

## 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>

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## 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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**VIOLENCE**  
in the health  
care workplace:  
*how is it different?*

preventing violence in the health care workplace

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## Facts about violence in health care workplaces

Violence in the health care workplace differs from violence experienced by workers in other industries. Health care workers must interact closely with their patients/clients and their families, often under difficult circumstances. Patients/clients may act aggressively due to their medical condition or the medication they are taking. They may also have a history of violent behaviour, or feel frustrated and angry as a result of their circumstances.

Approximately 40 per cent of all violence-related claims come from health care workers, although these workers make up less than five per cent of the workforce in BC. These workers also have more accepted claims and lose more days of work due to acts of violence than any other group.

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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## 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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