Joint Programme on
Workplace Violence in the Health Sector

Workplace Violence in the Health Sector
Country Case Studies Research Instruments

Survey Questionnaire
English

Geneva 2003
Context
Workplace violence has become an alarming phenomenon worldwide. Health sector personnel are particularly at risk of violence in their workplace. Violence finds its expression in physical assault, homicide, verbal abuse, bullying/mobbing, sexual and racial harassment and psychological stress. Violence does not only occur as one single incident, but also may be expressed in repeated small incidents which together create severe harm.

The International Labour Office, International Council of Nurses, World Health Organization and Public Services International have launched a joint programme to reduce the incidence of violence in the health sector and to minimize its negative impact on the victims and services. The real size of the problem is largely unknown and recent surveys show that current figures represent only the tip of the iceberg. Collecting data on the magnitude and nature of workplace violence is therefore an important element of the joint initiative.

Purpose
The purpose of the survey is to obtain information on the level of workplace violence in the health sector from several countries within different geographic regions of the world. In particular, the survey is looking into factors that may contribute to violence and the strategies to prevent it. The questionnaire results will be used by an independent research institution in your country to prepare a report on the nature of health sector violence in your country. The country reports will provide the background information for the design of appropriate policies to address violence in the workplace nationally and internationally.

We hope you will support our efforts to improve the safety of health personnel worldwide. Your completed questionnaire is a valued contribution for raising awareness of the issues and implementing effective policies. We hope this will give you an opportunity to express your opinions and direct future actions.

Please read these instructions carefully:
Most of the questions provide multiple choice answers which may be quickly answered by ticking boxes. When answering “no” to certain questions, you will be asked to move on to the next section in order to save time. You may stop at any point. If you do not understand a question, leave it unanswered and go on to the next. We guarantee that your responses will be handled in strict confidence and remain anonymous. The study results will be made available in 2002.

For the purposes of this research workplace violence is defined as:

<table>
<thead>
<tr>
<th>WORKPLACE VIOLENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents where staff are abused, threatened or assaulted in circumstances related to their work, including commuting to and from work, involving an explicit or implicit challenge to their safety, well-being or health.</td>
</tr>
</tbody>
</table>

\[^1\] Many of the questions have been adapted from generously donated work developed by UNISON, the Irish Nurses Organisation and the Royal College of Nursing (UK).

\[^2\] Adapted from European Commission DG-V
GLOSSARY

Violence appears as physical violence or as psychological violence in different forms, which may often overlap. Terms related to violence are defined in the following GLOSSARY:

<table>
<thead>
<tr>
<th>PHYSICAL VIOLENCE</th>
<th>PSYCHOLOGICAL VIOLENCE (Emotional abuse)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assault/Attack</strong></td>
<td>Intentional behaviour that harms another person physically, including sexual assault (i.e. rape).</td>
</tr>
<tr>
<td><strong>Assault/Attack</strong></td>
<td>Intentional use of power, including threat of physical force, against another person or group, that can result in harm to physical, mental, spiritual, moral or social development.</td>
</tr>
</tbody>
</table>

**PHYSICAL VIOLENCE**

The use of physical force against another person or group, that results in physical, sexual or psychological harm. Includes beating, kicking, slapping, stabbing, shooting, pushing, biting, pinching, among others. ³

**Assault/Attack**

Intentional behaviour that harms another person physically, including sexual assault (i.e. rape).

**PSYCHOLOGICAL VIOLENCE (Emotional abuse)**

Intentional use of power, including threat of physical force, against another person or group, that can result in harm to physical, mental, spiritual, moral or social development. ⁴

Includes verbal abuse, bullying/mobbing, harassment, and threats.

