# Community Physician Health and Safety (CPHS) Program

SWITCH BC

Safety, Wellbeing, Innovation, Training & Collaboration in Healthcare

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# Community Physician Health and Safety Program

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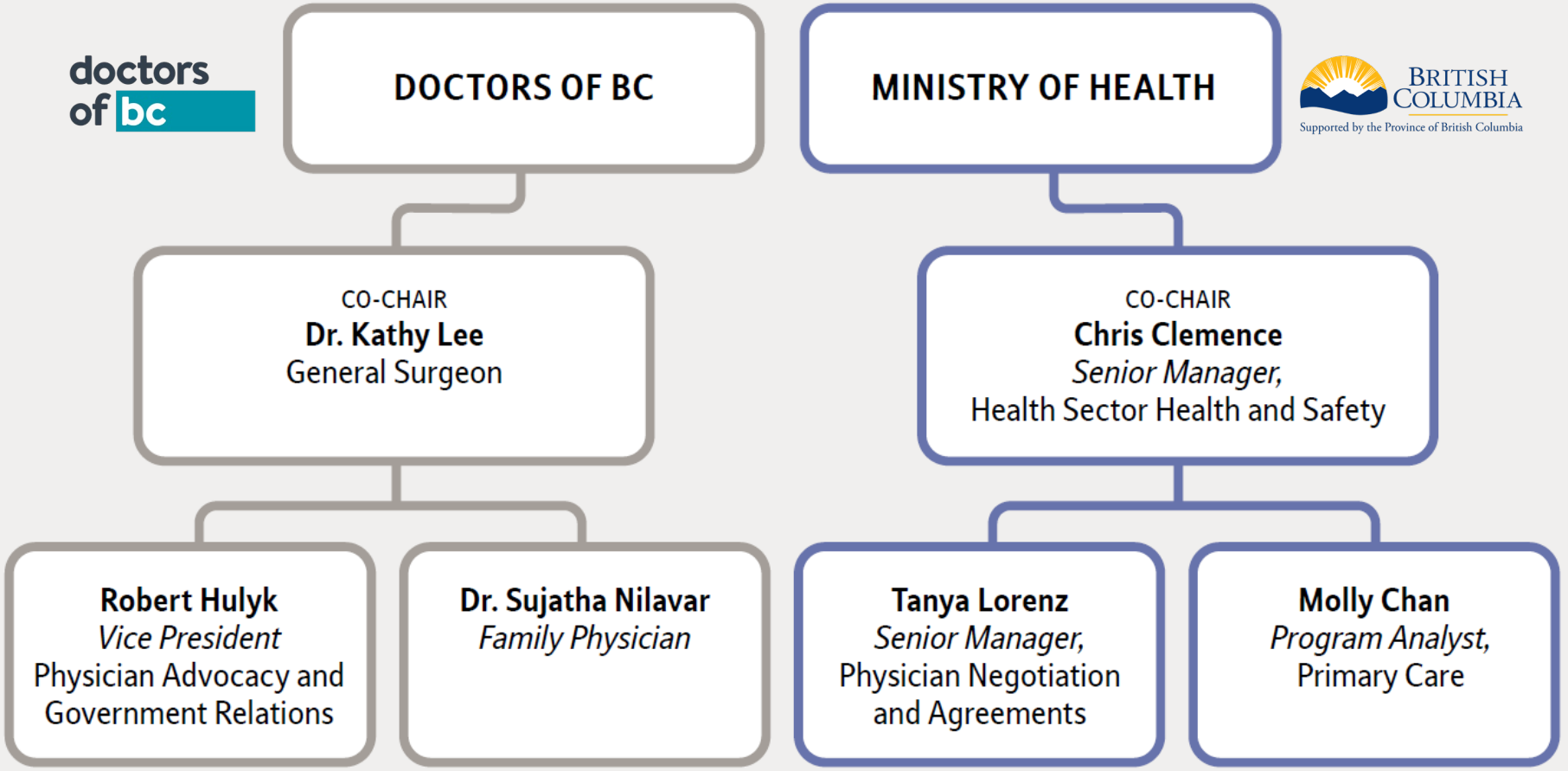
# COMMUNITY PHYSICIAN HEALTH AND SAFETY OVERSIGHT GROUP



# Health and Safety Programming

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# Community Physician Health and Safety Program

Community physicians and their support staff must comply with the regulations to prevent work-related injuries and illnesses. This portal provides physician-specific resources and tools to simplify the process of building a tailored health and safety program for your practice, reducing administrative burdens.

