

# Workplace Violence

Mitigate Your Risk:  
Act Now to Comply with New Legislation

## The Industry Issue

Both provincial and federal jurisdictions include violence prevention as a major component of their Occupational Health and Safety Legislation. Employers are responsible for providing education and training in an effort to minimize risks regarding workplace violence and harassment. Furthermore, ministerial auditors routinely require training compliance records to demonstrate a company's participation and knowledge levels. **Be prepared. Protect yourself.**

## The Solution: Online Learning that Works

To assist organizations with their workplace violence prevention programs and legislative obligations, APTA has partnered with Corridor Interactive, specialists in producing online learning that supports policy and program implementation. Remember, even federally regulated employers have a responsibility to promote and maintain a violence-free workplace. Through **two** distinct customized learning packages - one for all employees and one for supervisors - our goal is to help you give your staff the practical information, tools and resources they need to comply with the most challenging workplace violence (WPV) laws in Canada.

## Delivering Value

Procedures related to workplace violence are very specific and it can be difficult for employees and supervisors to remember their step-by-step responsibilities such as those related to investigations, reporting protocols and complaint processes. Corridor's online learning system provides resources that meet regulatory requirements and incorporate Canadian legal direction and best practices. The system equips your staff with the right information at the right time, placing your company in a better position to demonstrate due diligence and minimize significant legal risk.

## Workplace Violence - Essentials for All Staff

The Essentials course is designed for all employees at **all levels** of your organization including supervisors, managers and contractors. It introduces key concepts related to workplace violence with a focus on your organization's corporate policy and legislative obligations to maintain a harassment-free workplace. Course topics include:

- understanding why workplace violence is such an important issue.
- identifying types of workplace violence and the factors that increase the risk of violence at work.
- how to respond to behaviours of concern.
- understanding your rights and responsibilities and learning about safe work practices that minimize your risk.

The Essentials course includes a number of additional resources as well as real-life, industry-specific practice situations. Learners are also required to complete a final exam at the end of the course to confirm they have acquired the knowledge and skills taught through the material, a key requirement of legislation.



## Workplace Violence - Extension for Supervisors

The Extension course is designed specifically for your supervisors and managers. It includes all elements of the Essentials course **plus** a wealth of practical information and guidance to help leaders understand their role and how to proactively apply corporate policy to prevent workplace violence and harassment. Through this course, supervisors learn how to:

- identify, assess and report potential hazards related to workplace violence and harassment.
- respond to complaints, incidents and abusive behaviour.
- establish strategies to prevent violence and harassment.
- develop a response plan for employees who work in an area of elevated risk of workplace violence.
- provide support to victims of workplace violence and address the impact on the larger work group.

The Extension course also includes:

- **Industry specific situations** to give learners the opportunity to apply concepts and strategies.
- **Final exam** to confirm learners have gained the knowledge and skills they need to fulfill their responsibilities.
- A **Refresher** for organizations that require employees to re-certify their WPV expertise annually. The Refresher begins with an initial knowledge review and then directs learners to topic areas they need to revisit. Ultimately, this reduces training time, speeds the knowledge transfer and sustains learning.



## Online Learning Benefits

The Workplace Violence learning packages are thorough, convenient, economical and – most importantly – easy to use.

- New and existing staff are **quickly oriented** on policy and procedures through clear, consistent messaging.
- **Regular course updates** ensure employees have the most current information and resources at their fingertips.
- Employees can access the program through the internet **24/7, 365 days a year** at the office, on the road (via smartphone) or at home for the term of the license.
- Online learning eliminates travel and venue expenses associated with "live training", providing you with an efficient, **cost-effective solution** for knowledge transfer.
- Companies have access to a **complete audit trail** of an employee's online learning history to track compliance, support due diligence and validate learning effectiveness.

## Delivering Industry Expertise

This practical program leverages the knowledge and best practices of Canada's preeminent workplace violence experts, Glenn French of the Canadian Initiative on Workplace Violence and Barbara Benoliel (Ph.D.) of Preferred Solutions Inc. Mr. French and Ms. Benoliel each have more than 20 years experience in implementing workplace violence program strategies for companies in every industry across North America. This online learning program gives your company access to this extensive knowledge base in an efficient and cost-effective system.

## About Corridor Interactive

Corridor Interactive, Canada's leading provider of interactive online learning programs, mitigates risk for its clients by providing sustainable online learning to support implementation of policies and programs. Unique tracking and monitoring features produce a detailed audit trail of the learning process as the basis for compliance, validation of effectiveness and due diligence. Corridor's exclusive access to industry experts allows us to create rich learning content that enables management and staff to understand and apply policy and programs effectively, thereby reducing legal and financial risk.

**For more information contact:**

France Gagnon, Project Coordinator - APTA: 506.855.2782; fgagnon@apta.ca