**Abuse**

Behaviour that humiliates, degrades or otherwise indicates a lack of respect for the dignity and worth of an individual. ⁵

**Bullying / Mobbing**

Repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of employees. ⁶

**Harassment**

Any conduct based on age, disability, HIV status, domestic circumstances, sex, sexual orientation, gender reassignment, race, colour, language, religion, political, trade union or other opinion or belief, national or social origin, association with a minority, property, birth or other status that is unreciprocated or unwanted and which affects the dignity of men and women at work. ⁷

**Sexual harassment**

Any unwanted, unreciprocated and unwelcome behaviour of a sexual nature that is offensive to the person involved, and causes that person to be threatened, humiliated or embarrassed. ⁸

**Racial harassment**

Any threatening conduct that is based on race, colour, language, national origin, religion, association with a minority, birth or other status that is unreciprocated or unwanted and which affects the dignity of women and men at work. ⁹

**Threat**

Promised use of physical force or power (i.e. psychological force) resulting in fear of physical, sexual, psychological harm or other negative consequences to the targeted individuals or groups.

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³ Adapted from WHO definition of violence.
⁴ Adapted from WHO definition of violence.
⁵ Alberta Association of Registered Nurses
⁶ Adapted from ILO – Violence at Work
⁷ Human Rights Act, UK
⁸ Irish Nurses Organisation
⁹ Adapted from Human Rights Act, UK
### QUESTIONNAIRE

Please complete the questionnaire by either ticking boxes or writing in the spaces provided. If you don’t know how to answer one question, just go on to the next one.

### A. PERSONAL AND WORKPLACE DATA

<table>
<thead>
<tr>
<th>PD 1</th>
<th>What is your age:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] 19 or under</td>
<td>[ ] 20-24</td>
</tr>
<tr>
<td>[ ] 40-44</td>
<td>[ ] 45-49</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 2</th>
<th>Are you:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] female</td>
<td>[ ] male</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 3</th>
<th>What is your marital status:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] single</td>
<td>[ ] married</td>
</tr>
<tr>
<td>[ ] separated /divorced</td>
<td>[ ] widow/widower</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 4</th>
<th>Did you move from another country to the place where you are currently working?</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] yes</td>
<td>[ ] no; If NO, please go to question PD 5</td>
</tr>
</tbody>
</table>

4.1. If YES, when did you move? |
[ ] 11 months ago or less | [ ] 1-5 years ago | [ ] 6 years ago or more |

<table>
<thead>
<tr>
<th>PD 5</th>
<th>Please identify how you see yourself within each of the following settings:</th>
</tr>
</thead>
<tbody>
<tr>
<td>member of the majority ethnic group</td>
<td>member of a minority ethnic group</td>
</tr>
<tr>
<td>in the country</td>
<td>[ ]</td>
</tr>
<tr>
<td>in your community</td>
<td>[ ]</td>
</tr>
<tr>
<td>at your workplace</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 6</th>
<th>Which category best describes your present professional group:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] physician</td>
<td>[ ] nurse</td>
</tr>
<tr>
<td>[ ] ambulance</td>
<td>[ ] auxiliary /ancillary</td>
</tr>
<tr>
<td>[ ] professions allied to medicine (therapists/radiographers/assistants)</td>
<td>[ ] technical staff (laboratory/sterilisation)</td>
</tr>
<tr>
<td>[ ] support staff (kitchen/maintenance, security)</td>
<td>[ ] other, please specify: ____________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 7</th>
<th>Which category best describes your present position:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] senior manager</td>
<td>[ ] staff</td>
</tr>
<tr>
<td>[ ] line manager</td>
<td>[ ] other, please specify: ____________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 8</th>
<th>How many years of work experience in the health sector do you presently have:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] under 1 year</td>
<td>[ ] 1-5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 9</th>
<th>Which category of employment sectors represents best your employment for your main job:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] private – for profit sector</td>
<td>[ ] private – non profit sector</td>
</tr>
<tr>
<td>[ ] religious (e.g. church)</td>
<td>[ ] public/governmental sector</td>
</tr>
<tr>
<td>[ ] International agency</td>
<td>[ ] other: ____________________________</td>
</tr>
<tr>
<td>[ ] don’t know</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 10</th>
<th>In your main job, do you work:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] full-time</td>
<td>[ ] part-time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 11</th>
<th>Do you work in shifts?</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] yes</td>
<td>[ ] no</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 12</th>
<th>Do you work anytime between 18h00 (6 PM) and 07h00 (7 AM)?</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] yes</td>
<td>[ ] no</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PD 13</th>
<th>Do you interact with patients/clients during your work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Yes, please answer questions 13.1 – 13.3</td>
<td>[ ] No, please go to question PD 14</td>
</tr>
</tbody>
</table>
13.1. Do you have routine direct physical contact (washing, turning, lifting) with patients/clients?

