



OANHSS

Investigating Workplace Violence: Best Practices Guidelines and Techniques

2-day
interactive
course

Violence in the workplace is a serious safety and health issue. Prevention of incidents of workplace violence should be the primary focus for organizations, but in cases where violence is experienced by residents or staff members, it is the legal and ethical responsibility of the organization to conduct a thorough, unbiased and comprehensive investigation. More and more employers are recognizing what an important tool a workplace investigation can be in discovering problems and preventing their reoccurrence. The objective of a workplace investigation is to procure reliable facts so you can make an informed decision.

This program is ideal for senior staff and others who are responsible for conducting workplace investigations. Extensive case work and mock scenarios will arm participants with the knowledge and tools to conduct systematic investigations while applying best practices. The skills learned can be used for any workplace investigations.

This intensive, two-day interactive course will:

- Provide update on the recent amendments to the Occupational Health and Safety Act. (Bill 168).
- Provide practical advice and guidance on investigating issues of workplace violence, including discrimination, harassment, bullying and resident abuse.
- Provide the tools needed to conduct investigations in a fair and objective manner.
- Arm participants with the latest information and best practices on investigation techniques.
- Provide transferable skills to investigate various types of workplace violence.
- Provide participants with the knowledge to confidently conduct investigations.
- Provide participants with a workbook that will include training material and templates that can be customized to suit the needs of their own organization.

Denise Koster is the founder and director of Koster Consulting & Associates and has worked in the areas of health care and violence in the workplace since 1985. As a certified instructor in non-violent crisis intervention, conflict resolution specialist, and graduate of the International School of Investigation and Protective Services, Denise provides labour and management with practical education and intensive training around the identification, investigation, and prevention of violence in the workplace.

NOVEMBER 20 AND 21, 2012
9:30 A.M. – 4:30 P.M.

Le Jardin Conference and Event Centre
8440 Hwy #27, Woodbridge

Topics covered include:

- Assessing a complaint
- Team approach to investigations
- Collecting evidence
- How to prepare for interviews
- Interviewing techniques
- Handling hostility
- Listening/observing techniques
- Note taking
- Evaluating evidence
- Sanctions
- Report writing

NOTE: This course is limited to 35 participants in order to optimize the learning experience. Participants must attend both days. **As a prerequisite**, participants must have completed the OANHSS Bullying in the Workplace workshop or a similar Violence in the Workplace workshop. No substitutions will be allowed.

Who Should Attend?

- CEOs/administrators
- Senior managers/department heads
- Human resources staff
- Supervisors
- Staff responsible for workplace investigations

MEMBERS ONLY: \$450

Fee includes continental breakfast, lunch, resource materials and a certificate of course completion.

Three **easy** ways to register!

1. Print off the registration form (pdf format) and fax completed copy to OANHSS at 905-851-0744.
2. Register online at www.oanhss.org.
3. Contact Nina Zivkovic at 905-851-8821 ext.246 or nzivkovic@oanhss.org to request a registration form.



OANHSS

Investigating Workplace Violence: Best Practices Guidelines and Techniques

2-day
interactive
course

REGISTRATION FORM

Please print this registration form and fax to 905-851-0744
or register online at www.oanhss.org.

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____ Postal Code: _____

Tel: _____ Fax: _____

Email: _____

- Tuesday November 20 – Wednesday November 21, 2012
9:30am - 4:30pm
Le Jardin Conference and Event Centre, 8440 Hwy #27, Woodbridge

Registration Fee:

- \$450 MEMBERS ONLY** – Fee includes continental breakfast, lunch, resource materials and a certificate of course completion.
As a prerequisite, participants must have completed the OANHSS Bullying in the Workplace workshop or a similar Violence in the Workplace workshop.

Special Requirements: (please check)

Do you have any special requirements (e.g. accessibility, dietary) No Yes (please specify) _____

Method of Payment: Cheque enclosed (payable to OANHSS) Fax (cheque must follow by mail) VISA

Card # _____ Exp. Date _____

Cardholder's Name _____ Signature _____

Cancellations:

Cancellations will be accepted up to two working days prior to the date of the program less a 15% administration fee that will apply regardless of the status of payment. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions. The OANHSS Education Department reserves the right to cancel or reschedule this program.

Privacy Statement:

Registration information is collected to process registrations and payments for education events, correspond with registered delegates, notify participants about other OANHSS programs and services and to publish delegate lists for event participants.

If you do not wish to have your registration information used for these purposes please contact Nina Zivkovic at nzivkovic@oanhss.org. To access our privacy policy go to www.oanhss.org.

Please send registration form and cheque payable to:

Ontario Association of Non-Profit Homes & Services to Seniors

7050 Weston Road, Suite 700, Woodbridge, ON, L4L 8G7

Nina Zivkovic, 905-851-8821 ext. 246, nzivkovic@oanhss.org

www.oanhss.org

