

COMPANYNAME

Violence Prevention Policy

Company commitment

At COMPANYNAME, we are committed to providing a safe work environment for all of our 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.

What is 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.

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.

Employee rights and responsibilities

- Employees are entitled to work free from violence.
- Employees are responsible for working together in a professional manner and resolve 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.
- Employees must cooperate 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.

Employer responsibilities

- The management at COMPANYNAME will 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
- Any information that is disclosed (as above) will be the minimum required for the purpose.
- Management will ensure all employees are aware of the risks of violence in the workplace and are properly trained and equipped to protect themselves.

COMPANYNAME violence prevention policy is not intended to discourage or prevent anyone from exercising any other legal rights under any other law.

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

Where might violence occur?

At COMPANYNAME, all employees have the highest risk of exposure to violence from customers and the public.

Steps to eliminate or reduce the risk of violence

COMPANYNAME assesses the risk for workplace violence annually or more often if something in our workplace changes or a violent incident occurs.

COMPANYNAME has a system for flagging individuals who have demonstrated increased risk for violent behaviors. Alerts will be placed in customer files and the information shared with employees who are likely to encounter those customers.

Notifications of individuals who have been restricted from COMPANYNAME property are kept in the alert binder.

Safe work procedures have been developed to inform and train employees about the risks of violence. Documented safe-work procedures on violence prevention include:

- emergency response plan for injured workers
- working alone or in isolation

Employees

- The violence prevention policy will be reviewed with all staff at orientation.
- The plan for working alone or in isolation must be reviewed with all employees who work alone. Employees must follow this plan and supervisors must ensure the plan is followed.
- All staff receives personal safety and de-escalation skills training during their orientation.
- Radio or cell phone communication will be provided to all field employees.
- Prior to attending a high risk area or COMPANYNAME, appropriate procedures must be developed with your supervisor (check-in times, number of employees, distress word etc.).

Notification of risk

Any time there has been a change in the nature or extent of the risk of violence, COMPANYNAME will provide employees with all of the information available, including personal information, within the limitations of the law. Information will be provided to the extent necessary for the purpose.

How to report incidents of violence

- 1) If the situation has or is likely to escalate into a physical act of violence, contact the police immediately.
- 2) Report all threats or acts of violence to your immediate supervisor.
- 3) The supervisor will notify the Manitoba Workplace Safety and Health Division if the incident meets the definition of a “serious incident” (as outlined under the section, Process for Investigating Violent Incidents).
- 4) The employee and the supervisor will complete an Incident Report Form. The form must be completed for all incidents, whether the incident involves a threat or act of violence.
- 5) The supervisor will report all incidents of violence to the owner of COMPANYNAME as soon as possible, including the Incident Report Form.

Incident investigation

When an incident of violence has occurred or could reasonably be expected to occur, COMPANYNAME will take the following steps:

- 1) If the incident meets the definition of a “serious incident” as defined by Part 2 of the Workplace Safety and Health Regulation, the supervisor will immediately notify the Workplace Safety and Health Division and the co-chairs of the committee.
- 2) The supervisor will advise any employees who may be at risk and will notify the area director of the incident.
- 3) The safety and health committee rep, the supervisor, and any other persons required, will complete an investigation into the incident using the forms and tools in the investigation kit (ex: in staff room, beside first aid kit).
- 4) All information available and relevant to the violent incident will be provided to the investigation team.
- 5) The investigation results will be summarized by the safety and health rep with a copy of the report given to the supervisor, and owner.
- 6) The recommendations will be reviewed with the safety and health rep and documented on the Incident Report Form.
- 7) Progress on implementing any recommendations will be documented on the safety and health rep minutes. Once the recommendations have been implemented, staff will be notified and it will be noted on the safety and health reps minutes.

Annual Report

Each investigation report will be included in the annual workplace violence report produced every April. The annual report on violence will be provided to the owner and the safety and health reps no later than June 1 of each year.

Follow up to a Violent Incident

Employees who have been victims of violence will be:

- encouraged to seek medical help from their healthcare providers or referrals for post-incident counseling, if required
- given the opportunity to be examined by a doctor and transported to a medical facility, if required

If an employee gets medical help or misses work, both the employer and employee must file a report of injury with the Workers Compensation Board.

The supervisor and owner will review the incident and its effects and take reasonable steps to accommodate employees involved in the incident.

The information in this policy does not take precedence over applicable legislation, with which all workers should be familiar.

Managementtitle

Date