☐ yes  ☐ no

13.2. The patients/clients you most frequently work with are (tick all appropriate boxes):

☐ Newborns  ☐ Infants
☐ Children  ☐ Adolescents (10-18 years of age)
☐ Adults  ☐ Elderly

13.3. The sex of the patients you most frequently work with are:

☐ Female  ☐ Male  ☐ Male and female

PD 14 Please indicate if you spend more than 50% of your time working with any of the following type of specialities:

☐ Physically disabled  ☐ Mentally disabled  ☐ Home care
☐ Terminally ill  ☐ HIV/AIDS  ☐ Psychiatric
☐ Mother/child care  ☐ Geriatric  ☐ Occupational health and safety
☐ School health  ☐ other, please specify:________________________

PD 15 Where do you spend most of your time (more than 50%) in your main job? Please choose the work setting that describes it best.

☐ Hospital, the main service being:

☐ ambulatory  ☐ general medicine  ☐ general surgery
☐ psychiatric  ☐ emergency  ☐ operating room
☐ intensive care  ☐ management
☐ specialised unit (e.g. paediatrics, orthopaedics, radiology)
☐ technical services (laboratory, sterilization)
☐ support services (kitchen, maintenance)
☐ other, please specify:________________________

☐ Ambulance
☐ Health centre
☐ Community / district (e.g. home care, outreach service, health visiting)
☐ Hospice
☐ Home for the elderly/ Nursing home
☐ Rehabilitation centre / convalescent home
☐ other, please specify:__________________________________________

PD 16 The number of staff present in the same work setting with you during most (more than 50%) of your work time is:

☐ none  ☐ 1-5  ☐ 6-10  ☐ 11-15  ☐ over 15

PD 17 How worried are you about violence in your current workplace? (Please rate: 1 = not worried at all; 5 = very worried)

☐ 1  ☐ 2  ☐ 3  ☐ 4  ☐ 5

PD 18 Are there procedures for the reporting of violence in your workplace?

☐ yes  ☐ no If NO, please go to question PD 19

18.1. If YES, do you know how to use them?  ☐ yes  ☐ no

PD 19 Is there encouragement to report workplace violence?

☐ yes  ☐ no If NO, please go to next section

19.1. If YES, by whom:

☐ management / employer  ☐ colleagues
☐ union  ☐ association
☐ own family / friends
☐ other, please specify:_________________________________________
B. PHYSICAL WORKPLACE VIOLENCE

PLEASE NOTE: Physical violence refers to the use of physical force against another person or group, that results in physical harm, sexual or psychological harm. It can include beating, kicking, slapping, stabbing, shooting, pushing, biting, and/or pinching, among others.

PV 1 In the last 12 months, have you been physically attacked in your workplace?
- Yes, please answer questions 1.1.-1.15.
- No, if NO, please go to question PV 2, next page

1.1. If yes, please think of the last time that you were physically attacked in your place of work. How would you describe this incident?
- Physical violence without a weapon
- Physical violence with a weapon

1.2. Do you consider this to be a typical incident of violence in your workplace?
- Yes
- No

1.3. Who attacked you?
- patient/client
- relatives of patient/client
- staff member
- management / supervisor
- external colleague/worker
- general public
- other, please specify:__________________

1.4. Where did the incident take place?
- inside health institution or facility
- at patient's/client's home
- outside (on way to work / health visit / home)

1.5. At which time did it happen?
- 07.00h.- before 13.00 h.
- 13.00 h.- before 18.00 h.
- 18.00h. – before 24.00
- 24.00h-before 07.00h
- don't remember

1.6. Which day of the week did it happen?
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- don't remember

1.7. How did you respond to the incident?
*Please tick all relevant boxes*
- took no action
- tried to pretend it never happened
- told the person to stop
- tried to defend myself physically
- told friends/family
- sought counselling
- told a colleague
- reported it to a senior staff member
- transferred to another position
- sought help from association
- sought help from the union
- completed incident/accident form
- pursued prosecution
- completed a compensation claim
- other:__________________

