



System and prevention of violence in Norway

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- The Work Environment Act: Systematic work on risk assessment and social dialogue
- The social partners work in the municipal sector

The Work Environment Act: Systematic work on risk assessment and social dialogue

- requires all workplaces to identify risks at the workplace.
- The employer is responsible for identifying risks, making plans and for conducting the plans.
- The employer is also responsible for developing routines and make sure the workers get training.
- The employer involves the workers in developing plans and routines – social dialogue is statutory
- The workers are responsible for following up routines.

Awareness on risk assessment

Risk assessment is simply:

- What dangers can possibly happen?
- How likely is it to happen?
- What can we do to prevent it to happen?
- Plan of action and implementation



The Work Environment Act: AMU (work environment group)

- AMU (work environment group) – statutory in workplaces with more than 50 workers
 - Representatives for the employers
 - Workers representatives
 - Safety representatives
 - Occupational Health Services
- At least 4 meetings each year
 - All matters concerning the work environment can be addressed

5. of August 2013: Worker in The Norwegian Labour and Welfare Service (NAV) stabbed to death by a client



VINNE KNIVSTUKKET: Politiet har rykket ut til NAV på Grorud, etter at en kvinne i 30-åra ble knivstukket av en klient. Foto: Anders Rikstad / Dagbladet

The cooperation between the social partners for the municipal sector (central level)

Best sammen – Best together

Employer organizations:

- KS (The Association of Local and Regional Authorities)

Employee organization:

- LO-k / Fagforbundet (Norwegian Union of Municipal and General Employees)
- UNIO / Norsk Sykepleierforbund (The nurses org.)
Utdanningsforbundet (teachers and preschool teachers' org.)
- YS-k / Delta (public services)
- Akademikerne / Tekna (engineers)





BEST SAMMEN
om å øke nærvær blant renholdere



BEST SAMMEN
om å øke nærvær i helse- og omsorgssektoren



BEST SAMMEN
om å øke nærvær i barnehager



BEST SAMMEN
om å øke sysselsettingen blant personer med redusert funksjonsevne



BEST SAMMEN
om å redusere sykefraværet i kommunal sektor

«Best together» guidelines - health-care

Make local Safety and Health systems on threats and violence:

- Identify preventative actions and plan for implementation.
- Prepare guidelines for coping with threats and violence at the workplace.
- Make sure the security precautions function in practical life
- Prepare and conduct training in handling violence
- Prepare procedures for registration of incidents. Make sure the right authority receives information (Labour Inspection Authority social security agency, insurance companies etc.)
- Prepare procedures for taking care of workers exposed to threats and violence (debriefing, emergency routines, collegial support)



Case for AMU:

«AMU case nr. XXX, Threats and violence in the workplace

AMU decides:

Each unit in the municipality shall conduct risk assessment on threats and violence. The leader of each unit is responsible. The local safety and health-groups/local AMU will be responsible for preparing systems and procedures adjusted to the special challenges of the workplace. The groups report to the central AMU in the municipality. The joint guidelines by the social partners is recommended tool.»

The social partners work on Third party violence

– guidelines and working book

- A tool that describes a process for working on threats and violence on each workplace
- Emphasizes cooperation and joint understanding between workers and employer to prevent harassment and violence



Together for a safer working environment



- Mapping the situation on each workplace
- Plan of action, preventive measures
- Procedures for coping with episodes of threats and violence
- Registration of episodes
- Procedures for support and debriefing.



Group process



- Each workplace points out a person responsible for leading and processing the project (not necessarily the boss). The guidelines - support. Contains propositions on how to conduct the process.
 - Four meetings, four hours, four subjects
 - introduction, groupwork, joint meeting ; discussion and conclusions
 - Recommended conducted within two months
 - If possible – all employees should attend
- All the employees must have their own workbook.

Results?

- Although much good work is done, keeping focus on threats and violence issues is a challenge
- New groups are exposed



Still a way to go

But:

Many good examples of municipalities focusing on threats and violence

for risk prevention

through Leadership and
Worker participation



Healthy Workplaces

Български
Čeština
Dansk
Deutsch
Ελληνικά

English

Español
Eesti
Suomi
Français
Magyar
Íslenska
Italiano
Lietuviškai
Latviešu
Malti
Nederlands
Norsk
Polski
Português
Română
Slovenčina
Slovenščina
Suenska