

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 6.09.ON
Section:	Health and Safety	Issued:	Nov. 25, 2019
Subject:	WORKPLACE VIOLENCE	Effective:	Jan. 1, 2020
Issue to:	All Manual Holders	Page:	1 of 4
		Replaces:	HR-16
Issued by:	Community Resource Centre	Issued:	Feb 2017

1 POLICY

- 1.01 The **Community Resource Centre** does not tolerate violence or unacceptable behaviour in the workplace perpetrated by or against employees, customers, clients, or other third parties. In the event of a violent incident or unacceptable behaviour perpetrated by an employee, the **Community Resource Centre** will act to severely discipline the employee, up to and including discharge for cause.
- 1.02 The **Community Resource Centre** shall establish programs and procedures to assess and reduce the risk of violence and unacceptable behaviour in the workplace. All employees are expected to be aware of and participate in such programs and procedures, as required.
- 1.03 A copy of this policy shall be provided to each new employee as part of the employee's hiring documentation and orientation. Additionally, this policy shall be posted and remain posted on all workplace bulletin boards.
- 1.04 This policy shall be reviewed after any serious incident or at least annually, whichever is the earlier.

2 PURPOSE

- 2.01 The purpose of this policy is to establish procedures to minimize and/or prevent violence and unacceptable behaviour in the workplace and to foster the safety and security of **Community Resource Centre** employees, clients and visitors to our work sites.

3 SCOPE

- 3.01 This policy applies to all employees of and visitors to the **Community Resource Centre**.

4 RESPONSIBILITY

4.01 Employees

- (a) Employees are responsible for informing their Supervisors of any violence, potential risk of violence, or unacceptable behaviour they may experience or witness. This includes issues in the employee's non-work life that may impact on the employee's or their co-worker's safety.
- (b) Employees are responsible for reporting to their Supervisors any incidents of violence or close calls, according to the procedures set out in this policy.
- (c) Employees are responsible for attending any training or information sessions provided by the **Community Resource Centre** to reduce violence or risks of violence.
- (d) Employees are expected to co-operate with the police, organization investigators or other authorities as required during any investigation related to workplace violence.

4.02 Supervisors

- (a) Supervisors are responsible for assessing the risk of violence to employees under their

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supervision, minimizing those risks where necessary or reasonably possible and informing any affected employee of such risk or potential risk.

- (b) Supervisors are responsible for ensuring employees are trained to:
- (i) recognize the potential for violence;
 - (ii) follow the procedures and policies developed to minimize risk;
 - (iii) respond to incidents appropriately; and
 - (iv) report and document such incidents.
- (c) Supervisors are responsible for tracking and reporting risks of violence, incidents of violence and close calls to Management and the Joint Health and Safety Committee or Health and Safety Representative, according to the timelines set out in the procedures. The Incident Report Form is used for this purpose.
- (d) Supervisors are responsible for ensuring proper medical care is provided for anyone involved in an incident and for securing the safety of employees, before investigating the incident or taking reports.
- (e) Supervisors are responsible for co-operating with police, organization investigators or other authorities, as required during any investigation related to workplace violence.

5 DEFINITIONS

- 5.01 **“Violence”** means unacceptable behaviour as defined in paragraph 5.03 and includes any incident in which there is
- (a) the exercise of physical force by a person against an employee, in the workplace, that causes or could cause physical injury to the employee;
 - (b) an attempt to exercise physical force against an employee, in a workplace, that could cause physical injury to the employee;
 - (c) a statement or behaviour that it is reasonable for an employee to interpret as a threat to exercise physical force against the employee, in a workplace, that could cause physical injury to the employee;
 - (d) an attempt to threaten or assault a client or visitor to the workplace while on organization premises; or
 - (e) an attempt by an employee to threaten or assault a client, co-worker or other individual in circumstances relating to the employee’s execution of their duties, whether on or off organization premises.
- 5.02 **“Workplace”** means in or on the property of the **Community Resource Centre**, or away from **Community Resource Centre** property if the employee is engaged in work-related activities.
- 5.03 **“Unacceptable Behaviour”** means physically or psychologically aggressive behaviours including but not limited to:
- hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
 - carrying or brandishing weapons of any sort
 - throwing objects at an individual with a view to cause physical injury or fear
 - destruction of workplace or co-workers’ property
 - threats of violence

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- intimidating behaviour that causes the recipient to have a fear of physical violence
- obscene or harassing telephone calls.

