



Ontario Safety Association
for Community & Healthcare

A guide to the development of a **Workplace Violence Prevention Program**

Preventing Client Aggression Through Gentle Persuasive Approaches

RESOURCE MANUAL
Second Edition



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BOOK FOUR

A guide to the development of a Workplace Violence Prevention Program:

Preventing Client Aggression Through Gentle Persuasive Approaches – Book 4

RESOURCE MANUAL

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A Guide to the Development of a Workplace Violence Prevention Program

Book 4: Preventing Client Aggression Through Gentle Persuasive Approaches (GPA)[©]

Preface

This is **Book 4** in a series of four written for employers, front-line care givers, support workers and joint health and safety committees of long-term care homes. It will help you to develop and implement a program specifically to identify, prevent and address client aggression using the Gentle Persuasive Approaches (GPA)[©] curriculum and P.I.E.C.E.S./U-First! frameworks.

The Ontario Association for Community & Healthcare (OSACH) recognizes that workplace violence is prevalent in health and community service organizations. OSACH wishes to support and protect both clients and staff by guiding organizations to establish adequate control and security measures coupled with a comprehensive program to address workplace violence.

This guide will also assist long-term care homes to fulfill their legislative requirements and to establish best practices in occupational health and safety.

The other books comprising our **Guide to the Development of a Workplace Violence Prevention Program** are:

- **Book 1: Implementing the Program in Your Organization:** Outlines the integral components to developing and implementing a successful violence prevention program.
- **Book 2: Developing Crisis Prevention and Communication Strategies:** Outlines crisis-prevention and communication methods to guide your program education strategies.
- **Book 3: Developing Human Resources Strategies for Managing Workplace Violence:** Outlines the human resources issues of workplace violence and strategies to manage workplace violence incidents.

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Ontario Long-term Care Association

Ontario Nurses' Association

Ontario Public Service Employees Union

This document was developed by consultant Patti Boucher with the support and assistance of her colleagues and the Continuing Gerontological Education Cooperative.

The Ontario Safety Association for Community & Healthcare is a non-profit organization designated as a Safe Workplace Association under the Workplace Safety and Insurance Act (S.O. 1997). Our vision is to inspire, guide and support our clients to achieve the healthiest and safest workplaces.

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Introduction

In this guide, the OSACH is referred to as “we,” “us” and “our.” The reader, client organization, planner or trainer is referred to as “you” and “your” and sometimes as “they.”

We recommend a participative approach in all stages of program planning and implementation. Management and staff of relevant services and the joint health and safety committee (JHSC) should be involved.

Appendix A provides a summary table of all key elements of Preventing Client Aggression through Gentle Persuasive Approaches. By completing this table as you move through the document, you will develop an action plan to implement those strategies.

Appendix B provides an overview of all applicable legislation.

Sections are subdivided into numbered elements that include:

- Element statement
- Suggestions for Implementation
- Standard or Rationale

This document cites current Ontario statutes and regulations, and Canadian standards. We recommend these reference materials:

- Ontario Occupational Health and Safety Act (OHSA)
- Health Care and Residential Facilities Regulation (HCRFR)
- Criminal Code of Canada
- Regulated Health Professions Act
- Ontario Human Rights Code
- Ministry of Health and Long-Term Care Resident Care Standards
- College of Nurses of Ontario–Professional Standards; Practice Standards– Nurse Abuse; Practice Standards–Restraints

You can access the health and safety legislation documents online from the OSACH website at www.osach.ca/links/link8.html.