



TO: Chair and Members of the Board of Health

FROM: Christopher Mackie, Medical Officer of Health

DATE: 2015 September 17

REGULATORY COMPLIANCE UPDATE: WORKPLACE VIOLENCE PREVENTION

Recommendation

It is recommended that Report No. 53-15 re Regulatory Compliance Update: Workplace Violence Prevention be received by the Board of Health for information.

Key Points

- The Board of Health is accountable for ensuring that the [Occupational Health and Safety Act \(OHSA\)](#) requirements with respect to workplace violence, domestic violence in the workplace and harassment are met.
- This report provides the Board of Health with an update regarding the Health Unit's progress towards these requirements.

Background

In 2013, the Health Unit identified gaps in its level of compliance with respect to the *OHSA* requirements that relate to workplace violence and domestic violence in the workplace. The Board of Health subsequently supported recommendations in Report No. [018-14FFC](#) and Report No. [025-14](#), addressing two critical gaps: (1) the identification and assessment of workplace violence risks associated with each public health job category (e.g. Public Health Nurse, Public Health Inspector); and (2) the design and delivery of staff training based on the results of the risk assessment.

1. 2015 Overview of MLHU's Current Level of Compliance with 'Bill 168' Requirements

Attached as [APPENDIX A](#) to this report is the *2015 Overview of 'Bill 168' Requirements and MLHU's Current Level of Compliance*. This document demonstrates that over the past 2 years, efforts to increase the Health Unit's overall compliance with the Workplace Violence requirements of the *Occupational Health and Safety Act* have been successful. Of the 16 statutory requirements related to workplace and domestic violence, only 3 remain at partial compliance, pending the finalization of the policy development/policy review process.

One of the primary drivers responsible for the Health Unit's increased level of compliance is the completion of a workplace violence risk assessment, conducted by Ted Carroll of Policing and Security Management Services (PSMS).

2. 2015 Workplace Violence Risk Assessment Report

Following Board of Health approval on April 24, 2014, PSMS and the Health Unit undertook a process to assess and analyze the risk of workplace violence associated with the nature, type and conditions of work for all

MLHU job positions. The workplace violence risk assessment concluded at the end of February 2015. The findings have been summarized in a final report entitled: *2015 Workplace Violence (WV) Risk Assessment Report*, attached as [APPENDIX B](#) to this report.

The assessment took into consideration circumstances that would be common to similar workplaces as well as circumstances that are specific to MLHU. The risk assessment process included the review, collation and analysis of: (1) the MLHU workplace violence policy and program; (2) other relevant policies and procedures; (3) past employee incidents reports; and (4) the completion of a questionnaire by a cross-section of employees.

The Report contains thirteen (13) recommendations for controlling and/or reducing the identified workplace violence risks and exposures. These recommendations cover a range of topics, including:

- Emergency Code System enhancements;
- Increasing staff awareness of the incident reporting process;
- Parking Lot safety;
- Panic Alarm considerations;
- Pre-screening protocols for high-risk individuals or situations;
- Cell Phone Requirements;
- Security Personnel expectations; and
- Staff Training.

On May 5, 2015, the Senior Leadership Team (SLT) conducted a detailed review of the report along with proposed strategies for the implementation of each recommendation. The Health Unit will be moving forward with all or part of each of the 13 recommendations. Priority was given to the delivery of training for the employee groups that were identified as being at increased risk of workplace violence. To that end, specialized training has been provided to all of the Health Unit's Public Health Inspectors and Tobacco Enforcement Officers. Training for the Health Unit's home visiting team, staffed by Public Health Nurses and Family Home Visitors is scheduled for November of this year. Work towards the adoption and implementation of the remaining recommendations has been initiated and is expected to continue into 2016.

Conclusion

Under the *OHSA*, the Health Unit is required to meet 16 statutory requirements with respect to addressing workplace violence, domestic violence in the workplace and workplace harassment. As of the writing of this report, the Health Unit is in full compliance with 13 of the 16 requirements. It is anticipated that all 16 requirements will be fully met by December 2015.

This report was prepared by Ms. Vanessa Bell, Manager, Privacy and Occupational Health and Safety.



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