START BUILDING YOUR PROGRAM

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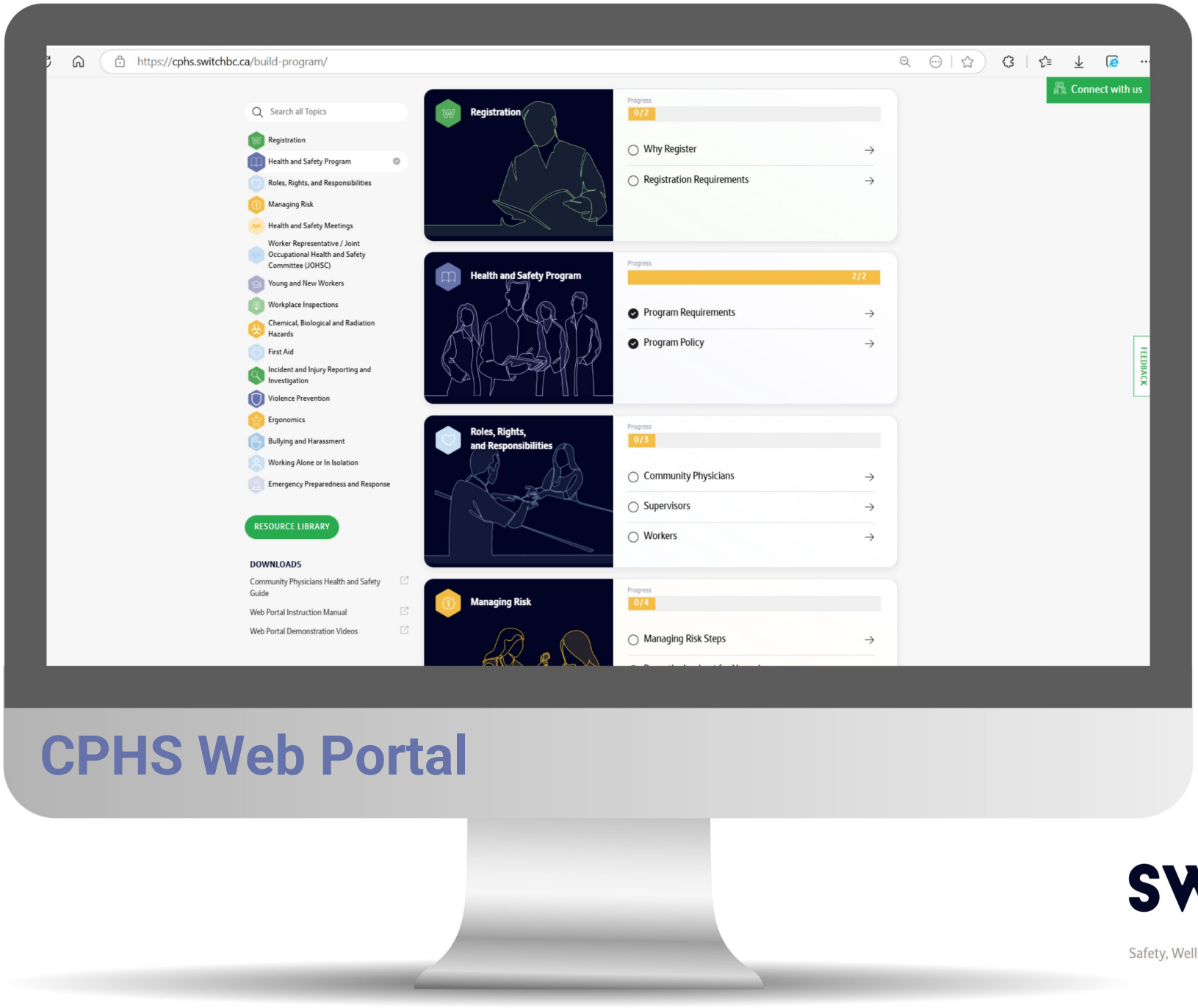


# CPHS Web Portal

cphs.switchbc.ca

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# Occupational Health and Safety Clinic Assessments

