OUR COMPANY HARASSMENT PREVENTION POLICY

# Company Commitment

At OUR COMPANY, we are committed to providing a safe work environment for all staff. Management recognizes the potential for violence or threats against staff. Actions have been taken to identify possible sources of violence and to implement a violence prevention program to eliminate or minimize risk.

# Violence is Against the Law

Canada’s Criminal Code prohibits violence. You have a right to live and work without being subjected to violence. This policy outlines what to do if you are subjected to threats or violence at work, or if you, as a manager or an employee, become aware of a violent situation.

# What Constitutes Violence

As defined in Part 11 of The Workplace Safety and Health Regulation, M.R. 217/2006:

*“Violence” is the attempted or actual exercise of physical force against a person and any threatening statement or behavior that gives anyone reason to believe that physical force will be used against them.*

# Employees Rights and Responsibilities

Employees are entitled to work free from violence.

Employees are responsible for working together in a professional manner and resolving issues in a non-violent manner. Employees are to bring issues to their supervisor, if they cannot be mutually resolved.

Employees must report incidents of violence to their supervisor. They must also co- operate in the investigation of a violent incident. Anyone who gives evidence or information in an investigation or is involved in the process, must keep this information confidential, except when it is necessary to deal effectively with the issue.

# Employers’ Responsibilities

The management at OUR COMPANY must ensure, as much as reasonably practical, that no employees are subjected to violence in the workplace.

Management will take corrective action with anyone under their direction who subjects an employee to violence.

Management will not disclose the name of a complainant or the circumstances of the complaint to anyone except where disclosure is:

* necessary to investigate the complaint
* required to take corrective action
* required by law

Management will ensure all employees are aware of the risks of violence in the workplace and are properly trained and equipped to protect themselves.

The OUR COMPANY’s violence prevention policy is not intended to discourage or prevent anyone from exercising any other legal rights under any other law.

OUR COMPANY, its managers and supervisors are responsible for creating a safe working environment, free from violence. Anyone aware of violence in our workplace must bring it to the attention of management so that the issue can be addressed immediately.

# Steps to eliminate or minimize the risk of violence

Safe work procedures have been developed to inform and train employees about the risks of violence. These risks were identified in a risk assessment conducted in conjunction with the workplace safety and health committee. The safe work procedures have been reviewed with all employees. Documented safe-work procedures on violence prevention include:

* working alone
* how to deal with irate customers
* robbery prevention
* handling money
* parking lot safety

As a result of the risks identified in the assessment, the following physical changes have been made in the workplace:

* increased lighting
* decreased sources of occupational stress, such as noise and overcrowding
* the addition of protective barriers in areas where staff interact with customers
* increased site security inside and outside the building (including parking lot)

## Office Employees

* Employees should take all reasonable steps to protect their personal safety and remove themselves from a violent situation.
* Help should be summoned by using pre-arranged distress signal or any other appropriate means.
* The supervisor or next available management employee must be notified immediately.
* If a physical assault occurs, the supervisor/manager **must** contact the police.

## Field Employees

* A plan for working alone must be reviewed with all employees who work alone.
* Employees must adhere to this plan. Supervisors must ensure the plan is adhered to.
* Radio or cell phone communication must be set up with all employees who work alone. In addition, panic alarms must be provided to all staff.

# How to Report Incidents of Violence

1. Report all incidents or threats, and attempted or actual violence, to your immediate supervisor.
2. The employee and the supervisor will assess the risk associated with the situation and complete the violence incident report form. The form must be completed for all incidents, whether they are actual violence or a threatening situation where there is a reasonable expectation that it may become violent.
3. The supervisor will report all incidents of violence (including situations where there is a reasonable expectation that the threat may become violent), to the director as soon as possible. The director will immediately notify human resources.
4. The violent incident report must be submitted by human resources to the chief operating officer within 24 hours of receiving the report.
5. If any injury or mental trauma occurs, the worker and supervisor must complete an injury report form and submit it to human resources.

# Notification of Workers at Risk

When an actual incident of violence has occurred or when it is reasonably expected to become violent, OUR COMPANY will take the following steps to ensure the safety of all employees:

1. Human resources will advise the employees who are at risk. They will also co- ordinate a review of current procedures to minimize risk.
2. All available information about the source of violence will be provided to the employees who are at risk and their supervisors.
3. Depending on the circumstances, appropriate steps will be taken to protect employees.

# Recommendation to Get Medical Help

* Employees who have been the victim of violence will be:
* encouraged to get medical help
* given the opportunity to be examined by a physician
* provided with transportation if required
* Employees and their families can get crisis counselling through the employee and family assistance plan.
* The employee will keep all existing benefits programs while under treatment or counselling.
* If an employee gets medical help or misses work, both the employer and worker must file a report of injury with the Workers Compensation Board.
* The supervisor, director, and human resources will review the incident and its effects and take reasonable steps to accommodate employees involved in the incident.

# Investigating Violent Incidents

1. The violent incident report must be completed for all violent incidents, including situations where there is a reasonable expectation that the incident or threat may become violent in the future.
2. The director, supervisor and human resources will review all incidents that are reasonably expected to become violent. The current procedures will be reviewed and additional steps may be taken to prevent future violence.
3. The director, supervisor and human resources will investigate all reported incidents of actual violence. The existing procedures will be reviewed and revised as necessary to prevent a repeat.
4. All violent incident reports will be sent to the safety and health committee for review. All revisions and recommendations to the violence prevention policy from the director and human resources will be forwarded to the safety and health committee for consultation and review.