

# Roles and Responsibilities of Management

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## Role

Provincial occupational health and safety legislation is designed to ensure that employees work in an environment that is safe and free of hazards and liability. Managers must take all reasonable care to ensure that standards for practice support the corporation complying with the provincial health and safety legislation.

Violence in the work place falls under the purview of the OH&S act. Health and Safety law places duties on organization. Employers and directors can be personally liable when these duties are breached.

The role of management is to:

- Support and guide employees.
- Develop a plan of action to address and deal with any potential workplace hazard, including workplace violence.
- Ensure employees are trained in proper procedures.

Management should follow the direction set by the board for effective health and safety management. An effective health and safety policy is much more than a document. It should be an integral part of your organization's culture, of its values and performance standards.

## Responsibilities

- Implement a violence prevention program in the nursing home.
- Familiarize all employees with the nursing home workplace violence prevention program.
- Cultivate and promote a collaborative non-violent work place. Behave in a respectful and nonviolent manner when interacting with residents, workers, family members and visitors.
- Ensure identification and investigation of any potential violent verbal or physical situations within the residents, workers, management, volunteer, family members and visitors.
- Provide a secure environment.
- Ensure the conduction of a monthly safety analysis of the work areas as well as the public areas to identify any potential security risks.
- Ensure a plan of action is in place to address and deal with any potential psychological and/or physical violent situation.
- Assure a follow-up on the recommendations put in place and communicate with staff, particularly those impacted by a particular incident.
- Support and guide the employees reporting any violent incident. Be aware of and provide information on resources such as employee support programs (EFAP), community resources, pastoral care, victims' services, etc. Avoid passing judgment. Remember, it is the violent behavior that is the problem and not the person(s) involved.

# Be informed

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## Violence

Is any incident in which a person is threatened, abused or assaulted, including all forms of physical, verbal, psychological or sexual harassment, bullying, intimidation, threats, robbery or other uninvited disruptive behaviours. Violence can be perpetrated by residents, visitors, workers and individuals who hold no relationship to the nursing home, its residents or the workers. This definition includes violence that arises out of the medical condition for which the person seeks care.

- An international nursing review of workplace violence found that **healthcare professionals** are at the **highest risk of being attacked at work**, even when compared to prison guards, police officers, bank personnel, or transport workers (Kingma, 2001).
- Nationally, over one-quarter (29%) of nurses who provide direct care reported that they had been physically assaulted by a client in the previous year. Emotional abuse from a client was reported by 44% of nurses (Statistics Canada, 2005 National Survey of the Work and Health of Nurses).
- The **rates in NB are slightly higher** than the national average with 30.4% of NB nurses reporting being physically assaulted by a client in the past 12 months. Emotional abuse by a patient was reported by 41% of NB nurses (Stats Can., 2005 National Survey on the Work and Health of Nurses).
- New Brunswick Nurses Union (NBNU) recent data suggests **long-term care sector experiences even higher rates**. In NBNU poll of 115 nursing home nurses in March of 2014 65% reported they had experienced some form of physical abuse at work in the past year and 78% had experienced verbal abuse. (NH telephone town hall).
- This serious risk to the **safety of nurses is closely linked to patient safety**. Nurses experiences of violence result in higher rates of fatigue, burnout, injury, turnover and absenteeism which are correlated with negative client outcomes (Needleman et al, 2002).

## Violence is Not Part of the Job

Every board member in every nursing home has a duty to educate themselves about the level of violence being perpetrated in their perspective nursing homes. Ask questions, be informed, and support your managers in putting process' in place to safeguard your workers. It starts with knowing the probability and severity in your home and realizing that violence can never be "just part of the job".

## Conduct Agreement

I, \_\_\_\_\_, have read and understand the document above and agree to conduct myself according to these terms.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_