

CORPORATE PROCEDURE

PROCEDURE TITLE: WORKPLACE VIOLENCE

PROCEDURE NO.: PRC.05

Section:	Human Resources		
Effective Date:	May 1, 2019	Date of Last Review:	Click or tap to enter a date.
Policy Parent:	Procedure Owner:		
13.C.03 – Workplace Violence Policy	Chief Human Resources		

PROCEDURE STATEMENT

Violence in the workplace presents a risk to the safety and well-being of all employees, officials, patrons and visitors. It is everyone’s responsibility to prevent workplace violence including harassment, sexual harassment, sexual violence, physical and psychological threats, physical and psychological harm and bullying. The City of Vaughan is committed to creating and sustaining a positive, safe and healthy work environment based on mutual respect, open communications, transparency and shared accountability.

PURPOSE

These procedures are established in support of the City of Vaughan Workplace Violence Policy and establish a problem-solving approach to dealing with cases of Workplace Violence (including Sexual Violence and Harassment) in order to fulfill City’s obligations under the Workplace Violence Policy.

SCOPE

1. These procedures apply to all:
 - 1.1. employees – permanent, full-time, part-time, contract, seasonal, temporary
 - 1.2. students and interns
 - 1.3. city program and service volunteers
 - 1.4. elected officials/representatives
 - 1.5. appointees
 - 1.6. contractors
 - 1.7. patrons

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2. Where someone who is not a member of the Corporation perpetrates violence, every effort will be made by the Corporation to address the situation with the appropriate organization.
3. Violence that may occur at any workplace/worksite or location where the business of the municipality is being conducted or during the course of any City business, activities and events including but not limited to: City premises and property; off-site premises and property; City sponsored functions, events and meals; travel venues while on City business; and any site where the employee is conducting City business or representing the Corporation of the City of Vaughan.
4. Violence that may occur between individuals associated with the City but outside corporation business, activities and events when such harassment has an adverse effect on the work environment.
5. Situations of domestic violence or persons with a history of violent behaviour that the employer becomes aware of that would likely expose a person to physical injury or violence in the workplace.

LEGISLATIVE REQUIREMENTS

1. Occupational Health and Safety Act
 - 1.1. Right to Refuse Work

In the event a refusal to work is based on an incident of Workplace Violence as defined in this policy, the investigator mandated under the *Occupational Health and Safety Act* shall have regard to the provisions of the Workplace Violence Policy and procedures to the extent to which they are not in conflict with the *Act*.
2. Ontario Human Rights Code
3. Workplace Safety and Insurance Act
4. Municipal Freedom of Information and Protection of Privacy Act
5. Criminal Code of Canada

DEFINITIONS

1. Assault: Defined in the Criminal Code as the intentional attempt, threat or act of applying force to another person, directly or indirectly without that person's consent and includes sexual assault and threats to a third party.

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2. **Critical Incident Response Team (CIRT):** A team of specifically designated employees who report to the Workplace Violence Policy Coordinator who are trained in appropriate techniques of containing violence. They may be called out at the discretion of the Workplace Violence Policy Coordinator.
3. **Citizen or Customer:** Citizen or Customer is defined to include users and visitors of city facilities as well as non-employees engaged in off-site interaction with city employees for work-related reasons.
4. **Domestic Violence:** A pattern of abusive behaviours by one or both partners in an intimate relationship such as marriage, dating, family, friends or cohabitation. Commonly referred to as domestic abuse or “intimate partner abuse”, this situation involves physical, sexual, emotional or financial abuse by current or former partners in a personal relationship.
5. **Emergency:** A situation where, in the reasonable opinion of an employee witness, an assault has occurred or is about to occur or there is a risk of an assault occurring which has or may cause an injury to any person, including self-injury. Without limiting the generality of this statement, the presence of a weapon in a worksite, whether or not it is being used or is in plain sight, will be treated as an emergency.
6. **Employee:** Includes all union and non-union, regular and temporary, full-time and part-time, permanent and on contract staff as well as students, interns, secondments, volunteers, and seasonal staff.
7. **Employee Assistance Program (EAP):** The program which is contracted by the Corporation of the City of Vaughan to provide confidential counselling to eligible employees and Officials (Elected or Appointed).
8. **Harassment - Discriminatory:** Personal Harassment which is based on a prohibited ground of discrimination under the Ontario Human Rights Code and is dealt with under the City of Vaughan Respectful Workplace Policy and related process and procedures.
9. **Harassment - Personal:** Engaging in a course of vexatious comment or conduct in a workplace that is known or ought reasonably to be known to be unwelcome. Any unwanted or unwelcome acts of coercion and harassment or misuse of power, including annoying or distressing behaviour through repeated and hostile or unwanted conduct, verbal comments, emails, threats, actions or gestures that affect a person’s dignity or physical integrity and that result in a harmful workplace environment. A single severe act of harassing behaviour may be sufficient to be defined as Personal Harassment under the Workplace Violence policy. Properly discharged management responsibilities are not considered to be acts of harassment.

