



OCCUPATIONAL VIOLENCE AND AGGRESSION



VIOLENCE AND AGGRESSION IN THE WORKPLACE IS NOT OK

Occupational Violence and aggression (also known as OVA) is a serious concern. It can include behaviors that are verbally insulting or threatening, involve physical contact such as pushing or spitting on a person, and can cause ill health and an unsafe environment. When OVA does occur it is important to:

- Position yourself so that you are safe, ensure that you are arms length away from the person and have space to move away.
- Try to de-escalate, use open body language and don't raise your voice.
- Get your manager to assist.
- Ask them to leave and contact police if necessary.
- Report the incident.
- EAP is available if team members are impacted by OVA.