1.8. Do you think the incident could have been prevented?
- Yes
- No

1.9. Were you injured as a result of the violent incident?
- Yes
- No; if NO, please go to question 1.10.

1.9.1. IF YES, did you require formal treatment for the injuries?
- Yes
- No

1.10. Listed below are a list of problems and complaints that people sometimes have in response to stressful life experiences like the event that you suffered. *For each item, please indicate how bothered you have been by these experiences since you were attacked. Please tick one option per question.*
Since you were attacked, how BOTHERED have you been by:

<table>
<thead>
<tr>
<th>Not at All</th>
<th>A Little Bit</th>
<th>Moderately</th>
<th>Quite a Bit</th>
<th>Extremely</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Repeated, disturbing memories, thoughts, or images of the attack?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(b) Avoiding thinking about or talking about the attack or avoiding having feelings related to it?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(c) Being “super-alert” or watchful and on guard?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(d) Feeling like everything you did was an effort?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

1.11. Did you have to take time off from work after being attacked?
☐ Yes ☐ No; if NO, please go to question 1.12.

1.11.1. If YES, for how long?
☐ One day ☐ 2-3 days ☐ One week
☐ 2-3 weeks ☐ 1 month ☐ 2-6 months ☐ 7-12 months

1.12. Was any action taken to investigate the causes of the incident?
☐ yes ☐ no ☐ don’t know

1.12.1. IF YES, by whom:
☐ management / employer ☐ union ☐ association
☐ community group ☐ police
☐ other, please specify: ___________________________

1.12.2. What were the consequences for the attacker?
☐ none ☐ verbal warning issued ☐ care discontinued
☐ reported to police ☐ aggressor prosecuted ☐ other: ___________________________
☐ don’t know

1.13. Did your employer or supervisor offer to provide you with:
☐ Counselling ☐ yes ☐ no
☐ Opportunity to speak about/report it ☐ yes ☐ no
☐ Other support? ☐ yes ☐ no

1.14. How satisfied are you with the manner in which the incident was handled?
(Please rate: 1 = very dissatisfied, 5 = very satisfied)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

1.15. If you did not report or tell about the incident to others, why not?
Please tick every relevant box
☐ it was not important ☐ Felt ashamed ☐ felt guilty
☐ afraid of negative consequences ☐ useless ☐ did not know who to report to
☐ Other, please specify: ___________________________

PV 2 In the last 12 months, have you witnessed incidents of physical violence in your workplace?
☐ Yes ☐ No; if NO, please go to question PV 3

2.1. If YES, how often has this occurred in the last 12 months?
☐ Once ☐ 2-4 times ☐ 5-10 times
☐ Several times a month ☐ About once a week ☐ Daily

PV 3 Have you reported an incident of workplace violence in the last 12 months? (witnessed or experienced)
☐ yes ☐ no
If NO, please go to section: PSYCHOLOGICAL VIOLENCE, next page

3.1. IF YES, have you been disciplined for reporting an incident of workplace violence?
☐ yes ☐ no
C. PSYCHOLOGICAL WORKPLACE VIOLENCE (Emotional Abuse)

Please note: Psychological violence is defined as: Intentional use of power, including threat of physical force, against another person or group, that can result in harm to physical, mental, spiritual, moral or social development.
Psychological violence includes verbal abuse, bullying/mobbing, harassment, and threats. These terms are explained in the glossary on page 2.

Each form of psychological violence will be addressed separately with the same questions. This is important for getting a detailed understanding of the workplace violence you experienced. Please answer at least the first question of each section. In case of “NO”, you are directed to the next section.

C. I. VERBAL ABUSE

VA 1 In the last 12 months, have you been verbally abused in your workplace?
[ ] Yes, please answer the following questions
[ ] No, please go to section C II. BULLYING / MOBBING, page 8

VA 2 How often have you been verbally abused in the last 12 months?
[ ] all the time
[ ] sometimes
[ ] once

VA 3 Please think of the last time you were verbally abused in your place of work. Who verbally abused you?
[ ] patient/client
[ ] relatives of patient/client
[ ] staff member
[ ] management / supervisor
[ ] external colleague/worker
[ ] general public
[ ] other:________________________________

VA 4 Do you consider this to be a typical incident of verbal abuse in your workplace?
[ ] Yes
[ ] No

