



## THE CORPORATION OF THE VILLAGE OF SOUTH RIVER

### Policy#2-2013

#### **Being a Policy to define and explain, in Municipal context, Violence in the Workplace (As Approved by Resolution #141-2013)**

#### **INTENT**

The Village of South River is committed to working with its employees to maintain a work environment free from violence, threats of violence, intimidation and other disruptive behaviour.

The Village of South River recognizes that incidents of workplace violence may occur between fellow employees, between employees and members of the public, or that domestic violence may have an effect on the workplace.

Violence, threats, intimidation and other disruptive behaviour in our workplace **will not be tolerated**; all reports of incidents will be taken seriously and may result in disciplinary action (Please refer to Collective Agreement Article 11: Discipline)

**Definition:** Workplace violence is any act in which a person is abused, threatened, intimidated or assaulted in the course of employment. Workplace violence includes, but is not limited to, threatening behaviour, verbal or written threats, verbal abuse and physical attacks.

The following activities, although not inclusive, are illustrative of unacceptable behaviour that is considered violent in nature:

- Destroying property, throwing objects, property damage due to violence
- Psychological trauma due to verbalized threats, stalking, expression of intent to inflict harm
- Swearing, insults, bullying, using condescending language
- Shaking fists, hitting, shoving, pushing, kicking, sexual assault, etc.

Workplace violence is not limited to incidents that occur within the traditional workplace. Work-related violence can occur at off-site business related functions, in tax payers' homes or away from work but resulting from work.

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.

## RESPONSIBILITIES

### *Municipal Responsibility:*

- All managers, supervisors, employees and councillors shall receive training on the Violence in the Workplace Policy for the Village of South River.
- DO NOT ignore threatening or violent behaviour.
- All departments must recognize the need and implement escape procedures, from individual offices as well as the building.
- The Personnel Committee as well as the health and Safety committee shall review this policy annually.

### *Employee Responsibility:*

- Each employee has the personal responsibility to abide by the Violence in the Workplace policy every time he or she comes to work.
- Each supervisor is expected to determine potential risks for their department and implement the steps to prevent incidents of workplace violence. Supervisors should respond to incidents involving non-employees as well.
- If the Clerk Administrator is your immediate supervisor, you may report it to the Personnel Committee.

### *Clerk Administrator Responsibility:*

- Shall respond to acts or threats of violence in the workplace, investigate reports of a threat or a threatening situation, investigate and follow-up on acts or threats of violence.

## PROCEDURE

In the event of an incident of workplace violence resulting in physical injury, first aid should be provided and medical assistance accessed without delay and notify OPP immediately.

**SAFE WORD:** This policy is implementing a Village wide “Safe Word” for employees to use in the event of an immediate threat. Any employee feeling threatened shall call a fellow employee and use this name “**Doctor Marie**” (ie) “Can you please reschedule my appointment with Doctor Marie”? The context, in which the name is used, is not important. Once a staff member hears this name being used, they are to implement the procedure for an IMMEDIATE THREAT.

The Safe Word shall be used by employees on site or in a work situation off of Village property.

### **IMMEDIATE THREAT:**

1. If an incident of violence or aggression occurs that is of an immediate or threatening nature, an employee who feels he/she is in immediate danger should use the Village Safe Word to alert fellow employees. If the situation allows and does not further endanger the employee, the employee should call 911.
2. Any employee who is made aware of an immediate threat via the safe word should IMMEDIATELY contact 911.
3. The Supervisor/Manager of the department must be immediately informed of the situation.
4. The Supervisor/Manager will evaluate the situation and contact the Clerk Administrator (or designate).
5. Once the situation has been controlled, the Supervisor/Manager shall complete an Incident Report and provide it to the Clerk Administrator without delay. Copies of the Incident Report will be forwarded to the Personnel Committee by the Clerk Administrator.

### **POTENTIAL OR ONGOING THREAT:**

Threatening statements or behaviour that gives one reasonable grounds to believe that there is a potential for workplace violence must be reported without delay.

1. Every incident and circumstance must be reported to a Supervisor/manager and as much detail as possible should be provided.

2. The Supervisor/ Manager will evaluate the situation, contact the Clerk Administrator and will contact law enforcement where a threat exists or issue a no-trespass order where applicable.
3. The Supervisor/Manager shall complete an Incident Report and provide it to the Clerk Administrator in person or by fax without delay. The Supervisor/Manager must ensure that the Clerk Administrator (or designate) is aware of the potential situation.
4. The Supervisor/Manager and the Clerk Administrator will ensure that complaints are investigated and a written response to the employee is provided within 5 business days.
5. Copies of the Incident Report will be provided to the Personnel Committee by the Clerk Administrator as well to the Health and Safety Committee.
6. In the event that the immediate Supervisor/Manager is the offender, move directly to the Clerk Administrator to report the incident or threat, or if Clerk Administrator is offender, go to someone on the Personnel committee.
7. Any deliberate act which endangers the safety of residents or co-workers, including physical, sexual or mental abuse, may result in disciplinary action (Please refer to Collective Agreement Article 11: Discipline).

### **Investigation**

All reports of incidents or potential incidents will be taken seriously and will be dealt with accordingly. The form of the investigation will depend largely on the circumstances and may involve staff, a health and safety committee member and/or external law enforcement. The investigation may result in the matter being dealt with under the provisions of the collective agreement and/or other legislation such as the Criminal Code of Canada.

### **Reporting**

Communication is a key component of preventing workplace violence.

All employees, managers and supervisors must ensure that fellow employees are aware of potential threats or workplace violence and must act accordingly.

Supervisors/Managers ensure that an Incident Report is completed for potential as well as immediate threats, and that the form is received by the Clerk Administrator (or designate) who shall forward to the Personnel Committee.

---

*Reviewed by the Council of the Village of South River: \_\_\_\_\_, 2013*

*Accepted as a South River Policy #2-2013 by Resolution # \_\_\_\_\_-2013.*