

# VIOLENCE IN THE WORKPLACE POLICY

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## POLICY

<ENTER ORGANIZATION'S NAME> recognizes the potential for violent acts or threats directed against our workers and volunteers by patrons and visitors to our venue, as well as internally by <ENTER ORGANIZATION'S NAME> employees, volunteers and/or contractors.

Violence in the workplace includes any verbal, physical or psychological abuse, threat, intimidation, or assault. It may also include the following behaviour or attitudes:

- Property damage, vandalism;
- Sabotage, theft;
- Physical assaults, psychological trauma, harassment;
- Anger-related incidents, arson; and
- Use of abusive language.

Any act of workplace violence and harassment from any source is unacceptable conduct. Violence and harassment in the workplace are prohibited, and every worker is entitled to employment free of violence and harassment.

Every effort has been made to identify the sources of such action, and procedures have been developed to eliminate or minimize the risks to staff.

The management of <ENTER ORGANIZATION'S NAME> will ensure that all workers and volunteers are aware of the hazards and are trained in the appropriate actions to take for protection from acts or threats of violence.

Workers have the right to bring complaints of violence or harassment to the employer or, if the employer is the person alleged to have committed the violence or harassment, to another person other than the employer.

Workers must follow the procedures implemented for their protection, and immediately report all incidents of violence their supervisor or employer.

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## SCOPE AND APPLICATION

This Policy applies to the "workplace". "Workplace" is defined as any land, premises, location, working hours, or thing at, upon, in or near which a worker works. For the purposes of this Policy, the "workplace" includes but is not limited to:

<ENTER ORGANIZATION'S NAME> offices, property or facilities, including shops and off-site storage areas (interior and exterior).

This Policy applies to all individuals working for <ENTER ORGANIZATION'S NAME>. For the purposes of this Policy, workers are defined as full-time workers, part-time workers, temporary workers, contract service providers, volunteers, all managerial personnel, officers, and directors.

Additionally, this Policy applies to employees of other organizations who work on or are invited into our workplace, as well as partners, clients and visitors or patrons to the premises.

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## RESPONSIBILITIES

Commitment to the prevention of workplace violence including domestic violence in the workplace and workplace harassment, including workplace sexual harassment, must be essential for everyone at <ENTER ORGANIZATION'S NAME>.

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## The Employer will:

- Identify potential or actual risk of injury from violence by doing a workplace violence risk assessment ([see Appendix B](#)) that includes:
  - previous experience in the workplace, and occupational experiences in similar workplaces ([see Appendix A](#)),
  - location and circumstances in which the work will take place.
- Establish procedures to control the risk if there is one present. Control measures must be implemented to eliminate or minimize the risk.
- Implement engineering controls, safe work practices, and written work procedures to eliminate or reduce the risk of violence in the workplace.
- Provide workers with appropriate personal protective equipment as needed.
- Ensure Supervisors and workers are provided with education and training on risk assessments and procedures for how to prevent violence in the workplace or on how to deal with incidents of violence in the workplace. (see "[Education and training](#)," below).
- The employer will not disclose information about the circumstances related to an incident or complaint, the names of the victim, the person alleged to have committed the violence or harassment, or any witnesses. Exceptions would be if disclosure of this information is required by law, or where it is necessary to:
  - investigate the incident or complaint,
  - take corrective action,
  - inform the persons involved in the incident or complaint of the results of the investigation and any corrective action to be taken to address the incident or complaint, or
  - inform workers in the workplace of the nature and extent of the risk of violence or harassment there.

## Supervisors will:

- Become familiar with this policy and procedure
- Supervise workers and volunteers with respect to responding to and reporting threats or acts of violence.
- Ensure that workers and volunteers use engineering controls and follow safe work practices and written work procedures.
- Ensure that workers and volunteers receive education and training on responding to and reporting threats or acts of violence when they first start work (initial orientation).
- cooperate with an investigation and respect the confidentiality of the process.

## Workers and volunteers will:

- Become familiar with this policy and procedure
- Use the provided engineering controls.
- Follow safe work practices and written work procedures.
- Report incidents to their supervisor or employer
- Cooperate with an investigation and respect the confidentiality of the process.
- Attend education and training (occupational first aid training courses and additional company training sessions).

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## PROCEDURE

In the case of a direct threat or act of violence, all workers are expected to activate emergency response procedures.

Threats or incidents of workplace violence should be reported to the supervisor, the employer, a person in authority or Security as applicable.

### Engineering controls

The ideal engineering control would be to place physical barriers (gates or plexiglass barriers) between workers and visitors to our space. However, this is not always practicable. In general, workers, volunteers and supervisors should always maintain a safe distance from visitors when they are in spaces where events are occurring.

### Safe work procedures

Workers, volunteers and supervisors will follow <ENTER ORGANIZATION'S NAME>'s Violence in the Workplace policy and procedures to the best of their ability. Working with another person is the best way to help reduce the risk of violence in the workplace.

