

## preventing violence: online resources

**Workers' Compensation Board of BC**  
<http://www.worksafebc.com>

**Canadian Centre for Occupational Health and Safety**  
<http://www.ccohs.ca>

**Occupational Safety and Health Administration, US Dept. of Labor**  
<http://www.osha.gov>

**NIOSH Alert May, 1995: Preventing Homicide in the Workplace**  
<http://www.cdc.gov/niosh/homicide.html>

**Violence in the Healthcare Industry**  
<http://www.protect-mgmt.com/library/hcv.html>

**Preventing Workplace Violence: Management Considerations**  
<http://www.protect-mgmt.com/library/wpv.html>

## Caring for a living, together

Across BC, HSA represents more than twelve thousand health care and social services professionals in acute care, long-term care and community health facilities, including child development centres and transition houses.



Health Sciences Association  
The union of caring professionals



[www.hsabc.org](http://www.hsabc.org)

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## What's the difference between violence and aggression?

preventing violence in the health care workplace

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## The difference between violence and aggression

Although the Occupational Health and Safety Regulation does not define **Aggression**, this term describes hostile, unpleasant, or unacceptable behaviour that may include everything from offensive gestures or expressions to physical violence. Workers unfamiliar with the broad scope of the term “violence” may deny having experienced a violent incident, but may report having experienced incidents of aggression.

Thus it may be helpful to use both “violence” and “aggression” in enlisting the support of co-workers and conducting discussions about workplace safety concerns.

information courtesy of the workers' compensation board of bc publication  
“preventing violence in health care: five steps to an effective program”

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“preventing violence in health care: five steps to an effective program”

## WCB resources

### WCB Prevention Information Line

604 276-3100 in the Lower Mainland  
1 888 621-SAFE (7233) toll-free in B.C.

### WCB Publications

The following WCB publications may be helpful:

- Health Care Industry: Focus Report on Occupational Injury and Disease
- Coping with Critical Incident Stress at Work (pamphlet)
- Gently into the Night: Aggression in Long-Term Care (by Neil Boyd)

These and other publications can be ordered from the WCB:

Phone: 604 / 276.3068  
Toll-free: 1 800 / 661.2112, local 3068  
Fax: 604 / 279.7406  
E-mail: [pubvid@wcb.bc.ca](mailto:pubvid@wcb.bc.ca)

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