VA 5 Where did the verbal abuse take place?
[ ] inside health institution or facility
[ ] at patient’s/client’s home
[ ] outside (on way to work/health visit/home)
[ ] other:_____________

VA 6 How did you respond to the verbal abuse? Please tick all relevant boxes
[ ] took no action
[ ] tried to pretend it never happened
[ ] told the person to stop
[ ] told friends/family
[ ] told a colleague
[ ] reported it to a senior staff member
[ ] sought counselling
[ ] sought help from the union
[ ] sought help from the association
[ ] transferred to another position
[ ] completed incident/accident form
[ ] pursued prosecution
[ ] completed a compensation claim
[ ] other:________________________________

VA 7 Listed below are a list of problems and complaints that people sometimes have in response to stressful life experiences like the event that you suffered. For each item, please indicate how bothered you have been by these experiences since you were abused. Please tick one option per question.

<table>
<thead>
<tr>
<th>Since you were abused, how bothered have you been by:</th>
<th>Not at All</th>
<th>A Little Bit</th>
<th>Moderately</th>
<th>Quite a Bit</th>
<th>Extremely</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Repeated, disturbing memories, thoughts, or images of the abuse?</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(b) Avoiding thinking about or talking about the abuse or avoiding having feelings related to it?</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(c) Being “super-alert” or watchful and on guard?</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(d) Feeling like everything you did was an effort?</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
VA 8  Do you think the incident could have been prevented? □ yes □ no

VA 9  Was any action taken to investigate the causes of the verbal abuse?
□ yes  □ no  □ don’t know
If NO or DON’T KNOW, please go to question VA 10

9.1. If YES, by whom: (please tick every relevant box)
□ management / employer  □ union  □ association
□ community group  □ police  □ other:_________________

9.2. If YES, what were the consequences for the abuser?
□ none  □ verbal warning issued  □ care discontinued
□ reported to police  □ aggressor prosecuted  □ other:_________________

VA 10 Did your employer or supervisor offer to provide you with:
□ Counselling  □ yes  □ no
□ Opportunity to speak about/report it  □ yes  □ no
□ Other support?  □ yes  □ no

VA 11 How satisfied are you with the manner in which the incident was handled?
(Please rate: 1 = very dissatisfied, 5=very satisfied)
□ 1  □ 2  □ 3  □ 4  □ 5

VA 12 If you did not report or tell about the incident to others, why not?
Please tick every relevant box
□ it was not important  □ Felt ashamed  □ felt guilty
□ afraid of negative consequences  □ did not know who to report to
□ useless  □ other:_________________

C. II. BULLYING / MOBBING

BM 1 In the last 12 months, have you been bullied / mobbed in your workplace?
□ Yes , please answer the following questions
□ No , please go to section C III. SEXUAL HARASSMENT. page 9

BM 2 How often have you been bullied / mobbed in the last 12 months?
□ all the time  □ sometimes  □ once

BM 3 Please think of the last time you were bullied / mobbed in your place of work.
Who bullied / mobbed you?
□ patient/client  □ relatives of patient/client
□ staff member  □ management / supervisor
□ external colleague/worker  □ general public
□ other:_________________

BM 4 Do you consider this to be a typical incident of bullying / mobbing in your workplace?
□ Yes  □ No

BM 5 Where did the bullying / mobbing take place?
□ inside health institution or facility  □ at patient’s/client’s home
□ outside (on way to work/health visit/home)  □ other:______________

BM 6 How did you respond to the bullying / mobbing? Please tick all relevant boxes
□ took no action  □ tried to pretend it never happened
□ told the person to stop  □ told friends/family
□ told a colleague  □ reported it to a senior staff member
□ sought counselling  □ sought help from the union
□ transferred to another position  □ completed incident/accident form
□ pursued prosecution  □ completed a compensation claim
□ other:_________________
BM 7  Listed below are a list of problems and complaints that people sometimes have in response to stressful life experiences like the event that you suffered. For each item, please indicate how bothered you have been by these experiences since you were bullied / mobbed. Please tick one option per question.

