

Post Violent Incident Response

Hints and Tips for Stewards & JOHSC Representatives

BC Nurses' Union Stewards (BCNU Stewards) and Joint Occupational Health and Safety Representatives (JOHSC reps) have a crucial leadership role at the worksite. The information below will assist you with ensuring appropriate support for members when a violent incident happens in the workplace, and provide immediate assistance to the member. (NOTE: This is not the formal investigation process.) You will need your completed resource contact list (page 2) readily available to provide appropriate contact information to the member.

Connect with the Member



Support the member involved in a violent incident

Contact the member(s) involved as soon as you become aware of a violent incident. Your goal is to ensure the member has a point of contact and is aware of the resources available to them. There are a number of reporting steps that will need to be completed. The member may require your support and guidance to navigate this process or connect with additional assistance. Your initial discussions will need to cover the following, including whether:

- the supervisor or manager been notified, even if there is no injury (A worker must inform their manager of any workplace incident.)
- the member has sought out first aid or medical attention, if required (This may include calling first aid on behalf of the member.)
- the incident has been reported using the employee incident reporting process for the worksite, even if there is no injury (Emphasize the importance of reporting and documentation.)
- the member has contact information for WorkSafeBC to file a claim for medical treatment and/or missed time from work (Discussion point: delayed reporting can affect the claim.)
- the member knows where/how to access critical incident stress debriefing and Employee & Family Assistance Program

If the member answers 'No' to any of the above, link them with the appropriate resources (see attached resource contact list) or BCNU for further assistance. Let them know you will be following up in the weeks ahead and provide them with your contact information, if they have questions or need further help.

NOTES:

Connect with the Manager/Supervisor



Communicate with Manager/Supervisor

Meet with the Manager/Supervisor. Your goal is to inquire what has been done to make the situation safe and protect staff in the immediate future (for example, the next shift, next 24 hours, over the weekend, etc.) until a formal investigation is initiated and more permanent solutions have been implemented. Your discussions may need to cover the following, including whether:

- a Violence Alert has been applied, such as electronic alert, purple dot, chart, whiteboard, Kardex, wristband, bedside
- a Behavioural Care Plan is in place/updated and addresses specific safety interventions, including any changes to physical environment, staffing, security, etc.
- there is a strategy in place to communicate the risk for violence and safety interventions (Behavioural Care Plan) from shift-to-shift (verbal and/or written) Kardex, safety huddles, etc.
- staff have been informed who to call and steps to take if safety interventions are not working
- the Manager/Supervisor can arrange a debriefing session for staff that want or need it

- ❖ *Let the Manager/Supervisor know how to contact the BCNU Steward and/or JOHSC rep for the investigation process.*
- ❖ *If you have concerns about safety measures that have, or have not, been implemented, contact BCNU for further assistance.*

NOTES:

Connect with the Unit



Protect team members on the unit

Talk with team members on the unit. Your goal is to check in with the unit to see if they feel the situation has been made safe. Your discussions may need to cover the following, including whether:

- they are aware of the safety measures that have been put in place
- they have been informed who to call and steps to take if safety interventions are not working
- they are aware of the process to refuse unsafe work (If available, provide member with a BCNU right to refuse unsafe work pocket card.)
- they want to participate in a debriefing session (No one should be forced to attend a debriefing.)
- they need EFAP information

NOTES:

Communication: If you are unsure or need help, notify your Regional OH&S Representative and/or your Regional Chair. In addition, you can call the BCNU OH&S department for assistance at (604) 433-2268 or toll-free at 1-800-663-9991.

RESOURCE CONTACT LIST

Worksite:

Stewards and OHS reps: Complete the information below and keep it with you for easy access of post incident information you may need. Update it when changes are made at our worksite.

Workplace First Aid

Where to go for first aid: _____

How to call for first aid: _____

Incident reporting

1) Site Specific Employee Incident Reporting to employer

Check and complete as applicable:

Paper Report Location: _____

Electronic Report Location: _____

Workplace Health Call Centre #: _____

2) WorkSafeBC Dial-a-claim: 1-888-WORKERS or 1-888-967-5377

Critical Incident Stress Debriefing

Employee and Family Assistance Program: _____

WorkSafeBC - Crisis Support Line: 1-800-624-2928 (24 hours a day, 7 days a week, 365 days a year)

Other: _____

Employer Workplace Health and Safety

Advisor / Consultant (if applicable)

Name: _____

Phone: _____

Email: _____

WorkSafeBC Prevention Line: (604) 276-3100 or 1-888-621-7233 toll-free

BCNU Region:

Regional OH&S Representative

Regional Chair

Phone: _____

Phone: _____

Email: _____

Email: _____

BCNU Office: (604) 433-2268 or toll-free at 1-800-663-9991

BCNU Labor Relations Officer Name: _____

BCNU OH&S department

The information collected herein is to be used for the purpose of union activity only, and is not to be released for any other purpose.

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