**To Provide Information and Support**

**Workplace Safety for all Staff**

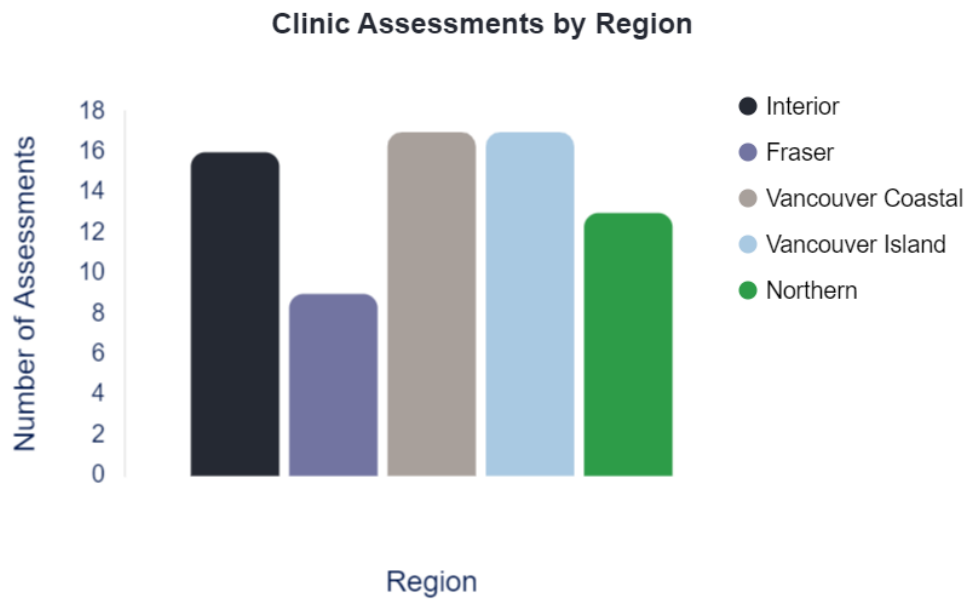
**Free, Voluntary, and Confidential**

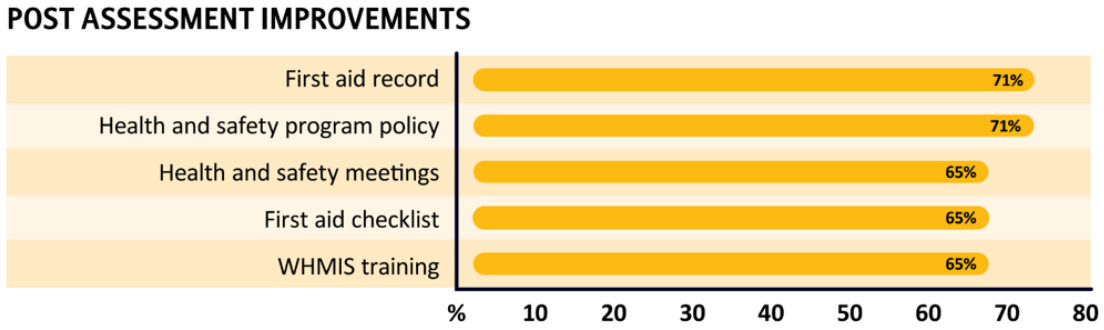
# Clinic Assessments: Using Data to Drive Health and Safety Improvements