<table>
<thead>
<tr>
<th>Since you were bullied /mobbed, how BOTHERED have you been by:</th>
<th>Not at All</th>
<th>A Little Bit</th>
<th>Moderately</th>
<th>Quite a Bit</th>
<th>Extremely</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Repeated, disturbing memories, thoughts, or images of the event?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(b) Avoiding thinking about or talking about the event or avoiding having feelings related to it?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(c) Being “super-alert” or watchful and on guard?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<td>(d) Feeling like everything you did was an effort?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

BM 8  Do you think the incident could have been prevented?  ☐ yes  ☐ no

BM 9  Was any action taken to investigate the causes of the bullying/mobbing?  ☐ yes  ☐ no  ☐ don’t know

If NO or DON’T KNOW, please go to question BM 10

9.1. If YES, by whom:  ☐ management / employer  ☐ union  ☐ association  
☐ community group  ☐ police  
☐ other:_________________

9.2. If YES, what were the consequences for the person who bullied / mobbed you?  
☐ none  ☐ verbal warning issued  ☐ care discontinued  
☐ reported to police  ☐ aggressor prosecuted  
☐ other:________________________

BM 10  Did your employer or supervisor offer to provide you with:

- Counselling  ☐ yes  ☐ no
- Opportunity to speak about/report it  ☐ yes  ☐ no
- Other support?  ☐ yes  ☐ no

BM 11  How satisfied are you with the manner in which the incident was handled?  
(Please rate: 1 = very dissatisfied,  5=very satisfied)  
☐ 1  ☐ 2  ☐ 3  ☐ 4  ☐ 5

BM 12  If you did not report or tell about the incident to others, why not?  
Please tick every relevant box  
☐ it was not important  ☐ Felt ashamed  ☐ felt guilty  
☐ afraid of negative consequences  ☐ did not know who to report to  
☐ useless  ☐ other:________________________________

C. III. SEXUAL HARASSMENT

SH 1  In the last 12 months, have you been sexually harassed in your workplace?  
☐ Yes , please answer the following questions  
☐ No , please go to section IV.RACIAL HARASSMENT, next page

SH 2  How often have you been sexually harassed in the last 12 months?  
☐ all the time  ☐ sometimes  ☐ once

SH 3  Please think of the last time you were sexually harassed in your place of work.  
Who sexually harassed you?  
☐ patient/client  ☐ relatives of patient/client  
☐ staff member  ☐ management / supervisor  
☐ external colleague/worker  ☐ general public  
☐ other:________________________________
SH 4 Do you consider this to be a typical incident of sexual harassment in your workplace?
☐ Yes ☐ No

SH 5 Where did the sexual harassment take place?
☐ inside health institution or facility ☐ at patient’s/client’s home
☐ outside (on way to work/health visit/home) ☐ other:_____________

SH 6 How did you respond to the sexual harassment? Please tick all relevant boxes
☐ took no action ☐ tried to pretend it never happened
☐ told the person to stop ☐ told friends/family
☐ told a colleague ☐ reported it to a senior staff member
☐ sought counselling ☐ sought help from the union
☐ sought help from the association ☐ completed incident/accident form
☐ transferred to another position ☐ completed a compensation claim
☐ pursued prosecution ☐ transferred to another position
☐ reported it to a senior staff member
☐ sought counselling
☐ sought help from the union
☐ completed incident/accident form
☐ other:______________________________

SH 7 Listed below are a list of problems and complaints that people sometimes have in response to stressful life experiences like the event that you suffered. For each item, please indicate how bothered you have been by these experiences since you were sexually harassed. Please tick one option per question.

