

SASKATCHEWAN UNION OF NURSES



**OCCUPATIONAL HEALTH & SAFETY
LOCAL REPRESENTATIVE'S
TOOL KIT**

May 2019

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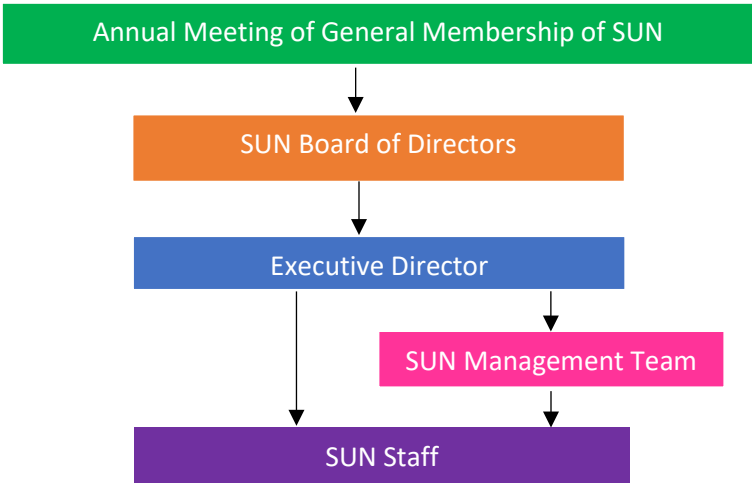
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Member Driven, Member Focused

At the foundation of SUN are the members – registered nurses, registered psychiatric nurses and nurse practitioners employed in a variety of settings throughout the province. As the governing body of the Union, each year at the Annual Meeting, members establish all policies, rules and regulations that bind members, Chartered Locals, Committees, and Directors of the Union. It is the input given during the Annual Meeting which provides the Board of Directors and staff with the direction required to implement the strategic focus of the Union for the following year.

Each year, during a Local Annual Meeting, the members elect their Local Executive, as well as establish the governing bylaws and policies for their Local. The Local Executive plays a vital role as the first point of contact for members when they have questions or concerns or require support in addressing professional or workplace issues.

SUN Organizational Chart



Defining the Roles of Leaders

At the core of SUN's strength is our elected leadership – it is their compassion for others, the dedication to protecting the professional and workplace rights of the members, and their commitment to ensuring the safety of patients, that makes our union strong.

How do we make our union stronger? We unite, and we conquer.

At each level of leadership, we each take on key components of providing member and union support and guidance. But with so many moving parts, it can be difficult to know whose job it is to take on which role. The following is a brief overview of key roles Locals, the Board of Directors and SUN Staff play in addressing member concerns.

Local Executive

- Welcomes new members into SUN.
- Administers the affairs of the Locals.
- First point of contact for member concerns.
- Conducts investigation into concerns raised by members.
- Conducts initial, informal meetings with Employer to resolve issues.
- Works with SUN Staff to escalate member concerns at appropriate stages.

Board of Directors

- Responsible for the governance and finances of the Union.
- Sets the strategic direction of the Union on an annual basis.
- Sets key bargaining priorities for contract negotiations.
- Provides support and guidance to Locals regarding day-to-day functions of the Local.
- Maintains communication with the Locals to whom they represent.

SUN Staff

- Provides guidance to Locals regarding nursing concerns and day-to-day functions of the Local.
- Supports Locals in escalating members concerns at the appropriate stages.
- Represents and protects the best interests and rights of members, with the Employer, at the appropriate stages.

Locals: Protecting the Interests & Rights of Members

Local Executive Roles

The primary role of the Local is to provide member support. The Local Executive is also charged with the authority to administer the affairs of the Local and establish policies regarding the administration of the Local (as per Local Bylaws and the SUN Constitution and Bylaws). In addition, the Local is the first point of contact and support for their members.

The composition of each Local Executive is outlined in the Local Bylaws (Local Bylaw 6.01). Typically, executive roles include President, Vice-President, Local SUN District Council (SDC) representative(s), Treasurer, Secretary, and other committee chairs as required for the Local. In addition, depending on the structure of your Local, the Local NAC Chair and OH&S representatives may also be considered active members of your Local Executive.

In Smaller locals, it is common for roles to be combined such as a Secretary-Treasurer or president and Local NAC Chair. **NOTE:** *The role of President and Treasurer, as per Canadian Revenue Agency (CRA) regulations, cannot not be combined.*

The following is a guideline for determining the primary role of each position.

President

- Chairs all meetings of the Local, enforces SUN's Constitution, Provincial and Local Bylaws, and policies, rules and regulations enacted by the Union and the Local. (See Appendix V)
- Primary role is to provide members with advice about workplace issues and problems, to represent members' best interests when meeting with the Employer, and to supply information and answer questions about SUN.
- Responsible for conducting the initial investigation regarding member concerns/issues, and/or referring and escalating labour relations and practice concerns to SUN Staff as appropriate for support and guidance.
- Actively participates in low level resolution meetings to address member concerns.
- Link between SUN Provincial and members in the Local.

Vice President

- Assists the President in carrying out her duties and performs them in her absence.

Treasurer

- Responsible for all the financial affairs of the Local, which includes ensuring the Local has a bank account, depositing cheques, ensuring proper signing authority is in place, payment of approved bills, and recording all transactions.
- Provide financial reports at all Local meetings.
- Maintain financial records for seven years.
- Track and submit local and provincial forms (union leaves, expense claim forms, etc).

Secretary

- Creates agendas in concert with the Local Executive. See Appendix V for tips on creating an effective agenda.
- Keeps minutes of all meetings of the Local.
- Handles the correspondence of the President and EXECUTIVE, keeps the locals mailing list up to date and maintains contact with the SUN offices.
- Submits Local Bylaws to SUN Provincial.

Local SDC Representative

- Attends regional SDC meetings.
- Establishes and maintains communication between local and regional SDC.
- Represents local member concerns at regional SDC meetings.

Depending on your Local structure, the following positions are not necessarily members of the Local Executive; however, play key roles in protecting the interests and rights of members.

Local NAC Chair

- Actively participates in low level resolution meetings to address professional practice concerns.
- Actively participates in initial NAC meetings with the Employer.
- Upon receipt of WSRs from members:
 - investigates the WSRs,
 - ensures the employer has received a copy,
 - submits a copy to SUN Provincial,
 - coordinates NAC meetings,
 - ensures minutes are taken and submitted to SUN Provincial, and
 - maintains a record of the disposition of the WSRs.
- Collaborates with SUN Provincial in the escalation of WSRs via NAC Process within the Collective Agreement.

Local Occupational Health and Safety (OH&S) Representative

- Represents SUN members at facility OH&S meetings.
- Participates in regional OH&S committees.
- Identifies and controls safety hazards.
- Communicates OH&S concerns raised at the Local to SUN Provincial.
- Participates in facility OH&S investigations.
- Promotes OH&S education and knowledge in the workplace.
- Maintains OH&S records and meeting minutes.

TIP |

When Your Local Executive Changes

Whether it be following an election or when someone vacates a position, you are obligated to advise the following groups of changes to the Local Executive:

- Your members
- Your Employer
- Your bank to update/change the signing authorities for the local finances
- SUN Provincial – visit the LEADERSHIP section of the SUN website for a handy online form

Executive Duties

Within the role of the Local Executive there are a number of duties. To work effectively and efficiently, a Local Executive should divide the duties amongst their elected members, where appropriate. The following is a list of duties the Local Executive is responsible for:

