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Category:	Human Resources

Workplace Violence Prevention

1. PURPOSE

This policy is intended to:

- Create and foster a work environment that is free from workplace violence
- Establish and detail the responsibilities of all persons of the Library to maintain a workplace free of actual, attempted or threatened violence
- Establish a process for assessing risk, reporting, investigating and responding to complaints of violence in an effective and timely manner
- Raise awareness amongst all employees about the process for dealing with and reporting incidents of violence

2. POLICY STATEMENT

The Brampton Library is committed to providing a safe and healthy work environment for all employees, free of discriminatory harassment, sexual harassment, workplace harassment and bullying in compliance with the Ontario Human Rights Code and the Occupational Health and Safety Act (OHSA). The Library considers discriminatory harassment, sexual harassment and workplace harassment unacceptable and will not tolerate the behaviour.

All employees of the Brampton Library must treat one another with respect and professionalism. It is a breach of the Library's policy for any employee to harass or discriminate against another employee based on the prohibited grounds outlined by the Ontario Human Rights Code.

It is a breach of the Library's policy for any employee to harass or bully against another employee as outlined by the Occupational Health and Safety Act.

This is the companion policy to the Library's Workplace Discriminatory and Sexual Harassment Prevention Policy (BRD – 09).

3. SCOPE

This policy applies to all employees who work with or for the Brampton Library and those individuals who use the Library including members of the public, contractors, vendors and delivery persons.

4. DEFINITIONS

4.1. Workplace Violence

- 4.1.1. The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- 4.1.2. An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker
- 4.1.3. A statement or behaviour 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
- 4.1.4. Examples of workplace violence may include, but are not limited to, hitting, throwing objects, pushing, kicking and/or physical restraint. Threatening gestures or remarks, either verbal, written or via social media, which could reasonably be interpreted as a threat to exercise physical force against an employee in the workplace are also considered to be workplace violence, regardless of how they are communicated.

4.2. **Domestic Violence** - When a person who has a personal relationship with an employee—such as a spouse or former spouse, current or former intimate partner or family member—may physically harm, or attempt to physically harm, that worker at work.

4.3. **Workplace** - The workplace is not restricted to the offices, buildings, facilities and physical work sites of the Library. It includes and is not limited to:

- 4.3.1. Library buildings - leased or owned and surrounding perimeter including parking lots, sidewalks and driveways
- 4.3.2. Library Vehicles
- 4.3.3. Off-site locations where library business occurs
- 4.3.4. Library sponsored functions and recreation or social events whether taking place on Library grounds or elsewhere;
- 4.3.5. Travel for library business

5. DOMESTIC VIOLENCE

Where any employee of the Library becomes aware of a situation of domestic violence that would likely expose a worker to physical injury in the workplace, the circumstances will immediately be reported to the supervisor and/or Human Resources Advisor. The circumstance of the situation will be investigated by the supervisor, in consultation with the Human Resources Advisor. Appropriate action, if any, will be taken in the situation to protect employees from the risk of domestic violence in the workplace.

6. COMPLAINT PROCESS

Refer to the Workplace Violence Prevention Procedure on the Human Resources Staff Information Site for details.

7. INVESTIGATION PROCESS

Refer to the Workplace Violence Prevention Procedure on the Human Resources Staff Information Site for details.

8. CONFIDENTIALITY

The Brampton Library takes all incidents of workplace violence seriously. All incidents will be handled with respect for the individuals involved and in a confidential manner to the extent possible and subject to the requirements of the law. Complete confidentiality is not possible in all circumstances and cannot be guaranteed.

9. NO REPRISAL

No reprisal or threat of reprisal in any form will be made or taken against the person(s) involved in a workplace violence investigation.

10. SANCTIONS

Workplace violence is a serious matter; any employee found to have engaged in workplace violence may be subject to disciplinary action, up to and including dismissal.

If the Brampton Library determines that an individual from outside the organization has engaged in workplace violence toward a Library employee, the Library will take action which may include contacting the Police and prohibiting the individual from being on Library property by serving a Trespass Notice, or other action as deemed appropriate..

11. DISCLOSURE OF PERSONAL INFORMATION

Supervisors will provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if the;

- i. employee can be expected to encounter that person in the course of his or her work
- ii. risk of violence is likely to expose the worker to physical injury

Disclosure of information is limited to no more than is necessary to protect the worker from physical injury. Refer to Human Resources Advisor for advice.