<table>
<thead>
<tr>
<th>Since you were harassed, how bothered have you been by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Repeated, disturbing memories, thoughts, or images of the event?</td>
</tr>
<tr>
<td>☐ Not at All</td>
</tr>
<tr>
<td>☐ A Little Bit</td>
</tr>
<tr>
<td>☐ Moderately</td>
</tr>
<tr>
<td>☐ Quite a Bit</td>
</tr>
<tr>
<td>☐ Extremely</td>
</tr>
<tr>
<td>(b) Avoiding thinking about or talking about the event or avoiding having feelings related to it?</td>
</tr>
<tr>
<td>☐ Not at All</td>
</tr>
<tr>
<td>☐ A Little Bit</td>
</tr>
<tr>
<td>☐ Moderately</td>
</tr>
<tr>
<td>☐ Quite a Bit</td>
</tr>
<tr>
<td>☐ Extremely</td>
</tr>
<tr>
<td>(c) Being “super-alert” or watchful and on guard?</td>
</tr>
<tr>
<td>☐ Not at All</td>
</tr>
<tr>
<td>☐ A Little Bit</td>
</tr>
<tr>
<td>☐ Moderately</td>
</tr>
<tr>
<td>☐ Quite a Bit</td>
</tr>
<tr>
<td>☐ Extremely</td>
</tr>
<tr>
<td>(d) Feeling like everything you did was an effort?</td>
</tr>
<tr>
<td>☐ Not at All</td>
</tr>
<tr>
<td>☐ A Little Bit</td>
</tr>
<tr>
<td>☐ Moderately</td>
</tr>
<tr>
<td>☐ Quite a Bit</td>
</tr>
<tr>
<td>☐ Extremely</td>
</tr>
</tbody>
</table>

SH 8 Do you think the incident could have been prevented? ☐ yes ☐ no

SH 9 Was any action taken to investigate the causes of the sexual harassment?
☐ yes ☐ no ☐ don’t know
If NO or DON’T KNOW, please go to question SH 10

9.1. If YES, by whom:
☐ management / employer ☐ union ☐ association
☐ community group ☐ police
☐ other:________________________

9.2. If YES, what were the consequences for the person who harassed you?
☐ none ☐ verbal warning issued ☐ care discontinued
☐ reported to police ☐ aggressor prosecuted
☐ other:________________________ ☐ don’t know

SH 10 Did your employer or supervisor offer to provide you with:
☐ Counselling ☐ yes ☐ no
☐ Opportunity to speak about/report it ☐ yes ☐ no
☐ Other support? ☐ yes ☐ no

SH 11 How satisfied are you with the manner in which the incident was handled?
(Please rate: 1 = very dissatisfied, 5=very satisfied)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

SH 12 If you did not report or tell about the incident to others, why not?
Please tick every relevant box
☐ it was not important ☐ Felt ashamed ☐ felt guilty
☐ afraid of negative consequences ☐ did not know who to report to
☐ useless ☐ other:________________________
C. IV. RACIAL HARASSMENT

RH 1 In the last 12 months, have you been racially harassed in your workplace?
☐ Yes, please answer the following questions
☐ No, please go to section D, page 12

RH 2 How often have you been racially harassed in the last 12 months?
☐ all the time  ☐ sometimes  ☐ once

RH 3 Please think of the last time you were racially harassed in your place of work. Who racially harassed you?
☐ patient/client ☐ relatives of patient/client
☐ staff member ☐ management / supervisor
☐ external colleague/worker ☐ general public
☐ other:______________________________

RH 4 Do you consider this to be a typical incident of racial harassment in your workplace?
☐ Yes ☐ No

RH 5 Where did the racial harassment take place?
☐ inside health institution or facility ☐ at patient’s/client’s home
☐ outside (on way to work/health visit/home) ☐ other:______________________________

RH 6 How did you respond to the racial harassment? Please tick all relevant boxes
☐ took no action ☐ tried to pretend it never happened
☐ told the person to stop ☐ told friends/family
☐ told a colleague ☐ reported it to a senior staff member
☐ sought counselling ☐ sought help from the association
☐ transferred to another position ☐ completed incident/accident form
☐ pursued prosecution ☐ completed a compensation claim
☐ other:______________________________

RH 7 Listed below are a list of problems and complaints that people sometimes have in response to stressful life experiences like the event that you suffered. For each item, please indicate how bothered you have been by these experiences since you were racially harassed. Please tick one option per question.

<table>
<thead>
<tr>
<th>Since you were harassed, how bothered have you been by:</th>
<th>Not at All</th>
<th>A Little Bit</th>
<th>Moderately</th>
<th>Quite a Bit</th>
<th>Extremely</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Repeated, disturbing memories, thoughts, or images of the event?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(b) Avoiding thinking about or talking about the event or avoiding having feelings related to it?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(c) Being &quot;super-alert&quot; or watchful and on guard?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(d) Feeling like everything you did was an effort?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

RH 8 Do you think the incident could have been prevented? ☐ yes ☐ no

RH 9 Was any action taken to investigate the causes of the racial harassment?
☐ yes ☐ no ☐ don’t know

If NO or DON’T KNOW, please go to question RH 10

9.1. If YES, by whom:
☐ management / employer ☐ union ☐ association
☐ community group ☐ police ☐ other:______________________________
9.2. If YES, what were the consequences for the person who harassed you?