- **Member Support**
 - Welcome new members.
 - Escalate member concerns as appropriate.
 - Listen to member concerns.
 - Initial meetings with management.
 - Initial grievance investigations.
 - Directs members with benefits, Long Term Disability (LTD), or WCB claims/forms to contact SUN Provincial.
- **Administration**
 - Review membership lists with SUN Provincial.
 - Update Local Executive changes with SUN Provincial and Employer.
 - Submit Local Bylaws annually to SUN Provincial.
 - Take local meeting minutes.
 - Ensure local election happens annually and follows process outlined in Local Bylaws.
 - Track and maintain records for Local union leave forms and expense forms.
 - Track and maintain records for provincial union leave forms and expense forms and submit to the provincial office.
 - Authorize Local union leaves.
 - Conduct frequent audits of local dues reports from Employer.
- **Finances**
 - Maintain local financial records.
 - Conduct a yearly audit of the local's financial records.
- **Communication**
 - Notify members of upcoming meetings and/or elections.
 - Notify members of upcoming employer meetings.
 - Provide members with agenda for upcoming meetings.
 - Communicate employer information with members.
 - Communicate concerns/issues to other levels of union.
 - Share provincial communication with members.
- Meet with local members to discuss resolutions submitted to Provincial Annual Meeting.
- Share local concerns with SDC/BOD/Staff as appropriate.
- **Contract Compliance/Labour Relations**
 - Ensure contract compliance in workplace.
 - Review changes to employer policies for appropriateness.
 - Review new employer policies for appropriateness.
 - Review posting notifications for appropriateness.
 - Review successful applicant notifications for appropriateness.
 - Communicate posting concerns to SUN Provincial.
 - Communicate technological changes to SUN Provincial.
 - Communicate return for service agreements to SUN Provincial.
 - Communicate layoff notices to SUN Provincial.
 - Maintain records of consecutive weekend waivers.
 - Maintain records of standby waiver.
- **Nursing Advisory Process**
 - Submit WSRs to SUN Provincial.
 - Submit NAC meeting minutes to SUN Provincial.
 - Track and maintain records for WSRs filed, including meeting minutes.
 - Initial Nursing Advisory Meetings.
 - Escalate WSRs via NAC process.
- **OH&S**
 - Maintain OH&S records and meeting minutes.
 - Work to resolve members' safety concerns.
 - Report to Executive on OH&S issues.

Occupational Health & Safety

Occupational health and safety (OH&S) relates to health, safety, and welfare issues in the workplace. OH&S includes the laws, standards, and programs that are aimed at making the workplace better for workers, along with co-workers, family members, patients, and other stakeholders.

Occupational health and safety is concerned with addressing many types of workplace hazards, such as:

- Chemicals
- Physical hazards
- Biological agents
- Psychological fallout
- Ergonomic issues
- Accidents

Occupational health and safety standards are in place to mandate the removal, reduction, or replacement of job site hazards. OH&S programs should also include material that helps minimize the effects of the hazards.

Workplace safety is very important for each and everyone because all employees desire to work in a safe and protected atmosphere. Health and safety is the key factor for all industries in order to promote the wellness and well-being of both employees and employers. It is a duty and moral responsibility of the employer to look after the employee's protection.

The human suffering and financial loss caused by accidents and illnesses at work each year in Saskatchewan is tremendous. Accident statistics and their financial costs are set out in Saskatchewan Workers' Compensation Board (WCB) figures. Every statistic represents incalculable human suffering. The suffering of the injured is often intensified by the knowledge that most accidents are preventable.

OH&S involves more than simply correcting unsafe actions and conditions; it is about **prevention, not blame** and is not personal. The importance of an effective OH&S program should not be underestimated. It allows your workplace to systematically eliminate the possibility of *accident, illness, injury or fatality* caused by workplace hazards.

Effective OH&S programs focus on:

- The promotion and maintenance of the highest degree of physical, mental and social well-being of workers.
- The prevention among workers of ill health caused by their working conditions.
- The protection of workers in their employment from factors adverse to their health.
- The placing and maintenance of workers in working environments that are adapted to their individual physiological and psychological conditions.
- The promotion and maintenance of a working environment that is free from harassment.

Ministry of Labour Relations and Workplace Safety

The Ministry of Labour Relations and Workplace Safety (LRWS) encourages healthy, safe, and productive workplaces by setting, promoting, and enforcing employment and occupational health and safety standards outlined within the *Saskatchewan Employment Act*. The Ministry works with businesses, labour groups, workers, and other stakeholders to foster a positive labour environment.

Saskatchewan Employment Act (SEA)

Health and safety in Saskatchewan workplaces is governed by *The Saskatchewan Employment Act* and regulations and applies to employers, supervisors, workers, self-employed persons, contractors, suppliers, and owners and requires everyone to work together.

Part III (three) of the SEA sets out general duties for occupational health and safety. It states **what** workplaces must do to comply with the minimum standards for occupational health and safety in Saskatchewan.

The **Occupational Health and Safety (OH&S) Regulations** set the standards for **how** workplaces must comply with the SEA.

Codes of practice are documents that provide information that help an employer comply with certain parts of the regulations. Codes of practice are guidelines based on best practices in the industry at the time of publication. The director of OH&S, after consultation with interested persons or associations, may issue, amend or repeal a code of practice.

The Employer-Union Relationship

The role of the Union is to protect and uphold the rights and privileges afforded to members within their Collective Agreement. Part of this role is to act as a watchdog for workplace rights and safety, advising the Employer of current and/or potential hazards or concerns, as well making recommendations for resolution.

Both the Employer and the Union recognize the importance of creating and maintaining a safe work environment. In addition to the SEA, each SUN Collective Agreement contains language which supports the development, maintenance and enhancement of safety programs within the workplace.

“The Employer and the Union endorse the principle of worker occupational health and safety and shall continue to enhance safety measures.”

Saskatchewan Health & Safety Leadership Charter

The purpose of the Saskatchewan Health & Safety Leadership Charter is to form the foundation for a cultural shift in the way Saskatchewan leaders view injuries and injury prevention. The Charter advocates for the continuous improvement of healthy and safe workplaces and communities. SUN is proud to have been one of the first organizations to sign the Charter at its inception in 2010.

Saskatchewan Association for Safe Workplaces in Health

Saskatchewan Association for Safe Workplaces in Health (SASWH) is a non-profit association, established on March 12, 2010, which is funded by healthcare employers through a portion of their Saskatchewan Workers' Compensation Board (WCB) premiums.

SASWH is governed by a Board of Directors representing health services workers, employers and unions with a vision to make workplace health and safety: a priority for all. This unprecedented, co-operative level of labour and management participation is critical to SASWH's success at eliminating injuries within the health care sector.

SASWH Training Programs

SASWH is an approved training agency by the Saskatchewan Ministry of Labour Relations and Workplace Safety and the Saskatchewan WCB, and offers a variety of healthcare specific safety training and education to member agencies at low to no cost, depending on the course. The SASWH Board of Directors is composed of an equal number of employer and employee representatives, which SUN holds a position.

WorkSafe Saskatchewan

WorkSafe Saskatchewan is a partnership between the Saskatchewan Worker's Compensation Board and the Ministry of Labour Relations and Workplace Safety. Formed in 2002 out of a need to reduce the number of workplace injuries and fatalities, the partners work through an integrated provincial injury prevention strategy to deliver programs that move Saskatchewan towards zero workplace injuries.

WorkSafe is an advocate for Mission: Zero – an initiative that launched in 2008 by the partners in response to Saskatchewan having the second worst injury rate in Canada. Mission: Zero is a call to action and goal for employers and companies to achieve zero workplace injuries, zero fatalities, and zero suffering by families.

Occupational Health & Safety: Everyone's Responsibility

A health and safety committee is a joint forum for employers and employees working together to improve workplace health and safety. Key to creating a safe workplace is that everyone in the workplace - **both employees and employers** - is responsible for his or her own safety and for the safety of co-workers. Those responsibilities are outlined in Part III of the *Saskatchewan Employment Act (SEA)*.

Employee responsibilities include the following:

- Work in compliance with the OH&S Acts and Regulations.
- Use personal protective equipment and clothing as directed by the employer.
- Report workplace hazards and dangers to the supervisor or employer.
- Work in a safe manner as required by the employer and use the prescribed safety equipment.
- Tell the supervisor or employer about any missing or defective equipment or protective device that may be dangerous.
- Take reasonable care to protect his or her health and safety and the health and safety of other workers who may be affected by his or her acts or omissions.
- Refrain from causing or participating in the harassment of another worker.
- Cooperate with any other person exercising a duty imposed by the Act and Regulations.