12. ASSESSING THE RISK OF VIOLENCE IN THE WORKPLACE

Supervisors will assess the risk for violence in the workplace, in consultation with the Risk Assessment Team. The Risk Assessment Team may be comprised of, but not limited to:

- Service Unit representatives
- Supervisors/Managers accountable for the positions and/or work locations being assessed
- Property Manager representative (City)
- Security representative (City)
- Human Resources Manager (Library)
- Human Resources Advisor (Library)
- Health and Safety Advisor (Library)

Human Resources, in consultation with supervisor, will identify positions and/or work locations that require a risk assessment that meet specific criteria, such as:

- nature of the workplace
- type of work
- conditions of work

Human Resources will coordinate and facilitate risk assessments of identified positions and/or work locations to be completed by the Risk Assessment Team using the Workplace Violence Risk Assessment Form.

The Risk Assessment Team will identify measures and procedures to control the risks identified in the assessment. These measures and procedures will be clearly stated and provided to service unit representatives, in writing.

Human Resources will provide a copy of the risk assessment results to the Joint Health and Safety Committee.

The service unit representative(s) receiving the measures and procedures identified through the risk assessment will implement these in a timely manner. The service unit representative may suggest alternative measures and procedures as long as they address the risk identified and are agreed upon by the Risk Assessment Team. The service unit representative shall provide confirmation to the Risk Assessment Team when the identified measures and procedures have been implemented.

13. RIGHTS AND RESPONSIBILITIES

13.1. Responsibilities of Directors, Managers and Supervisors:

- 13.1.1. Treat all persons with respect and dignity

- 13.1.2. Understand and abide by the requirements of this policy
- 13.1.3. Communicate and review the policy with employees they supervise or manage
- 13.1.4. Ensure a copy of the policy is posted in a conspicuous place in the workplace
- 13.1.5. Verify that all contractors and others who attend Library workplaces are aware of this policy
- 13.1.6. Assess the risk for violence in the workplace and conduct reassessments after a reported complaint or incident of violence
- 13.1.7. Develop procedures to address the workplace violence risks identified in the risk assessment
- 13.1.8. Train employees on procedures that address the workplace violence risk(s) specific to their position including informing employees with violent behaviour
- 13.1.9. Encourage employees to report complaints or incidents of workplace violence
- 13.1.10. Respond to all complaints or incidents of workplace violence in a professional manner appropriate for the circumstances of the complaint or incident
- 13.1.11. Document all complaints or incidents of workplace violence using the Workplace Violence reporting form
- 13.1.12. Promptly report all complaints or incidents of workplace violence received or witnessed to the Human Resources
- 13.1.13. Investigate, in consultation with the Human Resources Advisor, the complaints or incident of workplace violence within seven (7) working days from the date reported to the supervisor
- 13.1.14. Inform both the worker who has allegedly experienced workplace violence and the alleged aggressor in writing, the results of the investigation and of any corrective action that has been taken or that will be taken as a result of the investigation
- 13.1.15. Provide workers with information and instruction with respect to workplace violence

13.2. Responsibilities of Employees:

- 13.2.1. Treat all persons with respect and dignity
- 13.2.2. Comply with this policy at all times to protect themselves and others in the workplace from workplace violence
- 13.2.3. Report immediately, all complaints or incidents of workplace violence experienced, witnessed or having knowledge to the Supervisors or Human

Resources. In the case of extreme or imminent threat or physical harm to themselves or any person from workplace violence, contact the Police immediately.

- 13.2.4. Participate in training regarding this policy and procedures directed at workplace violence risks in the workplace
- 13.2.5. Cooperate fully in the investigation of complaints or incidents of workplace violence

13.3. Responsibilities of Human Resources:

- 13.3.1. Investigate, in consultation with the supervisor, the complaint or incident of workplace violence
- 13.3.2. Co-ordinate and facilitate the Incident Assessment Team, where necessary, to assist in the investigation
- 13.3.3. Coordinate workplace violence awareness training
- 13.3.4. Coordinate and facilitate risk assessments for workplace violence by the Risk Assessment Team
- 13.3.5. Coordinate a reassessment where an incident of workplace violence has been reported
- 13.3.6. Provide a copy of risk assessment results to the Joint Health and Safety Committee

This policy will be reviewed annually and will be revised in light of any legislative changes as necessary. This policy is available in an alternative format upon request.