

COMMUNICATION AND KNOWLEDGE TRANSLATION PLAN FOR EXTERNAL STAKEHOLDERS

The list of priority external stakeholders begins with the highest levels of provincial oversight and follows through the various ministries, associations, organizations and unions. It includes all groups whose interactions with Ontario hospitals, can and should make a positive contribution to eliminating workplace violence. Each stakeholder has a role to play and can contribute through strategic messaging towards ensuring that hospitals become leaders in workplace violence prevention.

The priority external stakeholders and ideas for their key messages:

A. Ministry of Health and Long-Term Care (MOHLTC)

- Messages that reinforce the link between worker and patient safety
- Reinforce the importance of Workplace Violence Prevention (WVP) and worker safety and the importance of prevention
- Zero tolerance messaging
- Messaging about CEO and Board of Directors (BOD) role
- Prepare workplaces for work flowing from the leadership table and inform hospitals of new developments

B. Ministry of Labour (MOL)

- Messaging to ensure all workplace participants know of and comply with their responsibilities in the workplace as mandated in the *Occupational Health and Safety Act* (OHSA)
- Messaging that employers have ultimate responsibility under the OHSA
- Messaging that MOL will, as part of its expectations of workplaces and in the health care sector plans, enforce OHSA
- Messaging about specific areas of compliance required (such as communicating legislative expectations to comply with OHSA standards for summoning immediate assistance in the health care sector plan, or to promote the Public Services Health & Safety Association (PSHSA) Violence, Aggression and Responsive Behaviour project (VARB) tools).

C. Chief Prevention Officer (CPO) , MOL

- Messaging to inform the system stakeholders about information and initiatives regarding WVP opportunities, e.g., Research Opportunities Program through the MOL

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- D. Accreditation Canada
- Timely and consistent messaging as necessary regarding changes to required organizational practices (ROP)
 - Messaging to reinforce the importance of the tests for compliance in the Accreditation ROP and Standards related to WVP
- E. Ontario Hospital Association (OHA)
- Messaging that everyone has a role to play in ensuring a healthy and safe workplace.
- F. Local Health Integration Networks (LHINs)
- Messaging consistent with a zero tolerance approach for workplace violence (WV)
 - Messaging to BODs to encourage uptake of WVP training
 - Messaging as necessary to communicate changes in Quality Improvement Plans (QIPs) to Hospitals
 - Messaging to reinforce WVP as a priority in organizations
- G. Ministry of Community Safety and Correctional Services (MCSCS)
- Messaging to other agencies of potential client risks and to be informed during transfers
- H. Police Services
- Message that they will respond to situations in a way that takes into account preventive services (i.e. respond to violent events in health care settings when summoned and consider charges in accordance with their current practice, or make mandatory referral for families/patients to participate in programming)
 - Message that they communicate risk as necessary with other agencies
- I. Professional Colleges such as College of Nurses Ontario (CNO), College of Physicians and Surgeons of Ontario (CPSO), Ontario Medical Association (OMA)
- Messages regarding their role to ensure professional workplace standards
- J. The Professional Organizations - Nurse Practitioners' Association of Ontario (NPAO), Registered Practical Nurses' Association of Ontario (RPNAO), Registered Nurses' Association of Ontario (RNAO), Ontario Medical Association (OMA)
- Messages to encourage and remind health care workers (HCW) of their duty to report WPV
 - Messages to ensure that health care workers are aware of their right to a violence and harassment free workplace

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- Messages to ensure that health care workers know that they have a right to receive training appropriate to their jobs and tasks and to receive training, and the information and instruction to work safely.
 - Health care workers have rights under the Occupational Health and Safety Act, including the right to know, the right to participate, and the right to refuse unsafe work
- K. Unions that represent nurses in hospitals (includes but not limited to Ontario Nurses' Association (ONA), Ontario Public Sector Employees Union (OPSEU), Service Employees International Union (SEIU), Canadian Union of Public Employees (CUPE), Unifor)
- Messages to ensure that members know their rights and responsibilities under the OHSA
 - Messaging that employers have ultimate responsibility under the OHSA
 - Messages to reinforce, educate, promote JHSC
- L. Health Quality Ontario (HQO)
- Messaging as necessary to communicate changes to QIPs in Hospitals