Managers and supervisors act on behalf of the employer, therefore, have the responsibility to meet the duties of the Employer as specified in the Act and Regulations for the work they (the managers and supervisors) direct. The **manager or supervisor** must:

- Make sure workers, including themselves, work in compliance with the OH&S Act and Regulations.
- Make sure that workers use prescribed protective equipment and/or devices.
- Advise workers of potential and actual hazards.
- Provide workers with written instructions as to the measures and procedures to be taken for protection of the worker.
- Take every reasonable precaution in the circumstances for the protection of workers.
- ensure that workers under the supervisor's direct supervision and direction comply with the Act and Regulations.
- Ensure, as long as it is reasonably practicable, that all workers under the supervisor's direct supervision and direction are not exposed to harassment at the place of employment.
- Cooperate with any other person exercising a duty imposed by the Act and Regulations.

In addition to the above, an **Employer** must:

- Establish and maintain a health and safety committee, or cause workers to select at least one health and safety representative (as defined in legislation).
- Take every reasonable precaution to ensure the workplace is safe.
- Train employees about any potential hazards and in how to safely use, handle, store and dispose of hazardous substances and how to handle emergencies.
- Make sure workers know how to use and handle the equipment safely and properly.
- Make sure workers use any necessary personal protective equipment.
- Immediately report all critical injuries to the Ministry of Labour Relations and Workplace Safety.
- Appoint a competent supervisor who sets the standards for performance, and who ensures safe working conditions are always observed.
- Consult and cooperate in a timely manner with any Occupational Health Committee or the Occupational Health and Safety Representative at the place of employment for the purpose of resolving concerns on matters of health, safety and welfare at work.
- Maintain written records of meetings and ensure records are available to workers and Officers upon request.
- Ensure, as long as it is reasonably practicable, that the Employer's workers are not exposed to harassment with respect to any matter or circumstance arising out of the workers' employment.

Understanding Occupational Health & Safety in Saskatchewan: A Great Resource

While legislation should always be consulted for all purposes of interpretation of application of the law, roles and responsibilities, it can be confusing and difficult to comprehend. With this in mind, the Ministry of Labour Relations and Workplace Safety Occupational Health and Safety Division offers this great resource that is easy to read and provides you with a clear understanding of our rights, rules, roles and responsibilities in the workplace.

Download a copy: <https://www.saskatchewan.ca/business/safety-in-the-workplace>

The Right to a Safe Workplace

All Employers are required to protect the health and safety of all parties at their work sites. All workers, regardless of number, also have health and safety rights and obligations. To protect workers from illnesses, injuries and diseases, workers are afforded three fundamental rights (included in the ***Saskatchewan Employment Act***).

Those rights are:

- The right to know (about hazards).
- The right to participate (in health and safety).
- The right to refuse (unsafe work).

The Right to Know

Every worker has a right to ask and be told about specific hazards in their workplace and how to control and handle them safely. A hazard is any activity, situation or substance that could harm a worker. You can identify hazardous materials by product labels, safety data sheets (SDSs) and worker education programs.

Every worker should be instructed about the safety precautions they need to take to protect themselves. New workers must receive orientation regarding health and safety in their workplace which, would include the hazards they may encounter in their work.

The Right to Participate

The right to participate ensures workers have an opportunity to help identify and correct hazards and participate in decisions that affect their health and safety at work. This right is best seen in the form of a Joint Occupational Health and Safety Committee or as an OH&S Representative in the workplace that has workers and managers working together to ensure the workplace is safe.

Every worker can participate in health and safety by reporting potential hazards and following safe work practices.

The Right to Refuse

In Saskatchewan, workers have a right to refuse work they believe, in good faith, to be unusually dangerous to themselves or others. An unusual danger could be:

- a danger that is not normal for the job;
- a danger that would normally stop work; and
- a situation that a worker isn't trained, equipped or experienced to deal with properly and safely

If a worker is being asked to perform a job they feel is dangerous, the **Part III - Section 31 of the *Saskatchewan Employment Act*** provides a way for them to exercise their right to refuse the unsafe work. A work refusal is initiated by the individual worker (not a group) and when initiated in good faith shall not result in discriminatory action by the Employer. Under the Act, workers who use their right to refuse are legally protected; an Employer cannot discriminate against, fire or discipline a worker who refuses to do unusually dangerous work.

The specific job or task(s) that have been identified as unusually dangerous, cannot be reassigned to another individual unless they have been made aware of the refusal of work and have been advised of the process in place to fix the matter, to the satisfaction of the employee who refused the work.

What Every Member Needs to Know

Safety in the workplace is everyone's responsibility, in order to ensure a safe workplace for all, it is important for each member to understand their individual role and responsibilities.

- Identify actual and potential hazards in the workplace, when they occur.
- Utilize low level resolution to resolve safety concerns.
- Be aware of Employer policies and procedures concerning workplace safety.
- Have knowledge of individual rights and obligations under the *Saskatchewan Employment Act*, *Occupational Health and Safety Regulations* and the Collective Agreement.
- Seek clarity on obligations under the Act and Regulations when required.
- Seek out appropriate education/training to avoid potential or actual risk to self or co-workers.
- Access rights, protections and processes within the Collective Agreement to address harmful or potentially harmful situations. (eg: Nursing Advisory of grievance processes).

The First Step: Low Level Resolution

When a workplace safety concern or hazard is identified, the member's/employee's first step in addressing the issue is to engage in low resolution with their immediate supervisor/manager.

An Employee or a group of Employees who have a health or safety concern shall endeavour to resolve that concern by first referring the concern to the immediate supervisor or officer responsible for safety. (Article 61.03 SUN/SAHO Collective Agreement)

Low level resolution is an effective approach used to address common issues/concerns or solve problems in real-time, at the point of the incident, opposed to flagging the area of concern to be dealt with at a later time or refer to senior management. This proactive and collaborative approach to problem solving supports open and transparent communication with the shared goal of timely and appropriate resolution.

While utilizing low level resolution to address member concerns is optimal, this does not remove the member's rights to engage in a formal process through the Collective Agreement or legislation, nor does it prohibit them from contacting the Ministry of Labour Relations and Workplace Safety.

FIX IT, MARK IT, REPORT IT

Everyone in the workplace is responsible for the safety of others and themselves – regardless of their designation, job duties, bargaining unit, or level of authority.

This responsibility is outlined within OH&S legislation where all employees must take reasonable care to protect his or her health and safety and the health and safety of other workers who may be affected by his or her acts or omissions. This means that when there is a health and safety concern in the workplace, everyone has an obligation to do something about it and if they don't, you may be held responsible for the outcome.

If a worker identifies a safety issue it only takes a moment to quickly wipe up a spill or put a wet floor sign out or put a sign on broken equipment to warn others of the hazards.

In the event of an incident or accident, it is everyone's obligation to ensure the event was reported to the immediate supervisor and the proper paperwork was completed.

We have all heard the old nursing adage – if it wasn't documented, it didn't happen. If it didn't happen, there is nothing to fix.

Rights & Protection Under Collective Agreement

The Collective Agreement provides members with rights and protections in addition to those outlined within the Act and Regulations. The Collective Agreement covers subjects including, but not limited to:

- Joint commitment to safety
- Participation on Joint OH&S Committees
- Time lost
- Influenza vaccine
- Violence in the workplace
- Critical stress management
- Protective equipment and clothing

Summary Offence Tickets (SOTs)

A Summary Offence Ticket (SOT) is a ticket issued by designated Occupational Health Officers for certain occupational health and safety violations. SOTs are similar to speeding tickets, with fines ranging from \$250 - \$1,000 depending on the offence. They are issued on the spot or sent by mail depending on the situation and circumstances.

There are 12 ticketable offences for non-compliance with legislation; ticketable offences in healthcare include fall protection and personal protective equipment.



If an employee has been trained to prevent workplace hazards and an OH&S Officer sees them improperly performing a ticketable offence, the employee will be ticketed. If the employee can prove they have not been trained or properly trained to avoid the ticket.

Training

The Employer is obligated to ensure all employees are properly trained for the areas in which they work, and the type of work they perform – this includes training in health and safety – in order for employees to work safely and in compliance with legislation and employer policies.

