

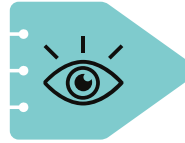
Frontline workers in medical offices can be under a lot of stress. Not only do the staff have to complete a significant volume of daily tasks, they also often must cope with unanticipated demands from patients, doctors, and other staff members. All these interactions can bring conflict amongst your team. It is important for you to have systems and policies in place that cover all workers, patients, clients, visitors, contractors, and anyone else who may come into contact with your staff. Verbal abuse from patients and bullying and harassment shouldn't be part of your staff's job and as an employer, you are expected to implement procedures to prevent or minimize incidences and ensure they are followed. Here are some tools to assist you with implementing procedures.



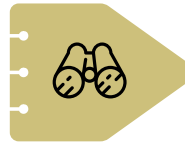
Doctors of BC Respect Poster

### What is bullying and harassment?

- Verbal aggression or insults
- Calling someone derogatory names
- Harmful hazing or initiation practices
- Vandalizing personal belonging
- Spreading malicious rumours



Developing reporting procedures



Developing investigation procedures



Responding to bullying & harassment



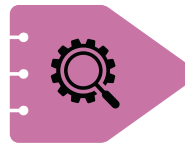
Developing a Policy Statement



Worker's checklist



Frequently Asked Questions



Procedures for employers

- How and when investigations will be conducted
- What will be included in the investigation
- The roles and responsibilities of employers, supervisors, workers, and others (such as investigators, witnesses, or union representatives)
- Follow-up to the investigation (description of corrective actions, time frame, dealing with adverse symptoms, etc.)
- Record-keeping requirements

**In addition to establishing procedures, employers are responsible for ensuring they are followed.**

## Locum MOA Initiative

We invite you to do a quick survey regarding Locum MOA Initiative. We appreciate your input!

[Click Here](#)

## Clinic Managers Group

Next Clinic Managers meeting will be held on **Friday, November 17th, 2023** via Zoom from 1:30pm-3:30pm

## MORE RESOURCES

- Prevention information line 1-888-621-7233 (available 24 hours a day, seven days a week)
- [WorkSafe BC - Bullying & Harassment](#)
- [Occupational Safety Prevention Manual](#)



Your health is our top priority.  
**So is the safety of our staff.**

**WE ALL  
DESERVE  
RESPECT.**

If you have respectful feedback or have any concerns that we can help with, let us know.

However, if you are treating anyone in an aggressive or verbally abusive manner, you may be asked to leave.

