



ONTARIO COUNCIL OF HOSPITAL UNIONS / CANADIAN UNION OF PUBLIC EMPLOYEES

Workplace Violence Survey:
Ottawa & Eastern Report



May 2022

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Background

The Canadian Union of Public Employees (CUPE) commissioned Oraclepoll to conduct research among its hospital members across Ontario. The purpose of the poll was to gather information on issues related to workplace violence.

The following report contains the findings from a telephone survey of N=550 members from the Ottawa and eastern Ontario region.

Reporting Notes

The survey questions were designed by OCHU / CUPE in consultation with Oraclepoll.

This report contains an executive summary of the findings as well as the results by individual question. Findings are presented in the order that they were asked in each survey. Some numbers presented in tables or graphs may not add up to 100% due to rounding.

Methodology & Logistics

Study Sample

A member database of contact names and phone numbers was provided by CUPE to Oraclepoll for data collection. The sample frame for this report included those from the Ottawa and Eastern Ontario region.

Survey Method

A mixed mode approach to data collection was used. This included telephone interviews using computer-assisted telephone interviewing (CATI) with live researchers. All the person-to-person calls were made by Oraclepoll research staff. A total of 20% of all interviews were monitored and the management of Oraclepoll Research Limited supervised 100% for quality assurance. Calls to each number were made between the hours of 9:00 a.m. and 9:00 p.m. Telephone interview appointments were made with those respondents unable to complete the survey at the time of contact, while those requesting a digital survey were sent a link through email or a text message. The text to phone method was also employed for those not responding to a live call as a follow-up (to cellular phones) to the initial attempt. The text contained a link to the survey.

No financial incentives were used, and respondents were assured of confidentiality and that the information they provided was for research purposes only. Oraclepoll adheres to strict privacy codes and no personal identifiers (in this case telephone numbers) will be shared with any outside party or will be reported.

Logistics

Surveys were completed between the days of May 17th to May 24th, 2022.

Sample Confidence

The margin of error for the N=550 survey is $\pm 4\%$, $\frac{19}{20}$ times.

Occupation

Respondents were first asked a series of questions about their workplace and employment status. In the first probe they were asked to identify their occupation.

Q1. Which best describes your occupation?

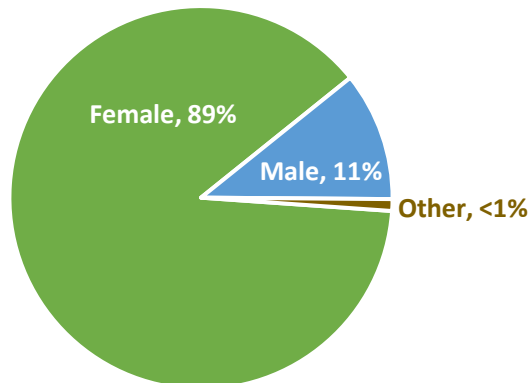
Work in a hospital as an RPN	32%
Work in a hospital as a PSW, healthcare aide, porter, or other hands-on caregiver such as paramedical, rehab care assistant	33%
Work in a hospital providing other important supports, such as administrative, maintenance, housekeeping, dietary, etc.	35%

There was a near equal distribution of results were distributed among the three categories.

Gender

They were next asked to identify their gender.

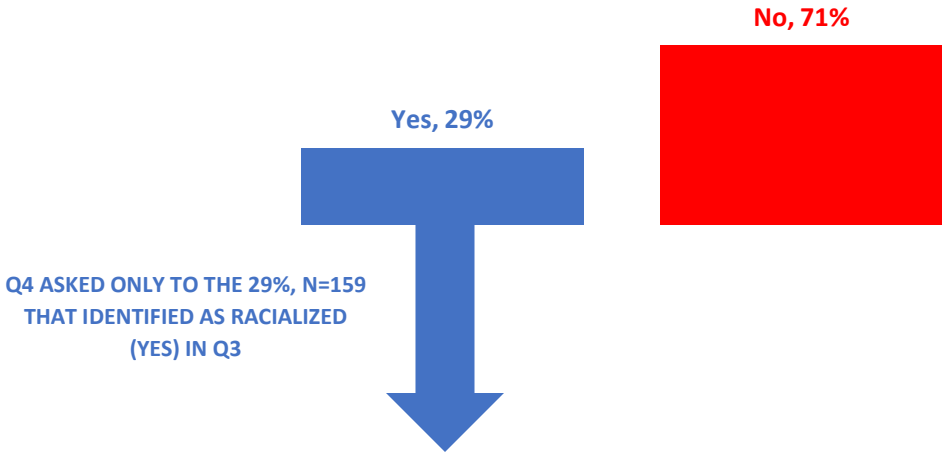
Q2. What gender do you identify with?



