

UHN Security QI Project: Environmental Indicators

Mutual Respect

Dear Esteemed Colleague,

We would like to thank you for engaging in our quality improvement project for the University Health Network (UHN). Currently, a multi-level quality improvement project is underway, addressing workplace violence (WPV) and Code White incident management across all sites at UHN. The focus of this subproject (project 9 of 12) is on environmental indicators for harm reduction and risk minimization.

At the end of March, 5 posters went live on all Emergency Department Waiting Room screens for the first digital pilot phase of the project. This was a concerted effort between the UHN Workplace Violence Advisory Board, UHN Security, UHN Safety Services, UHN Emergency Preparedness and the UHN Workplace Violence Education Collaboration.

We would appreciate if you could please complete this anonymous 2-minute survey to gain your perspective on the workplace violence prevention posters. Your feedback will be used to contribute to adjustments being made to these posters and the decision-making process for a UHN-wide roll out.

-UHN Security QI Team



**EVERYONE'S ACTIONS MATTER**  
Our workers have the right to be treated with respect and dignity at all times. They should be able to do their jobs without being physically or verbally abused or discriminated against. Thank you for respecting their right to a safe workplace.  
Report incidents immediately at 416-340-4111 (24/7) www.uhn.ca/mutualrespect

**Mutual Respect**  
Everyone is entitled to a safe and secure environment. Verbal or physical abuse of staff, physicians, patients, visitors and volunteers will not be tolerated and you may be asked to leave.  
Report incidents immediately at 416-340-4111 (24/7) www.uhn.ca/mutualrespect

**NO EXCUSE FOR ABUSE**  
Physical or verbal abuse towards our staff or patients will not be tolerated.  
Report incidents immediately at 416-340-4111 (24/7) www.uhn.ca/mutualrespect

**VIOLENCE IS NOT PART OF OUR JOB**  
We all want to be safe  
We understand that coming to the Emergency Department can be a stressful experience, but please ensure you are conducting yourself in a respectful manner. Our staff are here to help you. All forms of violence, aggression, intimidation, threats or verbal abuse including swearing, yelling, and verbal or physical threats will not be tolerated. You may be asked to leave by staff, security or police if you are breaking appropriate.  
Report incidents immediately at 416-340-4111 (24/7) www.uhn.ca/mutualrespect

**STOP THE VIOLENCE**  
We all want to be safe  
We understand that coming to the Emergency Department can be a stressful experience, but please ensure you are conducting yourself in a respectful manner. Our staff are here to help you. All forms of violence, aggression, intimidation, threats or verbal abuse including swearing, yelling, and verbal or physical threats will not be tolerated. You may be asked to leave by staff, security or police if you are breaking appropriate.  
Report incidents immediately at 416-340-4111 (24/7) www.uhn.ca/mutualrespect

UHN Security QI Project: Environmental Indicators

Consent

**Information Confidentiality and Dissemination**

**Taking part in this survey is optional. If you decide not to participate, your employment will not be affected in any way. The information you provide will only be seen by the UHN Security QI Team: two staff physicians, a security director, a project manager and a research analyst. Others within UHN and outside of UHN will only see a summary of the summary data collected. Your responses will not be linked to your name or personal information in any way and will be stored separately from your personal information. It will be kept on a secure UHN server for a two-year period. If the results of this survey interview are published or presented at meetings, your name and other personal identifying information will not be used, and your responses will not be linked to your name or personal information in any way.**

**Contacts Information**

**If you have questions about this QI project, please contact Christian Schulz-Quach (Christian.schulz-quach@uhn.ca). If you have questions about your rights as a participant in a UHN Quality Improvement Project, please contact the UHN Quality Improvement Review Committee (QIRC) at QI@uhn.ca. QIRC is a group of people who oversee the ethical conduct of QI projects; they are not part of the project team.**

**Consent for Future Contact**

**We are asking for your name and email address to contact you in the future for assessment of the educational materials we develop. If you give us permission to contact you, please fill in your contact information in the space provided. This information will be kept separately from all other information you provide. It will be seen by the UHN Security QI Team and kept in an electronic database for a two-year period.**

**Thank you for your consideration for participation!**

1. Name:

2. Best accessible email:

UHN Security QI Project: Environmental Indicators

Mutual Respect



3. Evaluate the following statements.

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The WPV prevention posters effectively communicate UHN's zero-tolerance policy of WPV to patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeing the WPV prevention posters makes me feel supported by UHN.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeing the WPV prevention posters makes me feel safer in my workspace.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. The WPV prevention posters should be placed in more locations across the emergency departments.

Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Do you have any suggested changes/feedback related to the workplace violence prevention posters?