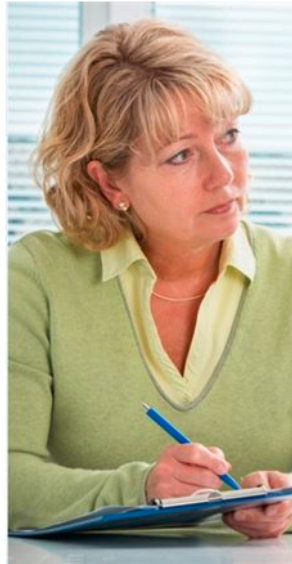
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### Stage 1 Investigation Process



1 2 3

#### Stage 1 Investigation Process

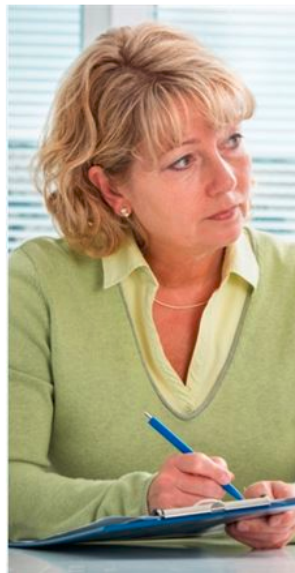
Stage 1 complaints are investigated by the RWC. The investigation process will proceed as follows.

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### Stage 1 Investigation Process



1 2 3

#### Initial Steps

The RWC will acknowledge receipt of the complaint and notify the respondent in writing.

A Respectful Workplace Confidentiality Statement must then be signed by the complainant, respondent, and witnesses before the investigation commences.

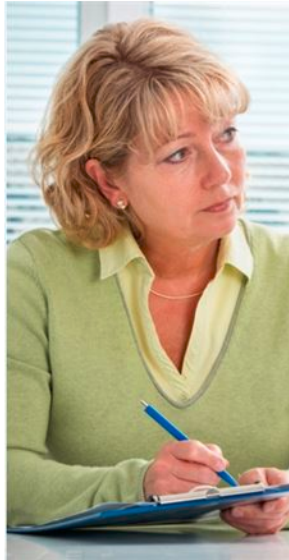
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### Stage 1 Investigation Process



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#### Investigation

The RWC will interview the complainant, respondent, and witnesses.

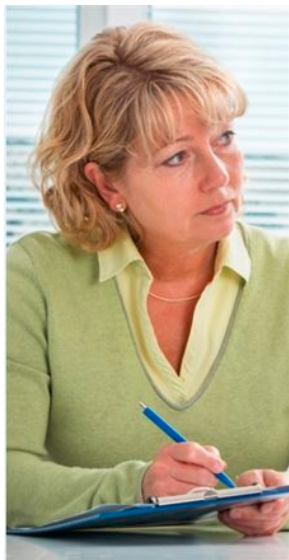
Information obtained in the investigation will not be disclosed by the participating parties.

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### Stage 1 Investigation Process



1 2 3

#### Reporting

Updates on the status of the investigation will be communicated to both the complainant and respondent, as appropriate.

A written report of the investigation results, including corrective actions to be taken, will be provided to the complainant and respondent.

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# Stage 2 Investigation Process



Stage 2 complaints are investigated by a third party.

As briefly mentioned previously, Stage 2 complaints are initiated in the following situations:

- the respondent is Grand River Hospital corporation
- the respondent is a member of the senior leadership team
- the complaint poses a conflict of interest to the RWC
- the worker has been advised by the RWC to initiate a Stage 2 complaint

A Stage 2 complaint can be initiated by:

- following protocols outlined in the [Whistle Blowing Policy](#)
- calling the Whistle Blowing Hotline at 1-855-484-2273
- submitting the complaint at the Grant Thornton's website, <https://www.grantthorntoncure.ca/> (if the link doesn't work, try copying and pasting it into a different browser, such as Firefox or Chrome).

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## Section 5:



# Conclusion

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# Case Scenarios



As we near the end of this e-learning course let's have a look at a two final case scenarios.

Again, you will be asked to provide the most appropriate answer in response to a few short questions.

