

Prevention of Staff Abuse

Effective/Updated: February 2, 2026

INTRODUCTION

The College of LPNs and HCAs of Alberta (CLHA) has the authority under the *Health Professions Act* (HPA) to carry out its activities and govern registrants¹ in a manner that protects and serves the public interest.

This policy has been created to ensure a safe environment for all CLHA staff while interacting with registrants, applicants, members of the public, volunteers, and contractors. The CLHA strives to create a positive space where staff can work without fear of harm or harassment.

Abuse of staff is unacceptable. The CLHA will not tolerate any swearing, raised voices, rudeness, threats, or other abusive behaviour towards its staff. The CLHA may impose consequences on offenders who engage in these abusive actions.

PURPOSE

This policy outlines the behaviour that is expected of all people who engage with CLHA staff and the consequences of not following the guidelines set out in this policy.

POLICY

Staff perform their duties according to organizational policies and guidelines. Staff must be treated with decency and respect in all interactions. Anyone who interacts with a staff member is expected to act with integrity and to be courteous in their actions and words.

Abuse can occur in-person, over the telephone, via technology, or other forms of communication. The medium of abuse does not change the severity and will not affect the associated consequences.

Recognizing Abusive Behaviour

Anyone interacting with CLHA staff is expected to behave in an appropriate manner. Abusive behaviour can range from low to high intensity, and each violation will have its own unique consequences. The examples below can serve as a guide, but behaviours outside of this may also be considered abusive.

- raising of voice, shouting, and cursing;
- making discriminatory or derogatory comments;
- bullying;

¹ "Registrant(s)" has the same meaning as "regulated member(s)" in the *Health Professions Act*.

- harassment;
- making threats of violence;
- gestures such as spitting, waving fists at staff, or throwing objects at staff;
- physical touching or causing harm;
- repeatedly contacting staff in a disruptive manner; or
- circulating or posting personal or false information about staff members.

It is important to note that all these actions may be considered abuse and should never be part of anyone's interaction with staff.

Consequences of Staff Abuse

Abusive behaviour affects staff, their colleagues, and the organization. Dissatisfaction with the CLHA or its staff is not an excuse to abuse them.

Abuse by a registrant towards staff may result in a complaint under the *Health Professions Act* and could result in a formal conduct investigation. Abuse by an applicant or potential applicant may impact eligibility for registration as an LPN or HCA. Abuse by a contractor may result in a termination of the contractual agreement and services. Abuse by a volunteer may result in the termination of the volunteer agreement and services. Abuse by an applicant during a committee or job recruitment initiative may result in ineligibility for appointment. Abuse by others, including complainants and witnesses involved in a professional conduct process, may impact the action taken with respect to the complaint.

Any situation where staff are made to feel unsafe may lead to limited interactions with the CLHA. If the abuse is severe enough, including abuse from the public, the appropriate law enforcement agency will be involved. Other consequences may be applied on a case-by-case basis.

Abuse of staff is prohibited regardless of the reason. In case of conflict with a CLHA staff member, it should be resolved through respectful dialogue and communication. If resolution is not possible, you may request to speak to the CLHA staff member's supervisor.

CONCLUSION

There is no excuse for staff abuse. Anyone who abuses a CLHA staff member may face consequences. Abuse can occur in-person, over the telephone, via technology, or other forms of communication. If you have an issue with a staff member, resolve it through the proper communication channels.

If after reading this document you have questions about this policy, please contact info@clha.com or by phone at 780.484.8886 or Toll Free 1.800.661.5877 (Alberta only).