



Take **STEP 4** – A violent incident has occurred.... now what?

Nova Scotia's Violence in the *Workplace Regulations* stipulate that all incidents of workplace violence be documented and investigated. Since all workplaces have, or should have, an incident investigation procedure already in place, it should not be necessary to create a separate procedure to address incidents of workplace violence.

Workplace violence incidents need to be promptly investigated to determine their causes and the actions needed to reduce the likelihood of reoccurrence. In addition, the Regulations require that any employees exposed to or affected by workplace violence be debriefed after each incident and be informed of the actions that have or will be taken to reduce the likelihood of reoccurrence. Furthermore, all employees should be made aware when workplace violence incidents occur, the general nature of these incidents and the actions taken to help prevent their reoccurrence.

In **Step 4**, the requirements as prescribed by the Regulations are outlined. The **Step 4** tool kit includes tools to help improve incident reporting and investigation, and to help identify the root causes of these incidents. **Step 4** reviews the following elements that should be included when an incident of violence occurs:

- 1** Summon Immediate Assistance
- 2** Report Incident or Threat
- 3** Document the Incident
- 4** Investigate the Incident
- 5** Prepare for the Investigation
- 6** Information Gathering
- 7** Conducting Interviews
- 8** Review and Analyze Evidence
- 9** Implement Corrective Action and Monitor Results

Step 4 provides some additional information to consider during incident investigations related to resident risk factors.

Take STEP 4: Visit: <http://bit.ly/MpAT6D>