Racial Identity & Harassment

The following question asked members if they identify as racialized. Those that said they did were then asked a follow-up question (Q4) about how often they experience harassment or abuse related to their race or ethnicity.

Q3. Do you identify as racialized, that includes being Black, Indigenous/First Nations, Asian, or a Person of Colour?



Q4. In general, how often do you experience harassment or abuse that you believe is related to your race or ethnicity?

Daily	13%	} 27%
At least once a week	14%	
Occasionally	32%	
Never	28%	
Unsure	13%	

Among members that identify as racialized, 13% responded that they experience harassment or abuse daily and 14% at least once a week (27% total). When factoring responses of occasionally, 59% experience harassment or abuse related to their race or ethnicity.

Violence Frequency

Respondents were then asked about how often they experience a series of areas related to violence, harassment, and assault at their workplace.

<i>“The next few questions are about violence and stress at work.”</i>	<i>Daily</i>	<i>Once a week</i>	<i>Occasionally</i>	<i>Never</i>	<i>Unsure</i>
<i>Q5. In general, how often do you experience physical violence, such as pushing, hitting, or having things thrown at you by patients or even their family members?</i>	15%	29%	27%	25%	4%
<i>Q6. In general, how often do you experience non-physical violence, such as name-calling, insults, threatening gestures, or intimidation by patients or even their family members?</i>	30%	22%	25%	21%	2%
<i>Q7. In general, how often do you experience sexual harassment such as comments or gestures of a sexual nature?</i>	15%	12%	23%	47%	3%
<i>Q8. In general, how often do you experience sexual assault of a physical nature such as groping or inappropriate touching?</i>	5%	5%	26%	62%	2%

Non-physical violence is most common as evidenced by the 52% that stated they experience it daily or weekly and 77% when including responses of occasionally. Next most experienced was physical violence by 44% that answered daily or weekly (71% when including occasionally).

Twenty-seven percent experience sexual harassment daily or weekly (50% when including occasionally) and 10% sexual assault daily or once a week (36% with responses of occasionally).

Covid-19 & Incidents

In the next set of questions, members were asked about the increase in violent incidents they experienced and have witnessed since the beginning of the Covid-19 pandemic.

	<i>Much more</i>	<i>Slightly more</i>	<i>Same as before</i>	<i>Less than</i>	<i>Unsure</i>
<i>Q9. Since the beginning of the COVID pandemic, have you personally experienced an increase in violent incidents, including, physical, verbal, sexual or racial?</i>	20%	21%	40%	4%	15%
<i>Q10. Since the beginning of the COVID-19 pandemic, have you witnessed an increase in violent incidents involving your coworkers, including, physical, verbal, sexual or racial?</i>	33%	20%	29%	4%	14%

Fifty-three percent claimed they have witnessed an increase in violent incidents much more (33%) or slightly more (20%) since the beginning of the Covid-19 pandemic. A total of 41% have personally experienced an increase in violent incidents much more (20%) or slightly more (21%) since the onset of the pandemic.

Members were then asked if they or a co-worker experienced violence with objects being used as weapons. They were read / presented with four options and were asked to name or select all that applied.

Q11. Since the beginning of the COVID-19 pandemic have you or a co-worker experienced violence from a patient or their family member involving any of the following being used as a weapon?

a. Hot/cold food or beverages	7%
b. A food or medicine tray	12%
c. A chair	8%
d. Any other implement like utensils, pens, books, magazines, hairbrush	14%
Have not experienced violence with these	40%
Unsure	19%

Forty percent experienced violence with these objects, with food or medicine trays and other implements being most referenced.

The next two questions asked about the number of weapons being brought in and used against staff since the beginning of Covid-19.

	<i>Much more</i>	<i>Slightly more</i>	<i>Same as before</i>	<i>Less than</i>	<i>No Incidents</i>	<i>Unsure</i>
<i>Q12. Since the beginning of the COVID-19 pandemic, has there been an increase in the number of incidents of people bringing weapons including, knives or sharp implements, sticks or bats and guns, into your facility?</i>	15%	14%	10%	4%	24%	33%
<i>Q13. Since the beginning of the COVID-19 pandemic, how often have weapons been used against staff at your facility?</i>	7%	12%	20%	2%	25%	34%

Almost two in ten responded that there has been much more (7%) and slightly more of an increase (12%) in the number of incidents of people bringing weapons into their facility since the beginning of the pandemic. Twenty percent said the same, only one-quarter said there were no incidents, 34% were uncertain.