Employees have the right to seek out the appropriate education/training for their area of practice to avoid potential or actual risk to self or co-workers. OH&S training specific to healthcare is offered by the Saskatchewan Association for Safe Workplaces in Health (SASWH) and includes courses such as:

- Transferring Lifting Repositioning (TLR)
- Safe Moving and Repositioning Techniques (SMART®) program
- Workplace Hazardous Materials Information System (WHMIS 2015)
- Professional Assault Response Training (PART)
- Workplace Assessment Violence Education (WAVE)
- Mental Health First Aid

Violence in the Workplace

SUN's Position

Violence is defined as *“the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behavior that gives a worker reasonable cause to believe that the worker is at risk of injury.”*

By law, health care employers must develop, implement, and review at least every 3 years, a comprehensive written policy statement and prevention plan to deal with violence, in consultation with OH&S committees, union representatives, and workers themselves.

Violence policies and plans must include:

- The employer's commitment to minimize or eliminate risk;
- The identification of worksites and staff positions for which there is a history or risk of violence;
- The actions the employer will take to minimize or eliminate the risk of violence;
- Procedures for documenting, reporting and investigating violent incidents; and
- A commitment to provide a training program for workers to recognize potentially violent situations and to follow the procedures, work practices, administrative arrangements and controls that have been developed to minimize or eliminate risk.

Where a worker receives treatment or counselling or attends an employer training program, this attendance shall be credited as time at work without loss of pay or benefits.

Registered nurses have the right to work and practice in an environment that is free from any form of violence and where violence is not tolerated as a part of their job. Every workplace must cultivate a culture of safety and respect based on the shared responsibility of all health care stakeholders.

Saskatchewan Workplace Violence Prevention Initiative www.saswh.ca

The aim of a Provincial Violence Prevention Framework and Strategy, overseen by the SASWH, is to reduce healthcare's injury rates through targeted interventions; build a stronger culture of safety; promote the adoption of effective violence prevention initiatives; and prevent injuries caused by violence and acts of aggression.

Through this initiative, SASWH has established a Provincial Steering Committee to provide guidance on the development of the Workplace Violence Risk Assessment Tool Kit for use in Saskatchewan. The SASWH provides education and training regarding the use and implementation of the online tool kit.

The Steering Committee was comprised of representation from various healthcare employers, unions – including SUN, and education institutions, Workers' Compensation Board, Ministry of Health, Ministry of Labour Relations and Workplace Safety, Health Quality Council, and the Saskatchewan Medical Association.

CFNU Workplace Violence Tool Kit www.nursesunions.ca

This toolkit is an online hub for resources, research, information, tools and best practices related to violence in health care workplaces. The purpose of this toolkit is to provide a 'one-stop shop' for relevant resources on this topic, to share and spread the implementation of best practices related to violence prevention and return to work programmes in jurisdictions across Canada.

Right to Refuse Violent Situations

An Employee who has reasonable grounds to believe she may be physically endangered when attending a client shall not be required to attend that client. When an incident demonstrates that client's behaviour may constitute a risk to the safety of another client or staff member, a meeting shall be convened within twenty-four (24) hours, or as soon as possible thereafter, to consider and implement alternative options for care delivery to ensure the safety of the Employee(s) and other client(s).

Assisting Members in Violent Situations

First and foremost, during a violent situation, the safety of patients/clients/residents, SUN members and their colleagues is of the utmost importance.

As Local OH&S Representative, it is strongly recommended you advise the members and their colleagues of the safety protocols and policies in place in the event of a Code White. Each facility and/or Employer should have protocols in place, which may vary from facility to facility.

Ensuring members are aware of the appropriate steps to take following a violent incident, is vital to ensuring they receive the medical care and support they need.

If a member has experienced a violent incident at work, they should:

1. **Seek medical attention** if required. If they need to leave the work area, they are to inform their supervisor.
2. **Notify their supervisor or manager** about all incidents, even if there was no injury.
3. **Report the incident** as soon as possible using the incident reporting process for their workplace.
 - *If they are injured, they are to complete a Worker's Initial Report of Injury (W1) either online (wcbsask.com) or over the phone (1.800.787.9288) as soon as possible.*
4. **Contact the Employee & Family Assistance Plan** for counseling support, either online (worklifehealth.com) or by phone (1.866.833.7690).
5. **Tell their SUN representative on the Joint OH&S Committee** and participate in any investigation.
6. Ask to attend workplace violence training.
7. Talk to their manager or supervisor about critical incident debriefing for traumatic incidents.

Reducing Workplace Violence

The Employer acknowledges that Employees may be at risk of violence and injury by clients while carrying out their duties. In order to alleviate workplace violence, the Employer shall provide training appropriate to the work area that would enable Employees to recognize and respond to potentially violent or abusive incidents. Payment for participating in such training shall be in accordance with Article 42.02 (a).

Such courses may include the Workplace Assessment Violence Education (WAVE) training and Professional Assault Response Training (PART), both offered by the Safety Association for Safe Workplaces in Health (SASWH).

Occupational Health & Safety Committee

Occupational Health Committees (OHCs) and Worker Health and Safety Representatives are mechanisms that help employers communicate and cooperate with workers in identifying and resolving health and safety concerns.

Committee Obligations and Responsibilities

Committees are required in workplaces with **10 or more workers**. Their role is to monitor the workplace, give advice and make recommendations to their employer for eliminating/controlling/resolving hazards to keep their working environment safe.

In addition, as per the Saskatchewan Employment Act – Part III, the Occupational Health Committees:

- Act as an advisory body.
- Establish, promote and recommend safety programs.
- Identify hazards and obtain information about them.
- Assist in investigating and resolving work refusal cases.
- Participate in incident investigations and workplace inspections.
- Maintain records of investigations, inspections and committee meetings.

Occupational Health Committees **do not have a direct responsibility** for correcting hazards at their workplaces.

Committee Structure

A Committee must have 2-12 members, with at least half of the Committee consisting of worker members. The number of Employer members cannot out-number the worker members.

Each side must designate a co-chair. The Worker Co-Chair is selected by the Committee at their first meeting; while the Employer will appoint their Co-Chair. The Co-Chairs share equal power and have the right to call and chair emergency meetings.

Committees may hold as many meetings as needed to address concerns, however, they must meet, at minimum, once every three months. During each meeting, Committee members will discuss issues and concerns as equals and seek resolutions through agreement reached by mutual consent.

Committee members are compensated for their travel and meeting time, as per the Collective Agreement.

Union & Workplace Representatives

Workplace representatives are required for high hazard workplaces with **5-9 workers** such as small/rural hospitals/healthcare facilities, nursing homes and home care. Workplace representatives for smaller facilities may also sit on a Regional OH&S Committee.

In a unionized environment, like ours, it is not that straight forward.

Each bargaining unit – SUN, SGEU, CUPE, SEIU-West, Health Sciences, etc – has the right to have a representative sit on the Joint OH&S Committee for their workplace. From the group of worker representatives, the Worker Co-Chair is selected by the worker representatives.

Depending on how the Local operates, the SUN OH&S Representative may be elected or appointed by the Local Executive. Depending on the Local structure, the Local OH&S Representative may also be a member of the Local Executive.

For sub-locals or multi-site locals, it is recommended there be a SUN OH&S Representative at each workplace. As the Local OH&S Representative, you would communicate directly with the SUN Workplace Representative(s) in regard to workplace health and safety concerns, policies and procedures, as well as be their liaison with the Local Executive in terms OH&S matters.

Each workplace is different and with one provincial Employer, the structure of OH&S Committees may be changing as well. It is important to remember that each workplace with more than 10 workers, by law, is required to have an OH&S Committee that meets at minimum, every 3 months. Smaller facilities should at the very least have a Regional OH&S Committee that meets every 3 months. If not, the local should be contacting their ERO for guidance.

Workplace representatives share the same responsibilities as Committees; however, they are not required to investigate refusals to work. Representatives perform their duties in consultation with the Employer.

Committee and Representative Training

It is the Employer's responsibility to ensure that Committee Co-Chairs and representatives are trained to properly meet their obligations under the Act and Regulations. Under the Act, Committee members and Representatives are **provided five (5) days of educational leave (paid work time) each year** to acquire such training. The general Level 1 and Level 2 OHC courses are available through WorkSafe Saskatchewan (www.worksafe.ca).

