



BCHS Violence Prevention Training: New Staff Frequently Asked Questions

Why do I have to attend Violence Prevention training?

Violence can occur in any workplace, particularly in healthcare and in patient facing roles. Training helps prevent incidents, reduce risk and ensures everyone knows how to respond safely and appropriately. Year to date, 203 incidents of violence have occurred, highlighting the ongoing need for prevention and staff support

Is training relevant to my role?

Yes, violence prevention applies to all roles- clinical and non clinical. Everyone plays a part in recognizing the early warning signs – using de-escalation strategies and maintaining a safe environment.

Am I able to shadow in my department prior to completing the Violence Prevention training?

Yes. Some new staff may not require the full six days of in-person training. In these cases, staff may shadow experienced colleagues; however, they are required to return to complete Day 7 of the in-person training.

Does this mean violence is expected in my area?

No, training does not mean violence is anticipated. It's a proactive approach focused on prevention, preparedness and safety, similar to fire safety or emergency response.

What will I learn in the training?

Depending on the level of training, you will learn how to, through a trauma-informed lens:

- recognize early signs of escalation,
- use effective de-escalation techniques,
- apply self protection strategies that prioritize safety and dignity,
- understand how to access appropriate supports, and
- follow organizational procedures during incidents

Will this training teach physical restraint techniques?

Our focus is on prevention and de-escalation FIRST. Any discussion on restraint use emphasizes appropriate, competent and last resort use, in alignment with policy, training and professional practice standards.

How will the training support me?

Training helps build confidence, improves situational awareness, and helps reduce uncertainty by ensuring you know what to do and where to get support if the situation escalates.

What are my responsibilities as a worker under the Occupational Health & Safety Act?

You must participate in the required training, follow workplace prevention policies and report hazards, incidents or concerns to leadership and appropriate departments.

Is Violence Prevention training mandatory?

Yes. The training supports workplace health and safety obligations under the Occupational Health and Safety Act, and ensures a consistent organizational wide approach to violence prevention.

How often do I need to complete this training?

Training is completed at orientation and refreshed regularly (every 1-2 years based on your role) to ensure skills remain current. You will be notified of timelines based on your role and unit.

Who do I contact if I have questions?

If you have questions speak with your leader or contact the Violence Prevention Facilitator for additional support and guidance.

What if I've taken this training elsewhere?

If you have completed this training or similar training through another organization, please provide proof of completion for review. Prior training may be accepted if it meets organizational requirements. Contact the Violence Prevention Facilitator, Joanna Piatkowski Joanna.piatkowski@bchsys.org to discuss.