### Identifying and Dealing with Potentially Threatening Situations or Individuals

Avoid escalating the situation. Find ways to help the individual avoid humiliation or embarrassment. Be alert and assess the threat. There is no set technique for dealing with highly agitated or potentially hostile individuals, and everyone reacts differently to each situation. Anger can be a prelude to violence. To ignore the anger of an individual is to ignore the threat to personal safety.

Notify your supervisor of any threatening behaviour. When obvious signs of anger are not evident (shouting, swearing, threats, etc.) then staff should be alert to subtle signs including:

- rapid respiration
- pupils dilated
- fixed stare
- bunching up of the body
- white knuckle effect or tight-fisted stance
- voice or complexion change

Never argue with an individual. Empathy will go a long way towards ensuring your safety. As well, it might buy you some time.

### Tips to De-escalate Potentially Aggressive Behaviours:

- Focus on the emotions first. Remain calm, and try to calm the other person.
- Listen carefully and try to put yourself in the customer's shoes, so you can better understand how to solve the problem.
- Distance – Personal space is the area around a person in which they feel safe; about 1 meter.
- Maintain an open stance – slightly turn your body at an angle to the other person. Keep your hands open and in plain view. This stance is less threatening. Do not cross your arms or point your finger
- Calm and in control – If another person yells at you, the automatic reaction is to raise your voice too. This tends to cause the other person to become even angrier.
- Listen and respond with empathy – Listen to what is being said and validate feelings. Most (but not all) persons will calm down once they get what is bugging them off their chest.
- Try to use the person's name if you know it – People respond to their name.
- If you cannot calm the person, ask for help.

If situations escalate and becomes a violent incident, call the police immediately (9-1-1). Make note of the person's appearance, behaviour and mannerisms.

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## Incident Reporting

All incidents of violence must be immediately reported to supervisors and management. If an act of violence occurs:

- Lock the doors immediately and make sure no one leaves the building until the police arrive
- Call police and ambulance (if necessary) (911) and follow the dispatcher's instructions
- Get medical attention for anyone injured.
- Notify **Security (if applicable) and** your supervisor and the employer.
- Write down any observations, interactions and details you made during the incident. Do not discuss the incident. The Violent Incident Report Form ([Appendix C below](#)) can be used for this purpose.
- To preserve the integrity of an investigation in the event of a violent incident, close the area off and do not touch anything.

## Education and training

<ENTER ORGANIZATION'S NAME> all ensure that all workers, supervisors and volunteers are aware of the hazards and are trained in the appropriate actions to take for prevention and protection from acts of violence.

The following points will be reviewed with all new and young workers the worker's or volunteer's first day of work.

- Applicable sections of the Occupational Health and Safety Regulation, including [OHS-R 4.27 through 4.31](#).
- Information to supervisors, workers, and volunteers who may be exposed to the risk of violence of the nature and extent of the risk. The employer must instruct workers who may be exposed to the risk of violence in
- An explanation of this company's Violence in the Workplace Prevention policy, which will include:
  - The means for recognition of the potential for violence (outlined above)
  - The procedures, policies and work environment arrangements which have been developed to minimize or effectively control the risk to workers from violence,
  - The appropriate response to incidents of violence, including how to obtain assistance, and
  - Procedures for reporting, investigating and documenting incidents of violence.
- Their responsibilities and where to access the policy.

The employer and Joint Health and Safety Committee (if applicable) will review this policy annually and update it as necessary.

# VIOLENCE IN THE WORKPLACE POLICY

## APPENDIX A -

### REVIEW OF PAST & RISK OF VIOLENCE WORKSHEET

#### REVIEW OF PAST VIOLENT INCIDENTS

VIOLENCE TYPE	NUMBER FOR CURRENT YEAR	NUMBER FOR PREVIOUS YEAR	NUMBER FOR 2 YEARS PREVIOUS
Verbal / Threats			
Physical / Assaults			
Damage / Vandalism			

#### RISK OF VIOLENCE IN SIMILAR WORKPLACES

##### WORKPLACE 1

NAME OF SIMILAR WORKPLACE

INFORMATION REGARDING INCIDENTS OF VIOLENCE

##### WORKPLACE 2

NAME OF SIMILAR WORKPLACE

INFORMATION REGARDING INCIDENTS OF VIOLENCE

#### INFORMATION FROM WORKERS REGARDING RISK OF VIOLENCE

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## APPENDIX B -

### VIOLENCE IN THE WORKPLACE RISK ASSESSMENT WORKSHEET

#### INSTRUCTIONS FOR COMPLETING THIS WORKSHEET

- Check existing controls already in place
- Enter any other controls already in place that are not listed in EXISTING CONTROLS
- Enter any recommended additional controls or actions required
- Enter who is responsible for implementing and the date for the recommended additional control or action to be completed.

