



POLICY

Workplace Violence

Human Resources

BACKGROUND

The 519 Church Street Community Centre is wholly committed to creating a safe work environment for all employees and participants who use our facilities. In 2008, the 519 adopted the Organizational Health and Safety Policy statement and the Crisis Intervention Policy to clearly establish our commitment to creating a safe workplace.

POLICY STATEMENT

The 519 Church Street Community Centre is committed to working with its employees to provide a safe work environment. The 519 will not tolerate any acts of violence or attempts of violence and will take all reasonable and practical measures to prevent violence and protect employees from acts of violence. Appropriate remedial, disciplinary and/or legal action will be taken according to the circumstances.

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 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 Harassment

- Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.
- Workplace harassment may include bullying, intimidating, offensive jokes or innuendos, displaying or circulating offensive pictures or materials, or offensive/intimidating phone calls.

Critical Injuries

- Consist of but not limited to; incidents that place life in jeopardy, result in substantial blood loss, fracture of a major bone, etc.

Reprisal

- Reprisal is any act of retaliation, either direct or indirect against another's actions.

APPLICATION

This policy applies to all employers, contractors, volunteers, students, community members/participants, general public, Board of Directors, and visitors to facilities operated by The 519. This policy applies to all types of workplace violence: general public to employee; community member/participant to employee; employee to employee.

PURPOSE

The purpose of this policy and supporting guidelines is to:

- 1) Create a safe environment at all facilities operated by The 519
- 2) Define standards of acceptable behavior within and around facilities operated by The 519
- 3) Identify Responsibilities of the workplace parties to maintain a workplace free of actual, attempted, or threatened violence
- 4) Remind employees of the procedures to follow in the event of an incident
- 5) Establish procedures to report incidents and to investigate those complaints/incidents immediately.
- 6) Ensure that there is a clear policy and process to deal with individuals who engage in disruptive, harassing or violent behavior.

RESPONSIBILITIES

All employees, Board members, and volunteers are expected to:

- Prevent and report acts of violence that threaten or perceive to threaten a safe work environment
- Treat people with dignity and respect during the course of our duties
- Use appropriate non-violent crisis intervention techniques when dealing with difficult situations involving community members in order to de-escalate and address disruptive behaviours
- Work collaboratively to assist each other in managing difficult or crisis situations

COMMITMENTS OF THE CENTRE

To prevent Workplace Violence & Harassment, The Centre is committed to:

- Conducting workplace violence risk assessments to determine whether the nature of the workplace, the type of work or conditions of work, may place employees at risk of violence
- Consulting with Joint Health & Safety Committee(s), in conducting risk assessments, and develop practical measures and procedures to control identified risks.
- Responding promptly to all reports of violence, address immediately all incidents of workplace violence, and not condone or permit any behavior contrary to this policy
- Ensuring that all known incidents of workplace violence are investigated, to the extent appropriate based on the nature of each incident and the actual or potential threat it posed to worker safety.

BEHAVIORAL
CONSIDERATIONS

The 519 Church Street Community Centre provides programs and services for a range of people, some of whom live with/experience mental health issues, substance use/addictions or other personality disorders and cognitive/developmental challenges which may result in behavior that appears strange or challenging to manage.

It is important to understand that there is a difference between strange and challenging behaviors, and violent and/or intimidating behaviors. As a starting point in our approach with the general public, community members, volunteers, etc.; all employees are expected to treat people with respect and dignity and utilize non-violent crisis intervention techniques in our interactions

Employees are expected to work collaboratively with their team members to foster an atmosphere of friendly, respectful, helpful service. Mutual support in the work environment and an understanding of personal triggers enables and supports employees to manage crisis situations proactively and successfully.

All employees have a responsibility to proactively reduce the intensity and number of crisis situations. By engaging in conversations and activities with participants, and monitoring and reporting behavior, employees will be aware of and respond to difficulties as a way to de-escalate or avert crisis situations.

JOINT HEALTH AND
SAFETY COMMITTEE
RESPONSIBILITIES

Joint Health and Safety Committee(s) shall:

- Review the Workplace Violence Risk Assessment results and provide recommendations to management to reduce or eliminate the risk of violence.
- Review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate, pertaining to incidents of workplace violence that result in: personal injury, threat of personal injury, property damage, or police involvement.
- Participate in the investigation of critical injuries.
- Recommend corrective measures for the improvement of safety.
- Respond to employee concerns related to workplace violence and communicate these to management.
- Participate in the review of the policy and guidelines for continuous improvement.

REPRISAL

This policy prohibits reprisal against individuals, acting in good faith, who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence.

IMPLEMENTATION

This policy shall be placed on the workplace Health and Safety Board as well as in a conspicuous location for members of the public, and shall be communicated to all employees, and volunteers.

COMPLIANCE

- Ensure workplace violence risk assessments are completed and reported.
- Ensure that the policy undergoes annual review, to examine the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements as required.
- Document all incidents, regardless of perceived severity

APPROVED BY

Board of Management

DATE APPROVED

June 21, 2010

REVISED

December 4th, 2013

RELATED LINKS
(INTERNAL)

Occupational Health and Safety Policy Statement

Crisis Intervention and Service Restriction Policy

Human Rights and Anti-Harassment Policy

Joint Occupational Health and Safety Committee, Terms of Reference
(pending)

Conduct Incident Committee, Terms of Reference and Decisions

RELATED LINKS
(EXTERNAL)

[Occupational Health and Safety Act \(R.S.O. 1990, c. 0.1\)](#)

[Criminal Code of Canada](#)