However, workplace safety within a healthcare environment is unique. The SASWH provides safety training specific for employees, supervisors, employers and committee members working in healthcare. Training provided by the SASWH includes, but is not limited to:

- Occupational Health Committee (OHC) Training and Support
- Incident Reporting & Investigation
- Inspections
- Personal Protective Equipment (PPE)
- Professional Assault Response Training (PART)
- Safety for Supervisors
- Safety Management System (SMS)
- Workplace Assessment Violence Education (WAVE)
- Workplace Hazardous Materials Information System (WHMIS)
- More available at www.sash.ca

Responsibility vs Authority vs Accountability

Responsibility refers to the obligation to perform the delegated task.

Authority refers to the legal right of the manager to give orders **and** expect obedience from subordinates.

Accountability means you are liable or take ownership of one's actions. In order to be *responsible*, you must be *accountable* and vice versa.

The origin of **responsibility** is the result of the **authority**. Responsibility is assigned whereas **accountability** is accepted.

Role of the Local OH&S Representative

The role of the Local OH&S Representative goes beyond what is prescribed within the *Saskatchewan Employment Act* and *Occupational Health and Safety Regulations* for a workplace representative. You are the local's go-to person regarding health and safety process and play a key role in educating and guiding members effectively through the process, as well as taking an active role in finding appropriate, long terms solutions.

The role the Local OH&S Representative includes, but is not limited to:

- Receive education and training regarding health and safety.
- Ensure members have access to OH&S education, policies, legislation.
- Ensure members are aware of process and location of Incident Report forms for reporting safety concerns or situations of potential or actual harm.
- Advise members of facility/Employer policies and protocols for a Code White.
- Receive member concerns regarding workplace safety.
- Confirm members utilize low level resolution to raise concerns with Employer and address matters in real time.
- Investigate and follow up on members concerns raised.
- Attend workplace Occupational Health Committee (OHC) meetings as scheduled.
- Present and provide recommendations to address member concerns or hazards identified to OHC.
- Develop and maintain local communication channels regarding OH&S.
- Provide OH&C report during local meetings.
- Update Local President/Local Executive on OH&S activity – they may be able to provide you with additional information, guidance or assistance in addressing issues.
- Promote awareness of workplace safety and well-being.
- As a member of the OHC, participate in investigations and/or inspections as required.
- Ensure minutes from OHC meetings are posted in facility or on OH&S bulletin board.
- Refer matters to Local President (labour relations) and/or Local Nursing Advisory Chair (professional practice), as required.
- Seek guidance from Employment Relations Officer (ERO) at SUN Provincial, as needed.

Team Approach

Similar to how Local Executives are advised to function, the Local OH&S Representative is strongly encouraged to adopt a team approach to address member workplace safety concerns, in a timely manner.

To work effectively and efficiently, large or multi-site locals may chose to appoint additional OH&S representatives for the facility/agency. Such locals may also choose to hold Local OH&S meetings, whereby the elected Local OH&S Representative can meet with the appointed Worksite Representatives to discuss members concerns, potential hazards and actual risks to members and their colleagues, as well as develop recommendations and action plans to address the situation(s) identified.

It is important to remember you are not alone. This can be an overwhelming list of duties for one person; but if you divide the work into smaller tasks, the job becomes less daunting.

Labour Relations, Professional Practice or OH&S?

Workplace issues are complex, and it can be difficult to determine the appropriate process in which to address the concern – is it labour relations, occupational health safety, or professional practice? Understanding the differences between the categories will assist you as the Local OH&S Representative and the member in determining the best course of action to address the issue raised.

It is important to note that while the primary concern may fall into one of three categories, the underlying factors or root cause(s) may be addressed through a parallel course(s) of action.

Labour Relations issues are defined as a:

- Breach of Collective Agreement.
- Violation of member's rights.
- Breach or change in application of Employer policy/procedure.

In addressing workplace concerns or violations of the collective agreement, the goal is to find ways to resolve the situation without requiring a formal and confrontational process (low level resolution). If the informal discussion does not result in a resolution, the next course of action maybe the filing of an individual or policy grievance.

Professional Practice issues are identified as:

- Nursing practice concerns;
- Safety of patients and registered nurses;
- Workload/staffing levels/patient acuity; or
- Other factors which negatively affect patient care.

The first step in addressing Professional Practice issues is to engage in low level resolution with one's manager. If the issue remains unresolved or ongoing, the course of action taken will be to file a Work Situation Report (WSR) and initiate the Joint Nursing Advisory Process.

Occupational Health and Safety hazards or concerns are defined as actions or incidents which impact the health, safety, and welfare of an employee or group of employees.

Similar to the processes identified under labour relations or professional practice, when a workplace hazard or safety concern is raised, the first step in finding a resolution is to speak to the immediate supervisor/manager (low level resolution). However, regardless of whether the incident is resolved or not, an Incident Report should be filed with the Employer and the OH&S Committee, as the incident may also prompt the filing of a WSR or WCB claim.

It is important for all Employees to be familiar with their Employer's/facility's process for reporting and/or documenting an incident.

Parallel Course of Action

Depending on the situation, an incident may require one, two or all three processes being triggered in an effort to adequately address the matter.

A Member Identifies A Concern: Now What?

Step 1: Member/Employee Identifies a Hazard or Safety Concern

When an issue is brought your attention, you will need to determine if the issue requires immediate attention to ensure the safety of patients/clients and staff on the unit/in your workplace.

Potential Hazards

Once a safety concern has been raised, following up with the member will be key to ensuring vital steps in the process have not been overlooked. Follow up questions to ask the member include, but are not limited to:

- Has the member taken the appropriate steps?
 - Was there an attempt to find resolution at the Unit level (low level resolution)?
 - Was the Manager or designate provided adequate time to resolve the matter?
- Was additional documentation filed or process initiated? (eg. Incident Report/WSR filed or grievance filed)
 - If necessary, has the member provided a copy of the Incident Report or WSR to the Local?

Immediate Risk or Harm

In situations where the safety of others is at immediate risk or has been impacted, the primary focus should be to address the incident, regardless of whether the employee is a SUN member or not. There are five (5) key steps to take in addressing emergent incidents:

1. Report incident to immediate supervisor.
2. Hazard removed/mitigated.
3. Injury addressed, if necessary.
4. Area or patient secured.
5. Safety resumed.

When safety on the unit/in the workplace has resumed, ensure all necessary forms and/or reports have been completed – Incident Report, Injury Report, WCB Claim, etc.

If the issue was brought to your attention by a non-member, once safety has been resumed, advise the employee to report the incident to their Union OH&S Representative.

LISTENING TO & RECEIVING MEMBER CONCERNS

- Remind members of their obligations as they relate to HIPA.
- Avoid distractions (cell phone, busy location, rushed for time, etc).
- Remain engaged and unbiased in the conversation. Try not to personalize the issue or provide personal input – this may cloud your assessment of the issue.
- Take detailed notes and seek clarification of the facts concerning the issue; ask the member to state what they know to be true, not their perception of the matter.
- Clarify what actions/steps were taken prior to raising the issue with the Local.
- Has this issue been raised before (JUMM, NAC process, etc)?
- Are there other factors influencing the situation?
- What remedy is the member seeking to resolve the matter (if appropriate)?
- Advise member of your next steps – investigation and assessment; raise concern at Joint OH&S Committee meeting, etc.

Step 2: Investigating the Issue

To gain a better understanding of the incident or the member's concern(s) and/or in preparation for a Joint OHC meeting, where the matter will be formally raised, it is important that you have reviewed the issue with the member to seek additional clarification regarding the context in which the situation occurred.

The information gathered during your conversations with the member(s) will assist you in determining the best course of action to be taken, structuring your presentation to the Employer regarding the issue, preparing responses to Employer statements/positions and develop recommendations for resolution.

During this initial fact-finding stage, it is crucial to **confirm a significant attempt at low level resolution was made** by the member(s). Missing this vital step may result in the matter being dismissed.

It is also important to stress that **HIPA must be maintained at all times** during your conversations and documentation of the issue. Remind the member to avoid providing patient specific information.

