

COVID-19 – Preventing Violence During a Crisis

The current pandemic is creating a great deal of worry and concern among the people of Québec.

Now that the government of Québec has declared a public health emergency, health and social services institutions must follow the more stringent safety and control directives issued by the public health authority.

Workers in the public and private healthcare system are providing care and services in a very tense atmosphere. Some staff are having to deal with behaviour that may be hard to handle. Here we're thinking of security guards and anyone who is confronted with rude behaviour or a lack of respect, nuisance behaviours, nasty remarks, lack of cooperation, physical resistance and even violence.

For workers dealing directly with the public, we have prepared a checklist summarizing the 10 basic skills needed to do so safely. The goal is to use a few simple behaviours in order to keep providing excellent care and services, comply with the current rules, avoid escalating situations and stay safe.

1. Stay calm and be polite
2. Use non-aggressive body language
3. Move slowly
4. Listen to the person, letting them express their needs or frustrations
5. Take the time you need
6. Speak in a neutral tone (calm and not impatient)
7. Use simple words and repeat your explanations if necessary
8. Don't touch the person
9. Keep a safe distance of 2 metres (6 feet)
10. If you have to set limits, be firm without being authoritarian

As a complement to this checklist, please print and distribute our *Violent Incident* fact sheet (attached) to all service outlets in your organization, to keep workers informed.

Online : https://asstsas.qc.ca/sites/default/files/publications/documents/Fiches/ft24a-violent_incident-an-2020.pdf

Violence Prevention Team



The 10 Basic Skills You Need to Deal Safely with the Public

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