**74 Clinics Assessed**

**1,186 Supported**

**93% Satisfaction**

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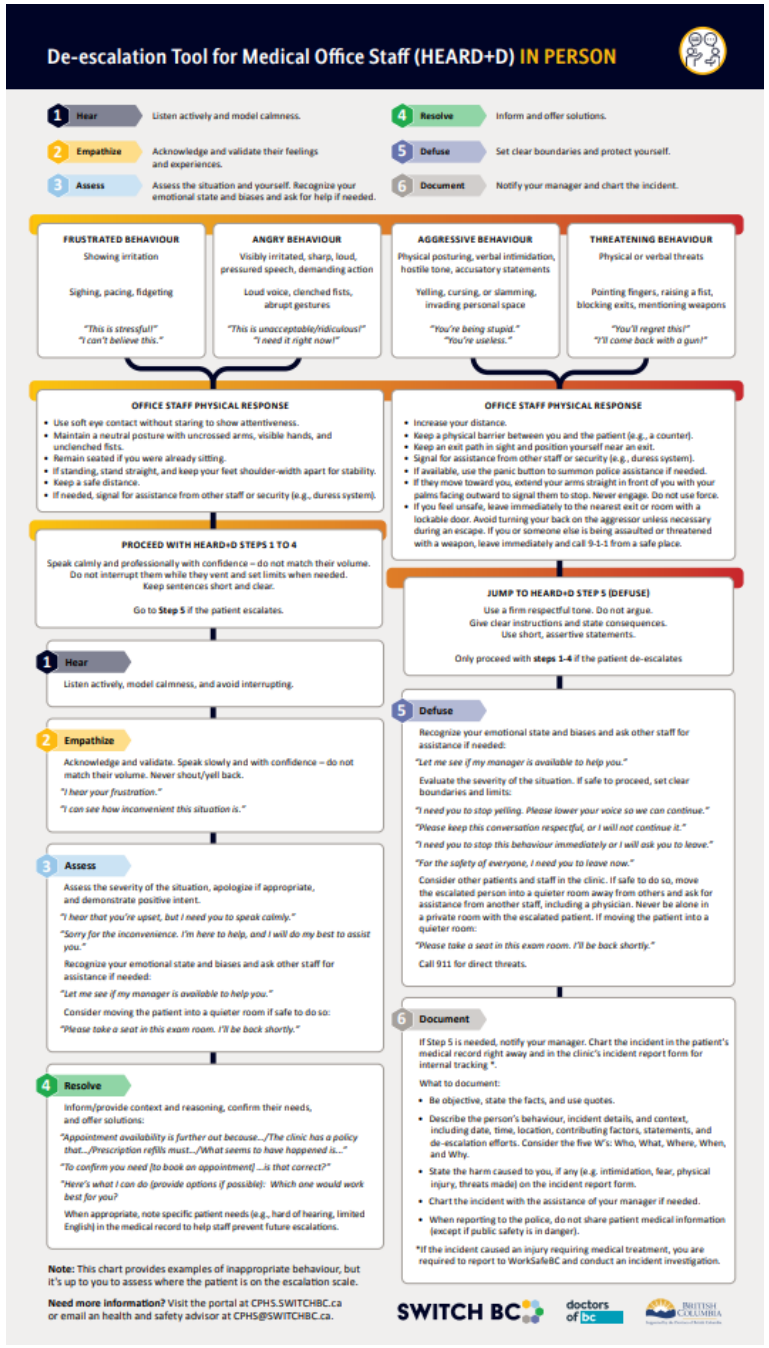
As of November 13, 2025

# MOS De-Escalation Tools




## De-escalation Tool for Medical Office Staff (HEARD+D)

**1 Hear** — **Listen actively and model calmness.**
*If the patient escalates from angry to aggressive behaviour, go to Step 5*

**2 Empathize** — **Acknowledge and validate their feelings and experiences.**

**3 Assess** — **Assess the situation and yourself. Recognize your emotional state and biases and ask for help if needed.**

**4 Resolve** — **Inform and offer solutions.**

**5 Defuse** — **Set clear boundaries and protect yourself.**
*If necessary, ask the person to leave (in person), or end the call (on phone).*

**6 Document** — **Notify your manager and chart the incident.**

**Need more information?**

Visit the portal at CPHS.SWITCHBC.ca or email a health and safety advisor at CPHS@SWITCHBC.ca

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## DE-ESCALATION DOs AND DON'Ts: IN PERSON

*Your safety is the highest priority*

| DOs | DON'Ts |
|---|---|
| 1 Give your full attention and face the person. | Do not engage in side conversations or other tasks. |
| 2 Model calmness and speak slowly. | Do not raise your voice. |
| 3 Provide alternatives, offer choices, and encourage their ideas. | Do not question or challenge their statements. |
| 4 Keep a safe distance. | Do not invade their personal space or get too close. |
| 5 Have your hands visible and palms open. | Do not hide your hands, clench your fists, or cross your arms. |
| 6 Keep workspace and counters clear of objects that could be used as weapons. | Do not leave heavy, sharp, or pointed objects on the counter. |
| 7 Have an exit plan ready. | Do not turn your back, unless escaping. |
| 8 If in imminent danger, call 911. | Do not hesitate to call for help from other staff or police. |

**If you are feeling unsafe, create space and ask for help.**

*Stay calm, take a breath, and notice your reaction.*

learn more at cphs.switchbc.ca

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## Aggressive and Threatening Caller

0:00 / 1:52

REVIEW TRANSCRIPT

## Frustrated Caller

0:00 / 1:56

REVIEW TRANSCIPT

## Angry Caller

0:00 / 1:51

REVIEW TRANSCRIPT

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**Call us: 1-844-743-2747**

**Our email: CPHS@switchbc.ca**

# Next Steps

- Schedule your discovery meeting today!
- Create an account on the CPHS web portal.
  - **www.cphs.switchbc.ca**
- Share with colleagues.
- Attend a **CME accredited** webinar.
  - December 2
  - February 10

**Book an Assessment**

# Questions?

# Thank you!

Our email: CPHS@switchbc.ca

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