Information to consider during initial investigation:

- Name of members involved
- Contact information
- Member status
- Worksite or unit
- Issue presented/identified
- Date, day of the week, time and shift affected
- Management representatives involved
- Policies
- Past practices
- Patient impact
- Is this a trending or reoccurring issue?
- Relevant forms (Incident Reports, WSRs, etc.)
- Relevant documentation (emails, assignments/roster, communication book, unit meeting minutes, etc.)
- Evidence corroborating members concerns
- Notes from follow up/investigation with members
- Relevant previously settled disputes/WSRs
- Resolution sought by member

The above list is not an exhaustive list, nor would it apply to every scenario. To assist you in your investigation, a collection form has been developed for your convenience. (Appendix II – OH&S Fact Sheet)

If at any time during your investigation, you believe or suspect there has been a violation of the member's rights, a breach of the Collective Agreement, or breach or change in application of Employer policy/procedure, **notify the Local President immediately** to further investigate the potential labour relations issue.

Alternatively, if your investigation leads you to believe or suspect the matter has an impact on the nursing practice, safety of patients and registered nurses, workload/staffing levels/patient acuity; or other factors which negatively affect patient care, **notify the Local NAC Chair immediately** to further investigate the potential professional practice issue.

Step 3: Resolved or Unresolved?

Following discussions with their immediate supervisor/manager, was the safety concern raised resolved to the individual's satisfaction or was the matter left unresolved?

- **RESOLVED:** Advise the Occupational Health Committee (OHC) of the situation and resolution at the next scheduled Committee meeting.
- **UNRESOLVED:** The matter shall be forwarded to the OHC for further discussion and investigation.

Step 4: Joint Occupational Health Committee Meeting

The Joint OHC is intended to be a collaborative problem-solving mechanism involving employees and the Employer working together to resolve workplace safety concerns raised by workers. Refer to the *Saskatchewan Employment Act* and *Occupational Health and Safety Regulations* for the roles and responsibilities of the Committee.

As the Local OH&S Representative, you will play an active role in presenting the safety concerns brought to your attention, as well as providing the Committee with recommendations for resolution.

TIP: During the meeting, keep a "To Do List" (or action plan) for each safety concern discussed to track Local responsibilities between meetings.

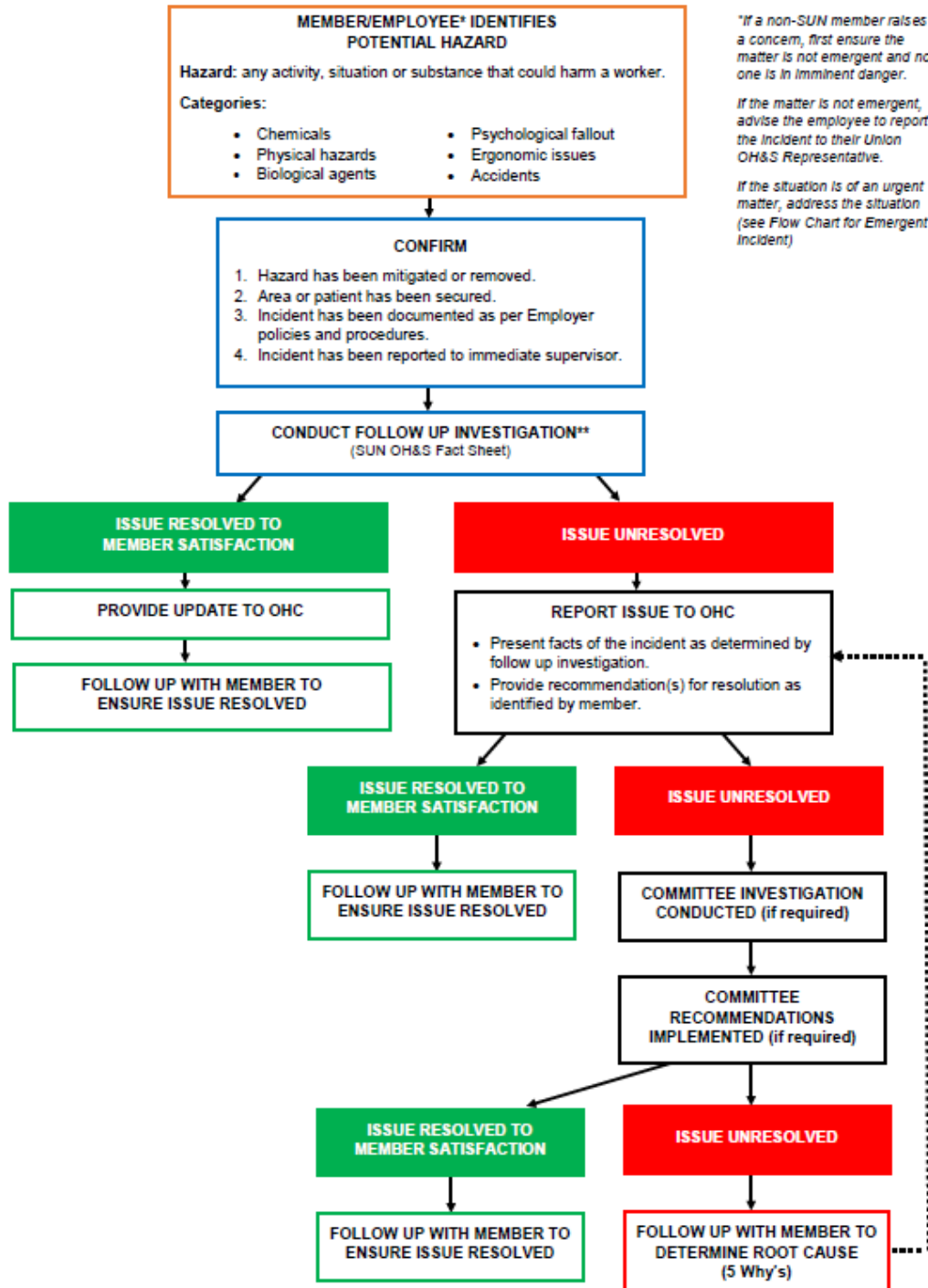
Following the meeting, you are encouraged to update your Local President/Local Executive on the status of the issues raised and agreed to next steps or resolution.

Remember, if at any time during your preparation for a Joint OHC meeting you have questions or require guidance, your ERO is available to provide you with the assistance needed.

MEETING WITH THE EMPLOYER

- Stay calm.
- Take notes during the conversation.
- Identify the facts of the situation as determined by your investigation.
- Avoid personalizing the issue.
- Listen to the Employer's position, ask questions to seek clarification as needed,
- If necessary, caucus with your member(s) to discuss the Employer's position and/or possible resolution.
- Remember: you do not have to agree to anything presented during the meeting. You can reserve the right to step away from the meeting and respond later. This provides you with the opportunity to seek guidance from your NPO at SUN Provincial, if necessary.

Addressing Member Concerns: Flow Chart for SUN's OH&S Process – Potential Hazards



"If a non-SUN member raises a concern, first ensure the matter is not emergent and no one is in imminent danger.

