

Emergency Department Workplace Violence Prevention Update

May 10, 2023



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STRATEGIC PLAN

2026

Phase 1 Projects Update

De-escalation Room in Ambulance Bay - complete

Working group is creating processes and procedures to operationalize this room



Search & Confiscate Personal Belongings Policy – complete

Working group is creating education & roll out plan starting in ED

Phase 2 Projects Update

ED Healthy Workplace Group

Peter Hayes (Co-Lead)
Rose Lazinski (Co-Lead)

Working group has prioritized the importance of the Psychological First Aid Certification to assist with psychological distress in the department. The Working Group has expressed interest in an on-site education opportunity regarding Mental Health First Aid. The recommendation for the trial of this training is outlined in the briefing note attached in the meeting package.

Phase 2 Projects Update

Supportive Staffing Model Working Group

Debra Prete (Co-Lead)
Nicole Moffett (Co-Lead)

Working group awaiting MOH response regarding the funding request for weekend and evening coverage for supportive roles within the department. Current focus of the working group is the analysis of the current nurse to patient ratios assuming no additional increase in FTE, as well as the analysis of nursing and supportive role duties to determine if out of scope activities can be reassigned.

Next Steps: Continue with patient ratio analysis activity



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Phase 2 Projects Update

Public Communication & Education Workplace Group

Marcello Bernardo (Lead)

A first draft of the “Know your ED Team” video has been reviewed by the Public Communication & Education Working Group. Finalization of this video is pending an interview with one additional staff member. Once finalized, videos highlighting the ED staff members will be posted to the Hospital’s various media channels.

The televisions in the Emergency Department are now functional, displaying content regarding: respiratory illnesses, entrance guidelines and triage processes.

Next Steps: Once the “Know your ED Team” video is finalized, the Working Group has prioritized the creation of a pamphlet regarding patient code of conduct and triage processes, with the goal to create a shared understanding on why patients may be waiting in the ED, and to minimize patient and care partner frustrations regarding wait times.



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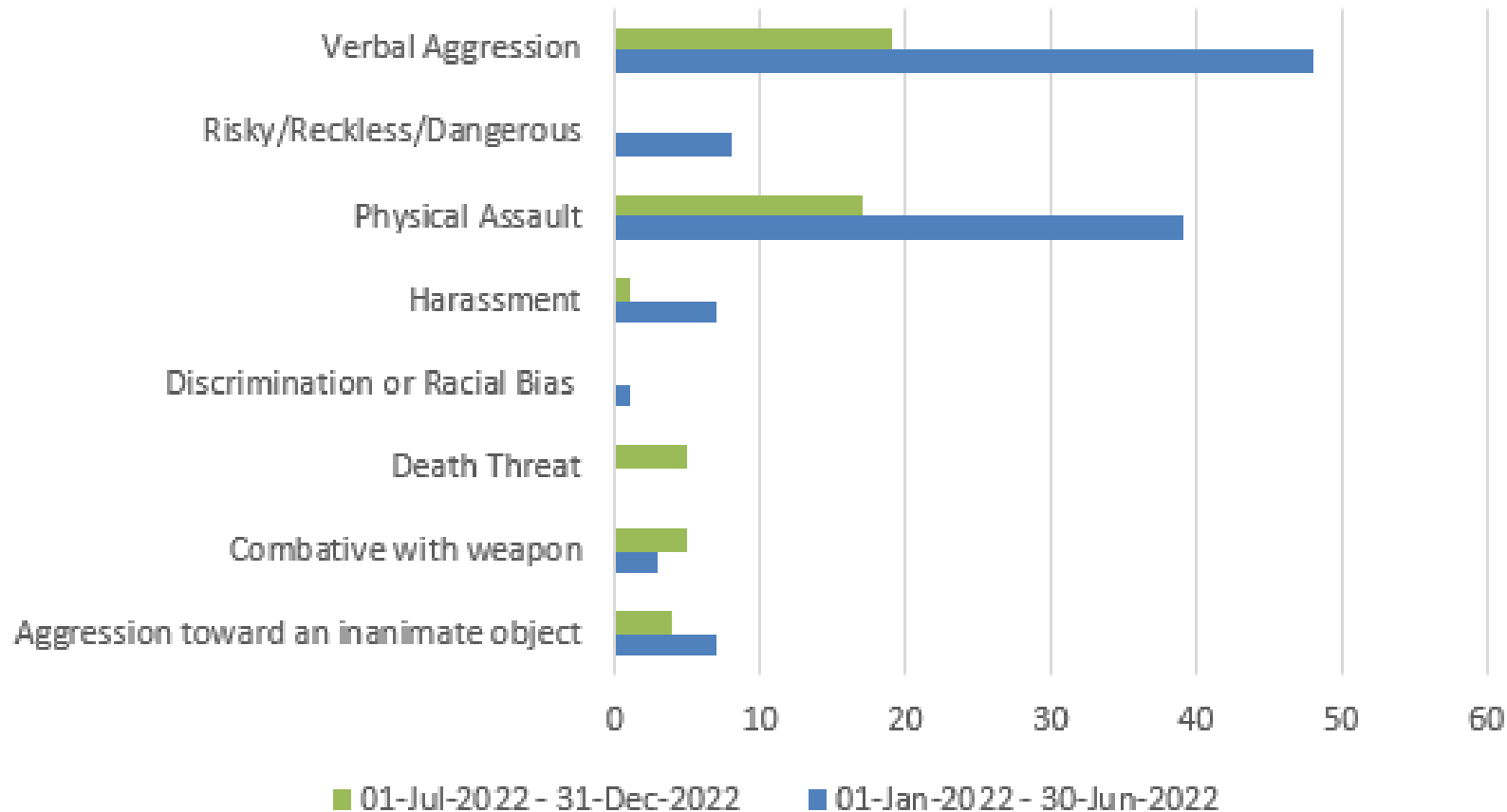
STRATEGIC PLAN

2026

Police Presence

- ▶ As of July, two uniformed police officers in ED between 5 pm to 5 am.
- ▶ Officers stationed in the waiting room & ambulance bay.
- ▶ Round throughout the department every 30 minutes.
- ▶ Very effective in de-escalating situations.
- ▶ Have authority to return high risk patients under the Mental Health Act.
- ▶ Impacts:
 - ▶ To date, staff and physicians working in the ED feel safer with police presence.
 - ▶ Immediate police response vs. 911.
 - ▶ Patients and ECPs feel safer.
- ▶ Processes developed to address triggering behaviours.

Behavioural Incidents in the ED



*Police introduced July 2022



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