<table>
<thead>
<tr>
<th>Consequence</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Verbal warning issued</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Reported to police</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Aggressor prosecuted</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other: ______________________</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

RH 10 Did your employer or supervisor offer to provide you with:

- Counselling: ☐ yes ☐ no ☐ don't know
- Opportunity to speak about/report it: ☐ yes ☐ no
- Other support: ☐ yes ☐ no

RH 11 How satisfied are you with the manner in which the incident was handled?

(Please rate: 1 = very dissatisfied, 5 = very satisfied)

<table>
<thead>
<tr>
<th>Rating</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
</table>

RH 12 If you did not report or tell about the incident to others, why not?

Please tick every relevant box

- It was not important ☐
- Felt ashamed ☐
- Felt guilty ☐
- Afraid of negative consequences ☐
- Did not know who to report to ☐
- Useless ☐
- Other: ______________________

D. HEALTH SECTOR EMPLOYER

HE 1 Has your employer developed specific policies on:

<table>
<thead>
<tr>
<th>Policy</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and safety</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Physical workplace violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Verbal abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Sexual harassment</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Racial harassment</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Bullying/Mobbing</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Threat</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

HE 2 What measures to deal with workplace violence exist in your workplace?

Please tick every relevant box

- Security measures (e.g. guards, alarms, portable telephones) ☐
- Improve surroundings (e.g. lighting, noise, heat, access to food, cleanliness, privacy) ☐
- Restrict public access ☐
- Patient screening (to record and be aware of previous aggressive behaviour) ☐
- Patient protocols (e.g. control and restraint procedures, transport, medication, activities programming, access to information) ☐
- Restrict exchange of money at the workplace (e.g. patient fees) ☐
- Increased staff numbers ☐
- Check-in procedures for staff (especially for home care) ☐
- Special equipment or clothing (e.g. uniform or absence of uniform) ☐
- Changed shifts or rotas (i.e. working times) ☐
- Reduced periods of working alone ☐
- Training (e.g. workplace violence, coping strategies, communication skills, conflict resolution, self-defence) ☐
- Investment in human resource development (training for career advancement, retreats, rewards for achievement, promotion of healthy environment) ☐
- None of these ☐
- Other: ____________________________________________

HE 3 To what extent do you think these measures would be helpful in your work setting?

<table>
<thead>
<tr>
<th>Measure</th>
<th>Very</th>
<th>Moderate</th>
<th>Little</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security measures</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Improve surroundings</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Restrict public access</td>
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<td>☐</td>
</tr>
</tbody>
</table>
Restrict exchange of money at the workplace
Increased staff numbers
Check-in procedures for staff
Special equipment or clothing
Changed shifts or rotas
Reduced periods of working alone
Training
Human resource development
Other: __________________________________________

HE 4 Which of the following changes, if any, have occurred in the workplace/health care setting in the last 2 years?

☐ none
☐ restructuring / reorganization
☐ staff cuts
☐ increased staff numbers
☐ restriction of resources
☐ additional resources
☐ other __________________________
☐ don’t know

HE 5 In your opinion, what impact have the above changes had on your daily work?

Please tick any relevant box

☐ none
☐ work situation for staff worsened
☐ work situation for staff improved
☐ situation for patients/clients worsened
☐ situation for patients/clients improved
☐ don’t know
☐ Other _________________________

E. OPINIONS ON WORKPLACE VIOLENCE

O 1 In your opinion, what are the three most important contributing factors to physical violence in your work setting?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

O 2 In your opinion, what are the three most important contributing factors to psychological (non-physical) violence in your work setting?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

O 3 In your opinion, what are the three most important measures that would reduce violence in your work setting?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

ILO, ICN, WHO and PSI would like to thank you for your contribution to our survey and campaign.