With respect to the number of weapons incidents used against staff, 29% answered much more (15%) or slightly more (14%) and 10% said the same. Twenty-four percent stated there were no incidents and one-third were unsure.

Reporting & Incidents

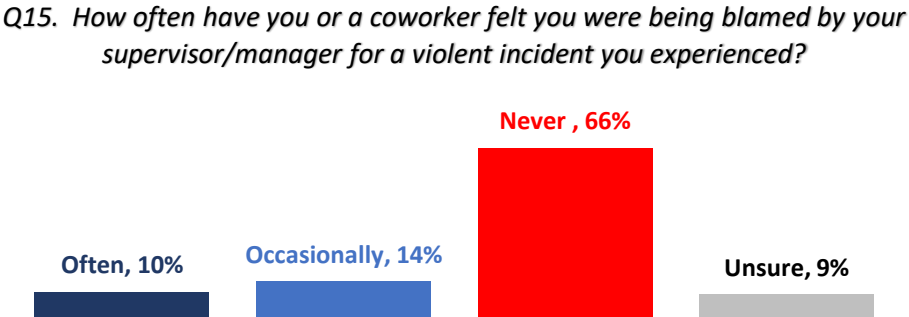
Members were asked about the number of incidents of violence they have reported to their employer.

Q14. In the past year, how many incidents of physical, non-physical, or sexual violence have you formally reported to your employer?

Have not filed any reports in the past year	63%
One report	3%
Two reports	8%
Three	3%
Four	1%
Five	1%
Six	2%
Seven	<1%
Eight	1%
Nine or more reports in the past year	4%
Unsure	14%

Sixty-three percent claimed they have not filed a complaint over the past year and 14% answered do not know or were unsure. There were 14% of responses that fell in the 1-3 range, 4% in 4-6 and <6% 7-9 or more.

They were then probed to find out how often they have been blamed by management for a violent incident.



Twenty-four percent said they are often (10%) or occasionally (14%) blamed by a supervisor or manager for a violent incident they have experienced.

Violent Individuals in the Workplace

The next three questions were about potentially violent individuals in the workplace and improvements to protect against violence.

Q16. Does the hospital provide full disclosure regarding potentially violent individuals who have exhibited violent behaviour outside the hospital?



Q17. Do you ever work alone with potentially violent individuals?



Q18. In the past year has your employer made improvements to protect you and your co-workers against violence?

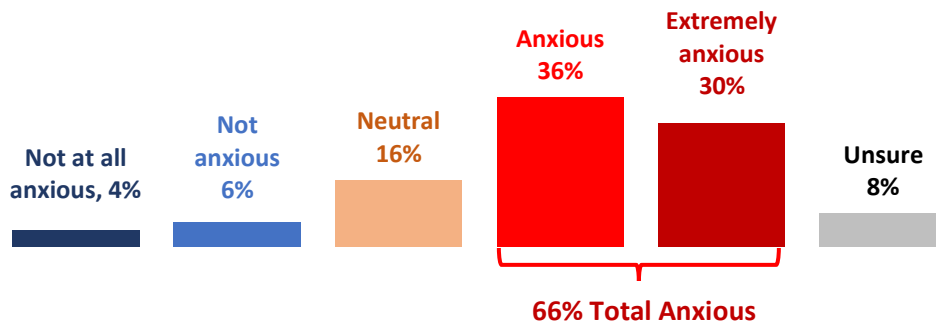


Slightly less than a third (32%) stated that their hospital provides full disclosure regarding potentially violent individuals who have exhibited violent behaviour outside the hospital, however, more than half or 51% claimed they work alone with potentially violent individuals. Despite a majority claiming that they work with potentially violent individuals, only 18% answered that their employer has made improvements to protect workers against violence.

Anxiety, Depression & Exhaustion

In the final question, members were asked about how anxious, depressed, or emotionally exhausted they feel most days because of conditions at work.

Q19. Overall, how anxious, depressed, or emotionally exhausted do you feel most days because of conditions at work? Please use a scale from one being not all, to five extremely anxious, depressed, or emotionally exhausted.



Almost two-thirds or 66% answered they feel anxious or extremely anxious on most days because of work, while 16% had a neutral neither anxious / not anxious response. Only 10% said they are not anxious or not at all anxious and 8% were unsure.