

Workplace Violence Policy

Policy Statement

The 519 is committed to working with its employees to provide a safe work environment. The 519 will not tolerate any acts 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.

Purpose of Workplace Violence Policy

The policy and its supporting guidelines are intended to:

1. Maintain a work environment free from workplace violence
2. Provide a definition of workplace violence
3. Identify the responsibilities of the workplace parties to maintain a workplace free of actual, attempted or threatened violence
4. Establish measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur
5. Establish measures and procedures for workers to report incidents of workplace violence and for The 519 to investigate and deal with incidents or complaints immediately
6. Provide guidance to management on establishing their Workplace Violence program

Application

The Workplace Violence policy applies under any circumstances in which 519 employees experience workplace violence, as defined below. It applies to all employees, contractors of The 519, volunteers, students, community members who access The 519 services, any person engaged in business with The 519, and visitors to our site or remote work locations.

The City's Human Rights and Anti-Harassment Policy should be consulted regarding issues of personal harassment and harassment related to discrimination and inequitable work practices.

Definitions

For the purpose of this policy, violence includes:

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

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

The 519 will consult with People & Equity Occupational Health & Safety Consultants at the City of Toronto on a case-by-case basis if there are questions pertaining to the workplace violence definitions. Others who may be able to assist, include Joint Health and Safety Committee and The 519's Community Incident Review (CIC) Committee.

The 519's Human Rights and Anti-Harassment Policy addresses harassment or intimidation (e.g., behaviours that demean, embarrass, or humiliate and are known or would be expected to be unwelcome).

Responsibilities

All employees are responsible for preventing and reporting acts of violence that threaten or perceive to threaten a safe work environment.

The 519 will ensure that:

- A workplace violence program is established
- Reasonable preventative measures are undertaken to protect employees and others in 519 workplaces from workplace violence, including if reasonably foreseeable threats or imminent dangers exist or may take place
- Take reasonable preventative measures to protect employees and others in 519 workplaces from workplace violence
- Ensure that a process for centralized tracking and review of workplace violence incidents is established and implemented
- Ensure that workplace violence risk assessments are completed, reviewed, revised when needed and report on the findings
- Post this policy in a conspicuous location at The 519 including the H&S Board
- Establish and maintain a process for reporting and responding to incidents of violence
- Ensure that the process for reporting and responding to incidents of violence is communicated, maintained and followed
- Ensure that this policy is reviewed regularly

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Directors/Managers will:

- Understand and uphold the principles of this policy
- Communicate this policy and its guidelines to all employees
- Be engaged in conducting workplace violence risk assessments as required to determine whether the nature of the workplace, the type of work or conditions of work may place employees at risk of violence
- Consult with Joint Health & Safety Committee (JHSC), and where appropriate, Corporate Security, in conducting risk assessments, and develop practical measures and procedures to control identified risks
- Take all reasonable and practical measures to minimize or eliminate risks identified through the risk assessment process, workplace inspections, or the occurrence of a workplace violence incident
- Communicate the results of workplace violence risk assessments and measures to minimize or eliminate risks to staff.
- Maintain and follow the process in line with The 519's Incident Reporting policy including, investigating, documenting, and debriefing incidents of violence
- Respond promptly when an employee reports being subjected to, witnessing, having knowledge of workplace violence or having reason to believe that workplace violence may occur and take appropriate action.
- Address immediately all incidents of workplace violence and not condone or permit any behaviour contrary to this policy in line with The 519's Service Restriction policy.
- Explain the role of the Community Incident Review (CIC) Committee, its purpose, and membership
- Ensure workers are made aware of their rights to:
 - have workplace violence incidents investigated when they are reported
 - support from management when reporting incidents of physical assault or threats of physical assault to the police (e.g. time for interactions with the police and making accessible to the police information in the employer's possession with respect to the incident)
- Take all reasonable and practical measures to protect workers, acting in good faith, who report workplace violence or act as witnesses, from reprisal or further violence
- Take every precaution reasonable in the circumstances for worker protection if they become aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace
- Provide information to workers, including appropriate personal information, related to a risk of workplace violence from a person with a history of violent behaviour
- Provide workers with information and instruction appropriate for the worker on the City's workplace violence policy and program

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Joint Health and Safety Committees/OHS Representatives will:

- Lead the development of Workplace Violence Risk Assessments including reviewing the 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 or threat of personal injury, property damage, or police involvement
- Participate in the investigation of critical injuries (e.g., incidents that place life in jeopardy, result in substantial blood loss, fracture of leg or arm, etc.)
- Recommend corrective measures for the improvement of the health and safety of workers
- 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

All employees will:

- Maintain a safe work environment, whenever possible
- Not engage in or ignore violent, threatening, intimidating or other disruptive behaviours
- Report promptly and provide details in line with the Incident Reporting policy to their Manager/Director any incident where the employee is subjected to, witnesses, or has knowledge of workplace violence, or has reason to believe that workplace violence may occur

Reprisal

This policy prohibits reprisals 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. Reprisal is defined as any act of retaliation, either direct or indirect.