



Course Outline

Advanced Safety Training (AST) Module 1 – Workplace Violence Prevention

Course Objectives

This 1-hour course builds on Basic Safety Training by providing in-depth training to deal with the risks related to workplace violence that may be encountered by field employees (e.g., Oral Health, Environmental Health, Nursing, and Community Engagement) and others in client-facing positions or who travel for work outside of the lower mainland. It helps to ensure FNHA meets compliance with the BC Occupational Health and Regulation parts 3.22 to 3.25 **Young or New Workers** regulation.

Prerequisites

Employees are required to take Basic Safety Orientation prior to taking this course.

Training/Learning Outcomes

After completion of this course, the participants will be able to:

- Explain how a commitment to cultural safety and humility can lead to better relationships with clients and improved health outcomes for First Nations peoples
- Describe current leading practice approaches to the management of aggression in health care
- Identify observable physical signs a client has been triggered
- Develop an awareness of personal triggers and biases
- Summarize the key steps to successful active listening and de-escalation
- Identify the most effective approaches to development of safety measures
- Describe the two-step procedure for reporting incidents of violence in nursing

Target Audience

This training is mandatory for new field employees and/or for existing employees transferred or promoted to a different work team and/or for existing employees who have not taken this training.

Training Delivery

This training is currently available online.

Session Content

- Cultural Safety and Humility and roots of aggression in first nations health facilities
- Definition of workplace violence
- What incidents to report and how to report incidents
- The difference between reporting requirements for workplace violence and workplace bullying/harassment/lateral violence
- Violence case study and safety plan analysis
- Understanding triggers for violence and how to provide Cultural Safety
- The difference between emotional crisis and behaviour emergency
- Communication skills / active listening
- De-escalation and limit setting
- Post-incident emotional support
- Planning for and managing workplace violence



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Course Evaluation

Participants are required to complete a short quiz following the course to evaluate learning outcomes. Pass mark is 80%.

TO REGISTER

Register for this session through the [Learning Space](#) in the Gathering Space Partner Portal, Talent Management.