

CATEGORY: Human Resources

POLICY NO.:

SUBJECT: Occupational Health & Safety
Workplace Violence Prevention Policy

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APPROVED BY: Click here to enter text

DATE: 13-Sep-17

PURPOSE

Click here to enter text.is committed to providing a safe work environment free of violence and ensuring all workplace parties understand their respective responsibilities in prevention and corrective actions.

POLICY STATEMENT

Click here to enter text recognizes the potential for violence in the workplace and will make every reasonable effort to identify all potential sources of risk to eliminate or minimize them through the workplace violence prevention program.

Violent behavior from anyone in the workplace is unacceptable. This policy applies to **(the workplace may wish to list who this policy applies to, especially if it applies to people other than workers such as visitors, clients, delivery persons and volunteers, etc.)**. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

Click here to enter text is committed to the protection of employees from any type of workplace violence including:

1. Type I – External Perpetrator
2. Type II – Patients/Client/Visitor
3. Type III – Employment Related
4. Type IV - Domestic Violence

DEFINITIONS

Workplace Violence

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,

- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- A statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace

The workplace is deemed to be any location where Click here to enter text employees are engaged in business activities in the performance of their work.

ROLES & RESPONSIBILITIES

Employer

Click here to enter text Shall prepare a written policy for workplace violence and develop and maintain a program to implement the policy. The policy must be reviewed as often as is necessary, but at least annually.

Shall reassess the risks of workplace violence as often as is necessary to ensure that the related policy and program continue to protect workers from workplace violence. Advise the Joint Health & Safety Committee (JHSC) or the Health and Safety Representative (H&S Rep) results of the risk assessment and provide a copy of the assessment if in writing. If there is no JHSC or H&S Rep, advise the workers of the results of the assessment and, if the assessment is in writing, provide copies on request or advise the workers how to obtain copies.

If Click here to enter text becomes aware or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace, Click here to enter text shall take every precaution reasonable in the circumstances for the protection of the worker.

Provide a worker with information and instruction that is appropriate for the worker on the contents of the policy and program with respect to workplace violence and any other prescribed information or instruction.

Shall provide information to a worker related to a risk of workplace violence from a person with a history of violent behavior if:

- The worker can be expected to encounter that person in the course of his or her work; and
- The risk of workplace violence is likely to expose the worker to physical injury.

Click here to enter text shall not disclose more personal information in the circumstances described above, related to the history of violent behavior than is reasonably necessary to protect the worker from physical injury.

Ensure the Workplace Violence policy is posted at a conspicuous place.

If a person is disabled from performing his or her usual work or requires medical attention because of violence in the workplace, Click here to enter text shall, within four (4) days of the occurrence, give written notice of the occurrence containing the prescribed information and particulars to the following:

- The Joint Health & Safety Committee and Health & Safety Representative
- The Director of MoL, if the Inspector of MoL requires notification of the Director.

Manager/Supervisor

It is the responsibility of all managers and supervisors to implement this policy and to communicate to all employees that violence is prohibited by Click here to enter text . Any individual(s) in violation of this policy will be subject to disciplinary action.

Provide a worker with information and instruction that is appropriate for the worker on the contents of the policy and program with respect to workplace violence and any other prescribed information or instruction.

Shall provide information to a worker related to a risk of workplace violence from a person with a history of violent behavior if:

- The worker can be expected to encounter that person in the course of his or her work; and
- The risk of workplace violence is likely to expose the worker to physical injury

No manager or supervisor shall disclose more personal information in the circumstances described above, related to the history of violent behavior than is reasonably necessary to protect the worker from physical injury.

Investigate and take corrective action of reports or threats of violence in accordance with the defined reporting procedures.

Ensure compliance to policies and procedures by all who have a relationship with the organization (e.g. volunteers, students, etc.).

Workers, Contracted Labour, Volunteers, & Students

All workers in the workplace including the Employer, as well as those individuals working Click here to enter text on a contract, temporary or volunteer basis will ensure the following:

- Promptly report without fear of reprisal any incidents of workplace violence or threats of workplace violence to their manager/supervisor.
- Understand and comply with the violence prevention policy and related procedures.
- Participate in violence prevention education and training programs.

Joint Health & Safety Committee (JHSC) and Health & Safety Representative

Will be consulted about the development, establishment and implementation of violence prevention measures and procedures.

At least once a year, take part in a review of the workplace violence prevention program and make recommendations to the employer for developing, establishing and providing training in violence prevention measures and procedures.