5.04 **“Close Calls”** means incidents which did not result in actual physical harm but, except for circumstance, had the potential to result in physical harm.

5.05 **“Minor Incident”** means an incident in which no one is physically harmed in any way and which was resolved through employee or Supervisory intervention or mediation.

5.06 **“Serious Incident”** means an incident in which someone was physically harmed (whether requiring medical attention or not), or which continued or escalated after Supervisory intervention or mediation.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Occupational Health and Safety Act and Regulations (Ontario)

Criminal Code (Canada)

SPP HR 5.03.ON — Workplace Harassment

SPP HR 6.01.ON — Health and Safety Principles

SPP HR 6.02.ON — Accident and Injury Reporting

SPP HR 6.03.ON — Accident Investigation

7 PROCEDURE

7.01 The Manager of each Department shall initiate a process to involve Supervisors, employees and the Joint Health and Safety Committee or Health and Safety Representative in assessing the risk of violence in the department and work environment on a periodic basis. The process shall include taking actions to remove as many risks as can be reasonably removed and instructing employees to recognize risk. The risk assessment shall be reviewed at least annually.

7.02 Each and every incident of violence in the workplace shall be reported immediately to the Supervisor. The Supervisor shall investigate the incident immediately. The Incident Investigation Checklist may be used to ensure proper investigation of any reported violent incident.

- 7.03 (a) The Supervisor shall immediately make the appropriate inquiries of the victim and/or witnesses to determine if the incident is minor or serious.
- (b) If the incident is minor:
- the Supervisor will determine if mediation is appropriate and if so, mediate or arrange for mediation of the situation;
 - conduct the appropriate investigation immediately; and
 - within twenty-four (24) hours, write a report outlining the details, facts and witnesses of the incident and submit the report to the **Executive Director** and

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the Joint Health and Safety Committee.

If the assailant is an employee, the Supervisor shall apply appropriate disciplinary measures, if necessary, based on the facts of the incident and the assailant's employment record.

- (c) If the incident is serious:
- (i) the Supervisor must first ensure the safety of employees and themselves;
 - (ii) ensure proper medical treatment is provided or sent for;
 - (iii) contact the authorities (Police or Ministry of Labour, where appropriate) as soon as possible to report the incident;
 - (iv) contact the **Executive Director** and Joint Health and Safety Committee or Health and Safety Representative, as appropriate, as soon as possible, to assess who should be involved in the investigation;
 - (v) conduct a thorough investigation, keeping detailed notes of facts, times, witnesses and witness accounts;
 - (vi) within twenty-four (24) hours after the completion of the investigation write and submit a detailed report of the incident to the Joint Health and Safety Committee and the **Executive Director** and any other parties required by law.
 - (vii) consult with the **Executive Director** regarding any disciplinary action to be applied.
- (d) If the incident involves a fatality; results in an individual being admitted to a hospital for more than **[two (2)]** days; or involves an unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing a serious injury,
- (i) the area where the incident occurred must be sealed and not disturbed except insofar as is necessary to attend to persons injured or killed, or to prevent further injuries;
 - (ii) the **Executive Director** shall immediately notify the OHSIA Inspector and/or other authorities, as necessary, of the time, place and nature of the incident.

The sealed area must remain sealed unless otherwise directed by the OHSIA Inspector, an OHSIA Officer or a peace officer.

- 7.04 A Supervisor shall advise an employee to consult a health professional of the employee's choice for treatment or referral if the employee reports an injury or adverse symptom resulting from workplace violence or is exposed to workplace violence.
- 7.05 The individual responsible for documenting newly hired employees shall ensure a copy of this policy is provided to and reviewed with each new employee during that employee's documentation and orientation process.