**You are not required to use any of the examples of existing controls.** There may be other controls that are more suitable to the circumstances of your workplace and to controlling the risks of workplace violence that you identify.

<b>DATE:</b>	<b>WORKSITE</b>
<b>COMPLETED BY:</b>	

#### 1. DOES THE PUBLIC HAVE DIRECT PHYSICAL ACCESS TO THE WORKPLACE?

**CIRCLE: YES NO N/A**

EXISTING CONTROLS	OTHER EXISTING CONTROLS	RECOMMENDED ADDITIONAL CONTROLS OR ACTIONS	ASSIGNED TO AND DATE OF COMPLETION
<input type="checkbox"/> Counters and/or barriers prevent physical access to non-public areas <input type="checkbox"/> Equipment is in place to notify workers when someone enters the workplace (e.g. doorbell) <input type="checkbox"/> Reception areas are visible to other workers <input type="checkbox"/> Signs are posted for worker-only areas <input type="checkbox"/> Non-workers are accompanied in restricted areas			

#### 2. CAN WORKERS CALL FOR IMMEDIATE HELP WHEN REQUIRED?

**CIRCLE: YES NO N/A**

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EXISTING CONTROLS	OTHER EXISTING CONTROLS	RECOMMENDED ADDITIONAL CONTROLS OR ACTIONS	ASSIGNED TO AND DATE OF COMPLETION
<input type="checkbox"/> Equipment exists that can automatically summon assistance <input type="checkbox"/> Phones are pre-programmed to speed dial emergency numbers <input type="checkbox"/> Emergency numbers are posted by all phones <input type="checkbox"/> Internal code word(s) are in place to indicate that help is needed <input type="checkbox"/> Two-way radios are available			

## 3. ARE THERE OBJECTS OR EQUIPMENT IN PUBLIC AREAS THAT COULD BE USED TO HURT PEOPLE?

**CIRCLE: YES NO N/A**

EXISTING CONTROLS	OTHER EXISTING CONTROLS	RECOMMENDED ADDITIONAL CONTROLS OR ACTIONS	ASSIGNED TO AND DATE OF COMPLETION
<input type="checkbox"/> Public counters are free of equipment and clutter <input type="checkbox"/> Sharp and dangerous items are stored so that only workers have access to them			

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## 4. ARE THERE DESIGNATED ROOMS FOR MEETING WITH PATRONS?

**CIRCLE: YES NO N/A**

EXISTING CONTROLS	OTHER EXISTING CONTROLS	RECOMMENDED ADDITIONAL CONTROLS OR ACTIONS	ASSIGNED TO AND DATE OF COMPLETION
<input type="checkbox"/> Meeting room interior is visible to other workers <input type="checkbox"/> Meeting room is within hearing range of other workers <input type="checkbox"/> Meeting room is set up with an easy exit for workers in case of emergency			

## 5. ARE THERE PROCEDURES IN PLACE TO IDENTIFY HIGH-RISK INDIVIDUALS, SITUATIONS OR LOCATIONS, AND HOW TO RESPOND TO AGGRESSIVE OR VIOLENT PEOPLE?

**CIRCLE: YES NO N/A**

EXISTING CONTROLS	OTHER EXISTING CONTROLS	RECOMMENDED ADDITIONAL CONTROLS OR ACTIONS	ASSIGNED TO AND DATE OF COMPLETION
<input type="checkbox"/> Workers are trained in procedures to identify high risk situations and how to respond <input type="checkbox"/> Violence prevention measures are reviewed annually with workers			

Additional Information



# VIOLENCE IN THE WORKPLACE POLICY

## APPENDIX C -

### VIOLENT INCIDENT REPORT FORM

Complete this form as soon as possible after the incident has occurred.

#### IDENTIFYING INFORMATION

##### INDIVIDUAL

NAME:	TITLE
SHIFT:	DEPARTMENT:

##### INCIDENT DETAILS

DATE:	TIME:		
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LOCATION

TYPE OF INCIDENT

VERBAL    THREAT    ASSAULT (Struck, kicked, bitten)

OTHER (specify):

MEDICAL ATTENTION OR FIRST AID REQUIRED?	ADVISED OF RIGHT TO CONSULT DOCTOR?
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

REPORTED TO SUPERVISOR?	POLICE CALLED?
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

DESCRIBE THE INCIDENT. USE ADDITIONAL SHEETS IF NECESSARY

WITNESSES:

ACTION TAKEN

##### ASSAILANT DETAILS

ASSAILANT:  CUSTOMER    VISITOR    CO-WORKER    DELIVERY PERSON    OTHER (specify):

<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> OTHER	AGE	HEIGHT	WEIGHT
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COMPLEXION	NAME (if known)
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IDENTIFYING MARKS (TATTOOS, SCARS)