

Title: Workplace Violence Policy & Procedure	Date Issued: September 1 st , 2010
Approved By: Brian Coad	Review/Revise Date: September 1 st , 2011
Location: VERHAEGEN STUBBERFIELD HARTLEY BREWER BEZAIRE INC.	

POLICY

- 1.01 **V.S.H.B.B. Inc.** does not tolerate violence or unacceptable behaviour in the workplace perpetrated by or against employees, customers, clients, or other third parties. In the event of a violent incident or unacceptable behaviour perpetrated by an employee, **V.S.H.B.B. Inc.** will act to severely discipline the employee, up to and including discharge for cause.
- 1.02 **V.S.H.B.B. Inc.** shall establish programs and procedures to reduce the risk of violence and unacceptable behaviour in the workplace. All employees are expected to be aware of and participate in such programs and procedures, as required.
- 1.03 A copy of this policy shall be provided to each new employee as part of the employee's hiring documentation.
- 1.04 Workers must be trained on this policy and this policy must be posted in conspicuous places in the workplace and reviewed by the employer annually.
- 1.05 Bill 168 states that it is the obligation on employers and managers to provide information, including personal information, to a worker about a person with "a history of violent behaviour" if:
- (a) The worker could be expected to encounter that person in the course of his/her work.
- (b) There is a risk of workplace violence likely to expose the worker to physical injury.
- 1.06 Bill 168 states that a worker may refuse to work where he/she has reason to believe that he/she is in danger of being a victim of workplace violence.

PURPOSE

- 2.01 The purpose of this policy is to establish procedures to minimize and/or prevent violence and unacceptable behaviour in the workplace and to foster the safety and security of **V.S.H.B.B. Inc.** employees, customers, and visitors to our work sites.

SCOPE

3.01 This policy applies to all employees, contractors and visitors at **V.S.H.B.B. Inc.**

RESPONSIBILITY**4.01 Employees**

- (a) Employees are responsible for reporting any incidents of violence, potential risk of violence, close calls, or unacceptable behaviour they may experience or witness. This includes issues in the employee's non-work life that may impact on the employee's or his or her co-worker's safety.
- (b) Employees are responsible for attending any training or information sessions provided by the employer to reduce violence or risks of violence.
- (c) Employees are expected to co-operate with the police, company investigators or other authorities as required during any investigation related to workplace violence.

4.02 Employer

- (a) Managers are responsible for assessing the risk of violence to employees in their jurisdiction, minimizing those risks where necessary or reasonably possible and informing any affected employee of such risk or potential risk.
- (b) Managers are responsible for ensuring employees are trained to:
 - (i) Recognize the potential for violence;
 - (ii) Follow the procedures and policies developed to minimize risk;
 - (iii) Respond to incidents appropriately; and
 - (iv) Report and document such incidents.
- (c) Managers are responsible for tracking and reporting risks of violence, incidents of violence, and close calls.
- (d) Managers are responsible for ensuring proper medical care is provided for anyone involved in an incident and for securing the safety of employees, before investigating the incident or taking reports.
- (e) Managers are responsible for co-operating with police, company investigators or other authorities, as required during any investigation related to workplace violence.

DEFINITIONS

- 5.01 **“Workplace”** Defined under the Occupational Health and Safety Act as any land, premises, location or thing, at, upon, in, or near which a worker works. Therefore, workplaces are more than just offices, construction sites, and factories.
- 5.02 **“Workplace Violence”** Under Bill 168, means:
- (a) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
 - (b) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker
 - (c) 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.
- 5.03 **“Unacceptable Behaviour”** means physically or psychologically aggressive behaviours including but not limited to:
- Hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting.
 - Carrying or brandishing weapons of any sort.
 - Throwing objects at an individual with a view to cause physical injury or fear.
 - Destruction of workplace or co-workers’ property.
 - Threats of violence.
 - Intimidating behaviour that causes the recipient to have a fear of physical violence.
 - Obscene or harassing telephone calls.
- 5.04 **“Close Calls”** means incidents which did not result in actual physical harm but, except for circumstance, had the potential to result in physical harm.
- 5.05 **“Minor Incident”** means an incident in which no one is physically harmed in any way and which was resolved through employee or Supervisory mediation.
- 5.06.1 **“Serious Incident”** means an incident in which someone was physically harmed (whether requiring medical attention or not), or which continued or escalated after Supervisory mediation.

REFERENCE MATERIALS

Occupational Health and Safety Act (Ontario)

Criminal Code (Canada)

Bill 168: Workplace Violence and Harassment Amendments to OHS Act (Law as of June 15th, 2010)

PROCEDURE

- 7.01 The Manager of each Department shall initiate a process to involve employees and the Joint Health and Safety Committee in assessing the risk of violence in the work environment on a periodic basis. The process shall include taking actions to remove as many risks as can be reasonably removed and instructing employees to recognize risk. The risk assessment shall be reviewed at least annually.
- 7.02 Each and every incident of violence in the workplace shall be reported immediately to any of the following: Brian Coad, Andrew Mantha, Roy Simone, or Bernie Bezaire. Also, if the employee does not feel comfortable reporting to one of the four partners they have the option to report to their Joint Health and Safety Representative. Brian Coad and the Joint Health and Safety Representative from the other office shall investigate the incident immediately. The Violent Incident Investigation Checklist shown in Attachment B to this policy may be used to ensure proper investigation of any reported violent incident.
- 7.03 (a) The investigators shall immediately make the appropriate inquiries of the victim and/or witnesses to determine if the incident is minor or serious.
- (b) If the incident is minor:
- (i) The investigators will determine if mediation is appropriate and if so, mediate or arrange for mediation of the situation;
 - (ii) Conduct the appropriate investigation immediately; and
 - (iii) Within twenty-four (24) hours, write a report outlining the details, facts and witnesses of the incident and review the report with the other partners and the Joint Health and Safety Representative.
- If the assailant is an employee, the Manager shall apply appropriate disciplinary measures based on the facts of the incident and the assailant's employment record.
- (c) If the incident is serious:
- (i) The Manager must first ensure the safety of employees and him/herself;
 - (ii) Ensure proper medical treatment is provided or sent for;
 - (iii) Contact the authorities as soon as possible, (Police or Ministry of Labour), to report the incident;
 - (iv) Contact the other partners and Joint Health and Safety Representative, as soon as possible, to assess who should be involved in the investigation;
 - (v) Conduct a thorough investigation, keeping detailed notes of facts, times, witnesses, and witness accounts;

- (vi) Within twenty-four (24) hours after the completion of the investigation write a detailed report of the incident.
- (vii) Review the report with the other partners to determine any disciplinary action to be applied.
- (viii) Submit the report to any other parties required by law.

7.04 The individual responsible for documenting newly hired employees shall ensure a copy of this policy is provided to and reviewed with each new employee during that employee's documentation process.

ATTACHMENTS

Attachment A — Violent Incident Report Form

Attachment B — Violent Incident Investigation Checklist