The worker representative of the JHSC and the H&S Rep shall be involved in the investigation of all critical injuries or fatalities due to workplace violence.

Visitors & General Public

All visitors and general public at Click here to enter text are expected to treat employees with respect and any violent behavior is unacceptable.

PROCEDURES

Workplace Violence Risk Assessment

1. Click here to enter text will conduct a workplace Violence in the Workplace Risk Assessment
2. The Violence in the Workplace Risk Assessment identifies a 'risk level' based on the likelihood and severity of incidents.
3. Following the results of the Violence in the Workplace Risk Assessment, the manager/supervisor will assess the need for additional protocols to prevent violence and/or to minimize the risk of injury.
4. Flagging system: Shall provide information to a worker related to a risk of violence from a person with a history of violent behavior if:
5. The worker can be expected to encounter that person in the course of his or her work; and
6. The risk of workplace violence is likely to expose the worker to physical injury
7. Personal Safety Response Systems—availability as per worksite procedure. Examples of Personal Safety Response Systems are portable panic buttons, access to cell phones, fire alarm systems, panic buttons etc.,

Workplace Violence Reporting

1. If a worker, contract staff, volunteer, or student feel they are or have been the victim of workplace violence, they should immediately report this to the following:
 - The manager/supervisor or their designate

- Employer

Emergency Preparedness

1. In the event of violence within a workplace the following procedures must be followed:
 - Alert people to the violence that is occurring (e.g., sound the emergency alarm)
 - To the extent that is possible/safe, secure the location
 - Take immediate steps to minimize impacts of violence (e.g., evacuate or find a safe place as appropriate) Contact the appropriate authorities, 911 police.
2. If the incident resulted in the employee being disabled from performing their work or receive medical attention it must be documented using the Injury & Illness Investigation Report. The incident must be reported to the JHSC and H&S Rep within four (4) days. (See Policy Incidents or Injury Investigation).
3. If an incident resulted in critical injuries or death contact the MOL as required. (See Policy Incidents or Injury Investigation).
4. Management will assess the situation and ensure that the following interventions are used if required:
 - Facilitate medical attention
 - Management debriefing
 - Referral to community agencies, treating practitioner and EAP
 - Report to police and team debriefing.
5. Any employee may bring a complaint forward. The complainant should consider the following details:
 - Nature of complaint
 - Specific incidents of the complaint
 - Names of the witnesses to the alleged incident
 - Specific information that the witnesses are expected to provide.
6. If the complaint is against the Physician, the complaint should be made in writing and provided to the Employer. If the complaint is against the Executive Click here to enter text Click here to enter text., the complaint should in writing and provided to the Chair of the Board of Directors.

Workplace Violence Investigation

1. It is expected of all parties that are currently or may be subsequently involved in the investigation to maintain confidentiality. However, there may be situations where information sharing may be necessary to ensure the safety of others and prevent recurrence.
2. All parties will attempt to resolve a complaint in a prompt, objective and sensitive manner.

3. An employer/supervisor will investigate all reports of workplace violence. In the event it is worker-to-/employer/management, or employer/management-to-worker incidents, contact the Board of Directors (as applicable) for further investigation.
4. Incidents of Workplace Violence resulting in injury are to be documented and investigated using the Injury & Illness Investigation Report. These findings are to be shared with the JHSC and H&S Rep.
5. Employer will review reports of workplace violence and ensure that corrective actions are taken.

Workplace Violence Corrective Actions

1. Any employee found liable for workplace violence is subject to disciplinary action.
2. If the resolution of the incident is beyond the authority of a manager/supervisor, she/he must make the Employer aware of the situation. The Employer may involve other managers/supervisors in the investigation as appropriate (e.g., when the incident involves clients, patients, visitors or employees under another manager's/supervisor's area of responsibility).
3. A follow-up with a victim of workplace violence will be conducted by the employer and supervisor

RECORD KEEPING

Written records of workplace violence incident/injury reports and investigation will be retained for 3 years.

TRAINING

1. Every new employee of the Click here to enter text will be required to attend a health and safety orientation and receive training on the Workplace Violence Policy and Procedures.
2. Education and training programs will be developed /selected in consultation with the Joint Health & Safety Committee and Health & Safety Representatives.
3. All employees will receive and participate in refresher training.
4. Training records will be maintained for a period of 3 years.

EVALUATION

Click here to enter text shall review the Workplace Violence Prevention policy annually in consultation with the JHSC and H&S Rep.

Signature: _____

Print Name: _____

Date: _____