WORKPLACE VIOLENCE
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GENERAL BOOKS


The Assaulted Staff Action Program (ASAP): Coping with the Psychological Aftermath of Violence by Raymond B. Flannery, Jr. Ellicott City, MD: Chevron Pub. (HF 5549.5 E43 F57 1998)


Guidelines for Preventing Workplace Violence for Health-Care and Social-Service Workers. Washington, DC: U.S. Dept. of Labor, Occupational Safety and Health Administration. (HF 5549.5 E43 G83 2003)

Preventing Violence in Health Care: Five Steps to an Effective Program. Richmond, BC: WorkSafe BC. (HF 5549.5 E43 P738 2005)

Preventing Violence in the Workplace. Waterford, CT: Bureau of Business Practice. (HF 5549.5 E43 P74 1994)


Protection of Workers from Violence in the Workplace. Victoria, BC: Public Service Employee Relations Commission. (HF 5549.5 E43 P758 1997)

Psychological Health and Safety in the Workplace: Prevention, Promotion, and Guidance to Staged Implementation prepared by CSA Group and Bureau de normalisation du Québec. Mississauga, ON: CSA Group. (HF 5549.5 E43 P79 2013)


Threat Assessment and Management Strategies: Identifying the Howlers and Hunters by Frederick S. Calhoun and Stephen W. Weston. Boca Raton, FL: CRC Press. (HM 1116 C353 2016)


Violence in the Workplace in British Columbia: A Preliminary Investigation: A Study by Neil Boyd. Burnaby, BC: Simon Fraser University, School of Criminology. (HV 6618 B684 1993)

Violence in the Workplace: Prevention Guide. Hamilton, ON: Canadian Centre for Occupational Health and Safety. (HF 5549.5 E43 V568 2010)

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GENERAL DVDs

D097 Containing Workplace Violence in Corrections (DVD, 29 minutes)
The purpose of this program and training guide is to make corrections staff more aware of the problem of workplace violence in the correctional environment. Specifically, this addresses conflict between staff members, which might involve threats, harassment, intimidation, property damage, assaults, and the like. (Lockup USA) (HV 8763 C658 2000)

D1401 Diffusing Hostility Through Customer Service (DVD, 25 minutes)
Using dramatic scenarios followed by commentary, examines conflict in the work place, focusing on customer service situations. Topics include: avoiding defensiveness and escalation, setting limits on verbal abuse, and physical threats. (New Vision Media Ltd.) (HD 42 D534 1994)

D1853 Drawing the Line (DVD, 30 minutes)
Provides viewers with critical skills on assessing and diffusing aggression on the job. Also offers ideas for discussion and problem solving. Shows a variety of work situations in which patients display aggressive behaviour toward health care staff. The program focuses on prevention, communication skills, intervention strategies, and follow-up meetings on abusive incidents. Follow-up meetings review the incident and evaluate ways to reduce future risk. Acute care and community care settings are illustrated. Includes Facilitator's guide, Set-up and operations manual for Emergency Response Teams (ERT), Program development manual for Critical Incident Stress Management (CISM) and Policies & procedures guidelines. (B.C. Health Association) (RT 86.3 D724 1993)
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D1848 Managing Aggressive Behaviour (DVD, 10 minutes)
This video shows how to use non-harmful physical control strategies in a hospital
environment. These strategies use body mechanics, leverage and surprise to control
potentially violent patients. (Health Association of B.C.) (RT 86.3 M253 1990)

D1021 Murder 9 to 5: Violence in the Workplace (DVD, 49 minutes)
Profiles several incidents of workplace violence and later offers guidelines for early
detection and prevention of possible violence. (Visual Education Centre)
(HF 5549.5 E43 M876 2006)

D1190 On the Edge: Managing High Risk Situations (DVD, 18 minutes)
(RESTRICTED TO IN-HOUSE)
Presents realistic scenarios on how to recognize warning signs in potentially violatile
situations in the workplace and to act to prevent the violence before it occurs. (RG
Training) (HF 5549.5 E43 O5 2001)

D1862 Street Smart from 9 to 5 (DVD, 110 minutes)
Focuses on the skills necessary in today's workplace to deal with angry and out-of-control
customers, clients, co-workers, or the public at large. Suggested techniques are
designed to defuse hostile or explosive behavior before it becomes violent and to
increase personal safety if an individual does become assaultive. (National Crisis
Prevention Institute) (HF 5549.5 E43 S77 1995)

D1580 Threat Detector: Your Role in Preventing Workplace Violence (DVD, 17 minutes)
This program defines threatening behavior and takes a look at red flag behaviors in the
workplace. Viewers will be given a chance to test their own “threat detector” capabilities.
The accompanying CD-ROM contains a facilitator guide. (RG Training Resources Ltd.)
(HF 5549.5 E43 T47 2010)

COURTHOUSES - SECURITY MEASURES

(HV 8041 J654 2003)

Courthouse Violence: Protecting the Judicial Workplace edited by Victor Flango and Don

Protecting Court: A Practitioner’s Guide to Court Security by Jimmie H. Barrett, Jr. Minneapolis,
MN: Mill City Press. (KF 8733.7 B276 2009)

Protecting Judicial Officials: Implementing an Effective Threat Management Process by Frederick
Programs, Bureau of Justice Assistance. (KF 8733.7 U55 2006)
http://purl.access.gpo.gov/GPO/LPS72354
For more information on dealing with violence in specific environments, consult the following headings in our library catalogue:

- Correctional personnel - Safety measures
- Emergency management - Safety measures
- Emergency medical personnel - Safety measures
- Fire fighters - Safety measures
- Police - Safety measures

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