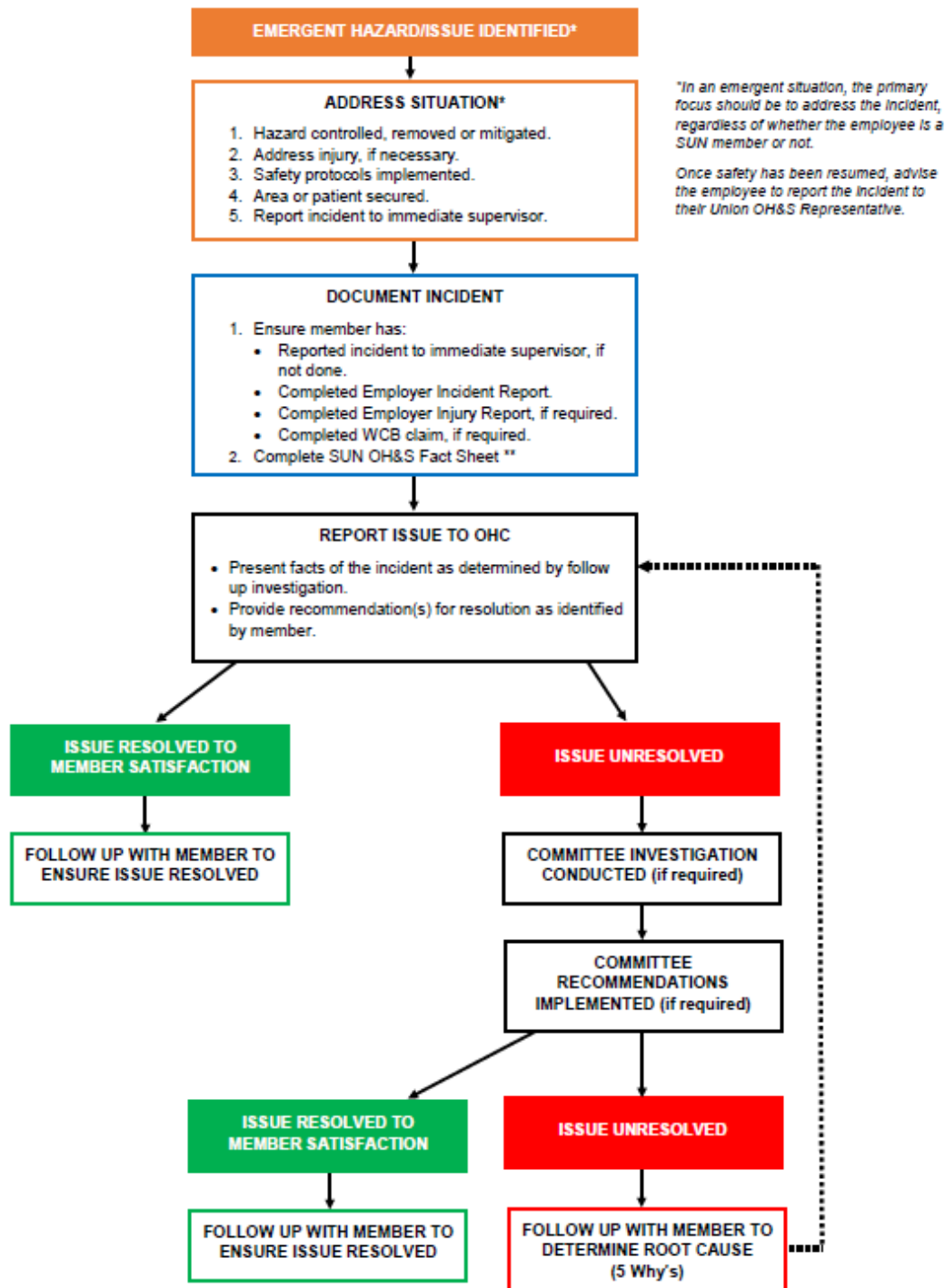
If the matter is not emergent, advise the employee to report the incident to their Union OH&S Representative.

If the situation is of an urgent matter, address the situation (see Flow Chart for Emergent Incident)

****PARALLEL COURSE OF ACTION**

- If at any point during an investigation a labour relations (LR) issue is discovered, the LR component is referred to Local President/Executive and the assessment stage for further investigation and determination of best course of action in terms of the grievance process.
- Similarly, if at any point during an investigation a professional practice issue is discovered, the practice component is referred to the Local NAC Chair and the assessment stage for further investigation and determination of best course of action in terms of the NAC process.
- When required, the OH&S, NAC and grievance processes will run parallel to resolve the issue.

Addressing Member Concerns: Flow Chart for SUN's OH&S Process – Immediate Risk or Harm



****PARALLEL COURSE OF ACTION**

- If at any point during an investigation a labour relations (LR) issue is discovered, the LR component is referred to Local President/Executive and the assessment stage for further investigation and determination of best course of action in terms of the grievance process.
- Similarly, if at any point during an investigation a professional practice issue is discovered, the practice component is referred to the Local NAC Chair and the assessment stage for further investigation and determination of best course of action in terms of the NAC process.
- When required, the OH&S, NAC and grievance processes will run parallel to resolve the issue.

Appendix I – Fact Finding: Tips for Talking with Members

If the speaker is a “Compulsive Talker”: You will need to phrase your questions in such a way that will limit the range of responses. Avoid questions that allow the speaker to launch in a lengthy monologue – in this case, use close ended questions. There may be a time when you ask the speaker to refocus their attention on the main issue – a good way to do this without alienating them in the process is to say “That’s very interesting and I would like to hear more about it if time permits, yet there are points we need to cover if we’re both to profit from our interview. Do you mind if we come back to this and move into the area of _____?”

What about the non-talker? Use open ended questions and short probes such as “tell me more,” “Oh?” “Could you clarify this for me?” “I’m not sure I follow you there.” “That’s interesting – what makes you feel that way?” Non-talkers may be lacking confidence or experiencing anxiety. If you detect this in the early stages of the interview, spend more time on rapport building. Stories about similar experiences or backgrounds between the two of you may help. If you detect nervousness, start your interview with relatively easy questions.

If the person is hostile:

- Your initial response to anger should be one of calm neutrality yet sincere interest.
- Allow the person to speak, register a complaint, etc. uninterrupted.
- Follow up by repeating the facts as you heard them, asking for clarification and probing.
- After you have listened to the facts, do not be afraid to confront the viewpoints if they are founded on incomplete or distorted information.
- Remember, the anger may be directed at you or at someone else. If the anger is directed at you, avoid becoming defensive. After the person has calmed down, strive to understand the nature of the anger or complaint – restate to get clarification.
- If the anger is focused towards you, you may be able to either:
 1. See his/her point of view and rectify your own behavior, or,
 2. Provide him/her with your own interpretation and intent of the behavior.
- Help the person to see the conflict is not between the two of you, but rather between two points of view regarding a specific action or behavior. An area of objectivity may develop where actions are divorced from personalities. Rational discussion can then replace the emotional exchange.
- If the member’s anger is directed at someone else, remain calm and probe for understanding and clarity. The greatest pitfall during this kind of interview is to “line up” on the side of the person to whom the anger is directed, especially if the anger is directed at a fellow union member.

If, during your conversation, you both agree on the interpretation of the events, determine what you believe should be done about the problem in the short- and long-term. Determine next steps and how you plan to address or escalate the situation.

Appendix II – Occupational Health & Safety (OH&S) Fact Sheet



Occupational Health & Safety (OH&S) Fact Sheet

LOCAL INFORMATION

Facility/Agency Name _____ Local # _____
 Prepared By _____ Position _____
 Contact Information Phone # _____ Email _____

MEMBER INFORMATION

Last Name _____ First Name _____
 Email _____ Phone _____

DIRECT SUPERVISOR/MANAGER

Name (Last, First) _____ Title _____
 Email _____ Phone _____
 Notified? When & how _____

FACTS OF THE ISSUES

<p>1. Unit/Department</p>	<p>2. Shift Details</p> <p>Date _____ (DD/MM/YY)</p> <p>Day S M T W Th F S</p> <p>Shift Day Evening Night</p>
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3. Identify Type of Hazard

- Biological (eg: bacteria, viruses, mold, insects, and humans)
- Chemical (eg: depends on the physical, chemical and toxic properties of the chemical)
- Ergonomic (eg: repetitive movements, improper set up of workstation)
- Physical environment (eg: noise, lighting, air quality)
- Psychosocial (eg: stress, violence)
- Safety (eg: slipping/tripping hazards, equipment malfunctions or breakdowns)

Details/Comments:

4. Concern, Incident or Hazard Identified by Member

Causes: Task-oriented Materials Environment Personnel Training
 Management/Employer Policy Other: _____

Frequency: First Occurrence Reoccurrence - please circle: unit level or facility

Medical Treatment Required? Yes No **WCB Claim?** Yes No **Lost Time?** Yes No

Comments:

Occupational Health & Safety (OH&S) Fact Sheet (Page 2)

5. Discussion with Member

Date & Time: _____

Notes:

ISSUE: Resolved Unresolved

DOCUMENTATION: Incident Report WSR filed

6. Witness(es): Yes No

Name: _____ Phone/Email: _____

Name: _____ Phone/Email: _____

Name: _____ Phone/Email: _____

7. Impact on Safety/Risk of Harm (check all that apply)

Patient Safety Actual Potential

Staff Safety Actual Potential

SUPPORTING DOCUMENTS *Attach relevant information, if available*

Employer Policies Employer Communication Other: _____

POTENTIAL RESOLUTION

LOCAL PRESIDENT/EXECUTIVE COMMUNICATION (if required)

