

Q: What if I have more questions?

The SHA is committed to providing safe, respectful care and supporting patients as active members of their health care team.

If you have questions or concerns, please start by speaking with the health care professionals involved in your care, such as your doctor, nurse, or another provider.

If questions remain or you are not comfortable speaking with them, you may contact a supervisor or manager for support.

For further assistance, please contact SHA Client Concerns.
Toll free: 1-855-778-7708
Email: ruralclientconcerns@saskhealthauthority.ca



CS-PIER-0314

Healthy People, Healthy Saskatchewan

The Saskatchewan Health Authority works in the spirit of truth and reconciliation, acknowledging Saskatchewan as the traditional territory of First Nations and Métis People.

PIER—Patient Information and Education Resource

MARCH 2026

Violence Prevention

A Guide for Clients



CS-PIER-0314
Area: Provincial
March 2026



saskhealthauthority.ca

Violence Prevention

The Saskatchewan Health Authority (SHA) is committed to keeping patients, families, and healthcare staff safe.

As part of this commitment, the SHA has developed a Violence Prevention and Mitigation Program.

This means:

- Violence of any kind is taken seriously to help protect both staff and clients,
- Staff have the right to know if they are caring for someone who may pose a risk of violence.
- Communication tools, including visual indicators, help staff recognize these risks.

Keeping staff informed about safety risks helps ensure safe care for clients and their families.



Image: Monkey Business Images. Portrait of multi-cultural medical team standing in hospital corridor. iStock (via Canva). Available from: <https://www.istockphoto.com/photo/portrait-of-multi-cultural-medical-team-standing-in-hospital-corridor-gm1204001922-346264065>

I want the healthcare team to know:

When I am angry or feel close to becoming violent, it helps if:

*You can choose any items that apply to you.

You do not need to complete every section.

- I can be alone or use a quiet space
- I can draw/read/watch TV
- I can talk to a family member or friend
- My personal space is respected
- The healthcare team actively listens to me
- The healthcare team offers me choices
- The healthcare team uses humor
- The healthcare team maintains calm, respectful eye contact with me
- The healthcare team encourages me to take deep breaths

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I want the healthcare team to know:

I feel angry or feel close to becoming violent when:

*You can choose any items that apply to you.

You do not need to complete every section.

- I am hungry
- I am in pain
- I am scared
- I feel a loss of control
- I am being lectured
- I am told to calm down
- It is too noisy and loud
- The lights are too bright
- When there are too many people close to me
- People touch me without warning
- I'm no able to see my family/friends

Q: What is meant by violence and violent behaviour?

Moving through the healthcare system can be uncomfortable. It can be stressful and make things feel outside of your control.

Things like long wait times, noisy environments, certain medical tests, or upsetting news may cause feelings of fear, frustration, anger, or uncertainty.

In some situations, this stress can affect how a person reacts.



Prostock Studio. Woman medical professional with "time out" hand signal. Alamy (via Canva). Available from: <https://www.alamy.com/woman-medical-professional-with-time-out-hand-signal-image575520210.html>

Violence is any situation where a person is threatened, abused or harmed. Some examples of violence are:

- Spoken or written threats
- Verbal abuse (swearing, name-calling, or slander/insults)
- Intimidating or threatening actions such as shaking a fist, throwing objects, or punching a wall
- Physical harm or assault (kicking, punching, pushing, biting)
- Showing or using a weapon like a knife or gun
- Sexual assault
- Racial and cultural violence

Q: How does my healthcare team decide that I am at risk of becoming violent?

- Your healthcare team carries out a risk assessment when they meet you, and continue these assessments while you're receiving health care services.
- They use their clinical expertise and an assessment tool designed to predict risk of violent behaviour.
- This assessment includes past incidents of violent behaviour.

Q: What do the visual indicators mean?

- Visual indicators are used to support safety and clear communication. They do not affect the quality of care you receive.
- These indicators—such as a sign near your room or information in your chart—help staff recognize potential safety concerns and look for more information before providing care.
- Visual indicators do not mean you will receive poor care or be labeled as violent. They simply help staff understand your needs and provide more individualized, patient-centered care.



Image 3

Q: Do I have a say whether these visual indicators are placed or not?

- No. Healthcare organizations are required to follow Saskatchewan Occupational Health and Safety regulations. These regulations help make sure care settings are safe for patients, visitors, and staff.

Reference: Saskatchewan Association for Safe Workplaces in Health (SASWH)

Image 3: Dontstop. Hospital room door. Getty Images Signature (via Canva). Available from: <https://www.canva.com/p/gettysignature/>

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Q: What information will the staff know about me?

Depending on the team member and their role, they are provided only the information necessary to do their job and stay safe.

Q: What do I need to do?

While receiving care, a care provider may ask questions to better understand your individual needs. Learning what may cause anger or distress can help the care team provide more supportive care.

These are called “triggers.” Triggers are specific things that can affect how a person feels or reacts. Knowing what triggers are present can help care teams support your comfort and participation in care.



Studiosroman. Positive doctor therapist sitting and listening. Canva. Available from: <https://www.canva.com/p/studiosroman/>

The next two pages include prompts to help reflect on past experiences while receiving care in the hospital or community, and how certain situations may affect feelings or reactions.

This information can be shared with a care provider to help create a care plan that reflects individual needs.

Care providers may not always be able to avoid triggers, but knowing what helps reduce their impact can support safer, more supportive care.

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