

DEPARTMENT: HEALTH & SAFETY

SECTION:

SUBJECT: WORKPLACE VIOLENCE

EFFECTIVE DATE: SEPTEMBER 2010

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## **POLICY:**

Tri-County Mennonite Homes recognizes the potential for violent acts or threats directed against staff by both internal and external sources. Every effort is made to identify possible sources of violence and implement procedures to eliminate or minimize risks.

## **PURPOSE:**

Occupational Health and Safety legislation provides a 'general duty provision' which requires the employer to take all reasonable precautions to protect the health and safety of employees. This provision would include protecting employees from a known risk of workplace violence.

Any staff can be affected by violence. Those who work with the public are at risk from robbery, physical and sexual assault, bomb threats and harassment. Workplace violence includes conduct that can occur within or outside of the workplace. It includes all forms of harassment and bullying.

## **DEFINITIONS:**

**Workplace** is any place where an employee does work and includes off-site places where the employee goes to transact business.

There are four primary types of workplace violence:

1. Violence in connection to criminal acts,
2. Client/patient-related violence,
3. Violence between co-workers, and
4. Domestic violence.

**Workplace Violence** is defined by the Occupational Health & Safety Act as:

- 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 behaviour 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.

## **RESPONSIBILITIES:**

Management will be responsible to:

- ensure safe work procedures are in place to prevent violence,
- train staff to:
  - Prevent or minimize the risk of violence,
  - Recognize and control potentially violent situations,
  - Respond to incidents and obtain assistance, and

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- Report, investigate and document incidents.
- make staff aware of:
  - the nature and extent of the risks they may face at work,
  - Incidents of violence that have occurred in the past and how to prevent recurrences,
  - Recent incidents of violence or newly identified risks, and
  - Customers, delivery personnel and others who could pose a risk. Staff should know each person's name and the nature of the risk. This information should not be used indiscriminately. It will therefore only be given to staff who are likely to meet these people.

All staff will be responsible to:

- follow the procedures to reduce the risk of violence,
- attend the provided training, and
- immediately report all incidents to their supervisor.

## COMPLAINT PROCEDURE:

1. **Reporting Response** - when a supervisor receives a report they will do the following:
  - a. Complete a Report Form with the staff member reporting.
  - b. Report the incident to the Executive Director.
  - c. Begin the investigation process, ensure to take witnesses names and contact information.
  - d. Meet confidentially with persons as required.
2. An **Investigation** will be performed by the supervisor immediately on all incidents of reported workplace violence. Special considerations for privacy and sensitivity must be considered. If a particular supervisor needs assistance in either performing this type of investigation or dealing with the issue at hand they are to seek that help from the appropriate persons within our organization.
3. **Actions** required in preventing re-occurrences or to this policy and procedure will be made as required. The investigation process will identify the required actions and these will be acted upon by the appropriate persons to the appropriate employees. At all times striving to maintain the highest levels of respect and dignity.

## TRAINING:

This policy will be communicated to all Employees annually through our safety program and annual health & safety in-service.

The above noted communication shall be considered the training regarding this policy.

## EVALUATION:

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This policy will be evaluated at a minimum on an annual basis. If concerns are raised, the Policy will be reviewed as necessary.