Date: _____ Time: _____

Notes:

FOLLOW UP WITH MEMBER (if required)

Date: _____ Time: _____

Notes:

DISTRIBUTION: Original copy for Local OHS Representative
 Copy provided to Local Executive
 Copy provided to SUN Provincial (Employment Relations Officer)
[as required for significant events]

APPENDIX III: SUN Position Statement on Violence

Violence means the attempted, threatened or actual conduct of a person that causes or is likely to cause injury. Workplace violence includes any physical or sexual assault from a patient, client, resident, volunteer, supervisor, manager, member of the public, or co-worker. Verbal abuse and threatening language or behaviour are also forms of violence.^[1]

Violence is prevalent and under-reported in health care environments and is a significant source of injury and distress for registered nurses.^[2] Violence can have long-term impacts on the workplace and on registered nurses' physical and mental health and well-being.^[3] Violence negatively affects outcomes for patients and families, registered nurses, and organizations.^[4]

By law, employers must develop, implement, and review at least every 3 years, a comprehensive written policy statement and prevention plan to deal with potentially violent situations, in consultation with occupational health and safety committees, union representatives, and workers themselves.^[5]

Violence policies and plans must include:

- The employer's commitment to minimize or eliminate risk;
- The identification of worksites and staff positions for which there is a history or risk of violence;
- The actions the employer will take to minimize or eliminate the risk of violence;
- The procedures to be followed to document, report and investigate violent incidents; and
- A commitment to provide a training program for workers to recognize potentially violent situations and to follow the procedures, work practices, administrative arrangements and controls that have been developed to minimize or eliminate risk.^[6]

Every workplace must cultivate a culture of safety and respect based on the shared responsibility of all health care stakeholders, including employers, patients and families, registered nurses and other employees, government and community agencies, and nursing professional, regulatory, labour, and accreditation organizations.

By documenting and reporting violent incidents, SUN members can contribute to raising awareness about the scale of workplace violence, help identify strategies to reduce risk and make workplaces safe, and to contribute to a workplace and professional environment that refuses to normalize violence.

Registered nurses have the right to work and practice in an environment that is free from any form of violence and where violence is not tolerated as a part of their job.^[7]

References

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[1] (Government of Saskatchewan, 2012)

[2] (Kvas & Seljak, 2014)

[3] (Stevenson, Jack, O'Mara, & LeGris, 2015)

[4] (Roche, Diers, Duffield, & Catling-Paull, 2010)

[5] (Sask. Reg. 75/2012, s. 3)

[6] (Sask. Reg. 75/2012, s. 3)

[7] (RNAO, 2008; Canada Labour Code, 1985; CNA and CFNU, n.d.)

APPENDIX IV - Establishing a Collaborative Working Environment

Ensuring there is open, honest, and transparent two-way communication between the Employer and the registered nurses, and is key to fostering a strong, positive and productive OH&S process.

Moving to a collaborative problem-solving environment may take some time. Setting some ground rules at your first or next meeting which describe what the expectations are for the Joint Occupational Health Committee (OHC) will help build a focused and effective Committee.

The best ground rules come from the members of the OHC as they will meet the particular needs and challenges of the Joint OHC. Once ground rules are established, Committee members should agree to abide by them, enforce them and refine them when necessary.

Here are some sample ground rules to help you get started.

1. Everyone participates; no one dominates.
2. Try hard to understand the views of those with whom you disagree.
3. Keep discussions focused.
4. It is okay to have friendly disagreement.
5. No cell phones.
6. Ability to call a time out.
7. Be on time.
8. Structure of the Joint OHC must follow the parameters identified in Part III of the *Saskatchewan Employment Act*.

Conflict Resolution

Conflict occurs when there is an increased level of emotion attached to the discussion. Here are some tips to consider when you react or someone else reacts negatively to a statement that is made:

- Respond with a thoughtful question.
- Paraphrase back what you heard.
- Count to ten.
- Try to understand why the statement evokes such a strong reaction.
- Try not to use negative body language, facial expression or sounds.
- Try to keep an even tone.
- Request a short break.

APPENDIX V – Glossary of Terms

Employee or Worker

An individual, including a supervisor, who is engaged in the service of an employer.
(Saskatchewan Employment Act, Section 3-29)

Employer

A person, firm, association or body that has, in connection with the operation of a place of employment, one or more workers in the service of the person, firm, association or body
(Saskatchewan Employment Act, Section 3-29)

Harassment

Any inappropriate conduct, comment, display, action or gesture by a person that either:

- is based on race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin; or
- adversely affects the worker's psychological or physical well-being and that the person knows or ought reasonably to know would cause a worker to be humiliated or intimidated; and
- that constitutes a threat to the health or safety of the worker.

(Saskatchewan Employment Act, Section 3-1)

Harm

Physical injury or damage to health.

Hazard

Any source of **potential** damage, harm or adverse effects on something or someone under certain conditions at work. (Canadian Centre for Occupational Health and Safety)

Joint Occupational Health and Safety Committee (JOHSC)

An advisory group of 2-12 members, consisting of employers and employees, working together to improve occupational health and safety in their workplace. Workplaces where 10 or more workers are required to establish an Occupational Health and Safety Committee; joint committees are required for high hazard workplaces with 5-9 workers.

Material Safety Data Sheet (MSDS)

Provides basic information on a material or chemical product. A MSDS describes the properties and potential hazards of the material, how to use it safely, and what to do in an emergency. The purpose of this document is to assist Canadian employees in understanding and interpreting this type of information.

Occupational Health and Safety (OH&S)

- (i) the promotion and maintenance of the highest degree of physical, mental and social well-being of workers;
 - (ii) the prevention among workers of ill health caused by their working conditions;
 - (iii) the protection of workers in their employment from factors adverse to their health;
 - (iv) the placing and maintenance of workers in working environments that are adapted to their individual physiological and psychological conditions; and
 - (v) the promotion and maintenance of a working environment that is free of harassment.
- (Saskatchewan Employment Act, Section 3-29)

Occupational Health and Safety Officer (OHO)

A person appointed as an Occupational Health Officer within the Occupational Health & Safety Division of the Ministry of Labour Relations and Workplace Safety.

Personal Protective Equipment (PPE)

Protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. PPEs are used as temporary (until more effective hazard control techniques can be used) or last line of protection for workers against hazards.

Practicable

Possible given current knowledge, technology and invention. (Saskatchewan Employment Act, Section 3-1)

Professional Assault Response Training (PART®) Program©

This training provides workers with the understanding of, and ability to assess, potentially violent situations and a means to manage, reduce or eliminate risks. PART interventions

Reasonably practicable

Practicable unless the person on whom a duty is placed can show that there is a gross disproportion between the benefit of the duty and the cost, in time, trouble and money, of the measures to secure the duty. (Saskatchewan Employment Act, Section 3-1)

Safe Moving And Repositioning Techniques (SMART®) Program©

The SMART program aligns directly with the TLR Object Moving course. SMART may be implemented in areas where there are no clients involved in the day to day work.

Summary of Offence Ticket (SOT)

A Summary Offence Ticket (SOT) is a ticket issued by one of two designated Occupational Health Officers. The Ministry of Labour Relations and Workplace Safety and the Ministry of Justice have created summary offence tickets for certain occupational health and safety violations.

Supervisor

An individual who is authorized by an employer to oversee or direct the work of the employer's worker. (Saskatchewan Employment Act, Section 3-29)

Workplace Assessment Violence Education (W.A.V.E.)©

W.A.V.E. focuses on appropriate communication, awareness of surroundings and the safest "zone" to approach an individual to perform a task. This program assists workers with understanding how to protect themselves in an adverse situation

Workplace Hazardous Materials Information System (WHMIS)

WHMIS is Canada's hazard communication standard. It lets you know of all the potential dangers of a specific product. The key elements of the system are cautionary labeling of containers of WHMIS "controlled products", the provision of material safety data sheets (MSDSs) and worker education programs.

Workplace Responsibility System (WRS)

The duty for creating and maintaining a healthy and safe workplace falls on every person in the workplace to the degree they have the authority and ability to do so. Whether they are the Employer or the newest worker hired, everyone has a personal and shared responsibility for working together to prevent occupational injuries and illnesses.