Don't forget that you may review the glossary and the course content at any time during this exercise by using the menu on the left.

Let's get started!



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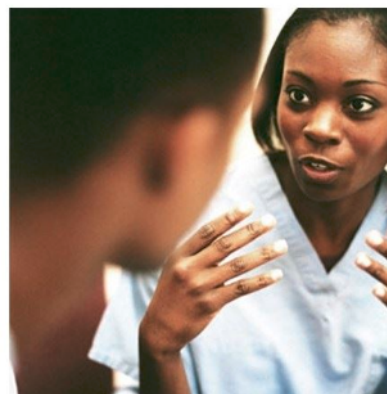
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# Case Scenario



## Shelley and Emma



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- Resources Available
- Congratulations!

## Part 1

Shelley and Emma are both nurse managers on different units. They have had a professional working relationship in the past, although Emma has heard others make comments about Shelley's inappropriate behaviour. Now they are part of a team working on a corporate project. Emma has asked Shelley multiple times for information regarding the project, but Shelley has yet to provide it to her. During one of their meetings, Emma accuses Shelley of intentionally withholding the information. Shelley gets red in the face, bolts up from her chair, and shakes her fist in Emma's face and yells at her.

What is this an example of?

- Workplace harassment
- Workplace sexual harassment
- Workplace violence
- None of the above



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## Part 2

The dispute continues to escalate. Emma stands up and backs away saying "I had heard you were unprofessional, but I had no idea you'd be like this!". Shelley is shaking at this point. She grabs her keys off the table and throws them in Emma's direction. Emma tries to leave the room and is blocked by Shelley, who continues to shout at her. Emma is frightened.

What should she do at this point? (Check all that apply)

- Ask Shelley to refrain these inappropriate behaviours.
- Call a Code White by dialing 77
- Report these inappropriate behaviours to Emma's director and/or the Respectful Workplace Consultant (RWC).
- None of the above



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# Case Scenario



## Maureen, John and the Staff



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## Part 1

A patient, Maureen, has been on the complex continuing care unit for over a year, and has been deteriorating. She now requires assistance with all tasks of daily living. Maureen's husband, John, has been willing to assist, however, in recent weeks, he has become agitated. Sometimes when he visits, he verbally criticizes and uses racist comments to the staff who care for his wife. John normally visits in the evening when the unit manager is not present.

What should staff do in this scenario? (check all that apply)

- Ignore John's behaviour and continue to provide care for the patient
- Call a code white
- Advise John about the GRH Respectful Workplace policy, everyone is expected to show respect to themselves and others, and verbal and/or physical aggression will not be tolerated.
- Contact the after hours Clinical Administrator for assistance if needed
- Report the incidents to the manager



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## Part 2

The staff decide to report the issue to the manager. What should the manager do initially when he/she hears about the behaviour of this family member? (Check all that apply)

- Consult with Patient Relations
- Hold a meeting with the family member to advise the family member about the hospital's Respectful Workplace Policy and its expectations
- Offer Hospital services such as Spiritual Care, Social Work, and/or Patient Relations to the family member
- Ban the family member from coming onto GRH property
- None of the above



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## Resources Available



Congratulations for completing the case scenarios! As you can see, the answers aren't always obvious and depend on the situation.

If you have any questions or concerns about anything that you have learned, advice and assistance is available through:

- Your manager/supervisor
- The Respectful Workplace Consultant
  - [RespectfulWorkplace@grhosp.on.ca](mailto:RespectfulWorkplace@grhosp.on.ca), ext. 6939
- Occupational Health and Safety, ext. 2253 or 6969
- The Unions

The following additional resources are also available:

- [Employee Family Assistance Program \(EFAP\)](#)
  - 1-800-663-1142
- Human Rights Legal Support Centre
  - [www.hrlsc.on.ca](http://www.hrlsc.on.ca), 1-866-625-5179, TTY 1-866-612-8627
- Joint Health and Safety Committees

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# Congratulations!



You have successfully completed the Respectful Workplace Program e-learning course.

You may now exit the course by clicking on the "x" in the top right-hand corner to close the window.

## Thank You!