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10. **Injury:** A violation of a persons physical or psychological integrity and includes self-injury.
11. **Injury (Critical):** An injury of a serious nature that: places life in jeopardy; produces unconsciousness; results in substantial loss of blood; involves the fracture of a leg or arm (but not a finger or toe); involves the amputation of a leg, arm, hand or foot (but not a finger or toe); consists of burns to a major portion of the body; or causes the loss of sight in an eye.
12. **Injury (Serious):** An Injury which requires immediate medical attention and includes a Critical Injury as defined in the Occupational Health and Safety Regulation 834.
13. **Joint Health and Safety Committee:** A mandated committee under the *Occupational Health and Safety Act* that consists of labour and management representatives who meet on a regular basis to deal with workplace health and safety issues.
14. **Official (Elected or Appointed):** A person who holds a public office or membership on a Council Committee with the City of Vaughan whether obtained by election or by nomination of the City Council or the Corporation of the City of Vaughan.
15. **Patron:** A person who is a customer, client, resident or guest of the City of Vaughan while interacting during corporation business with elected or appointed officials, employees, students, interns, volunteers, or contractors.
16. **Retaliation:** Any action taken against a person who reports or witnesses an incident of Workplace Violence that is intended or perceived as a form of intimidation of the person or an attempt to pressure a person into withdrawing his or her complaint or statement about the incident. Retaliation includes making a false report of Workplace Violence against another person. Acts of Retaliation will be treated as independent acts of Workplace Violence and will be dealt with under the policies and procedures.
17. **Sexual Harassment:** Engaging in a course of vexatious comment or conduct against a person in a workplace because of sex, sexuality, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

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18. **Sexual Violence:** Any sexual act or act targeting a person's sex, sexuality, sexual orientation, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent and includes sexual assault, stalking, indecent exposure, voyeurism and sexual exploitation.
19. **Threat Risk Analysis:** A review of a workplace/worksite by the supervisor/manager or the Workplace Violence Policy Coordinator or their designate to determine the potential for Workplace Violence and make appropriate written recommendations to the Chief Human Resources Officer and the appropriate Department Head.
20. **Vexatious or Malicious Complaints:** Complaints made under the Workplace Violence Policy which were known to be unfounded at the time they were made. Making a vexatious or malicious complaint can result in discipline up to and including discharge.
21. **Weapon:** A weapon is a tool which can be used during combat to harm or kill a person or to damage or destroy property, or to otherwise render resources non-functional or unavailable. It may be used to attack and defend, and consequently also to threaten.
22. **Workplace:** Any site or location where the business of the municipality is being conducted or during the course of any Corporation business, activities and events including but limited to: corporation premises and property; off-site premises and property; Corporation sponsored functions, events and meals; travel venues while on Corporation business; and any site where the employee is conducting Corporation business or representing the Corporation.
23. **Workplace Violence:** Any incident in which a person is threatened, coerced, abused, bullied, sexually abused, sexually assaulted or sustains an injury in, at, or related to the workplace and includes threats, coercion or abuse that is transmitted in writing or electronically. Workplace violence includes a statement or behaviour that it is reasonable for a person to interpret as a threat to exercise physical force against another person, in a workplace, that could cause physical injury to the person. Workplace Violence can include acts of violence that occur when a person is off duty if the interaction was related to the workplace or has the potential to compromise the safety of the workplace.
24. **Workplace Violence Policy Coordinator:** Chief Human Resources Officer or his or her designate.

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PROCEDURE

The following processes and procedures outline how persons experiencing workplace violence need to respond and how the City will investigate and deal with incidents or complaints of workplace violence.

These processes and procedures include:

- how and when investigations will be conducted;
- information about the roles and responsibilities of employers, supervisors, workers, joint health and safety committees, health and safety representatives and others in the investigation process;
- the type of information that will be collected during an investigation,
- guidance on confidentiality and disclosure of information;
- how the workplace will deal with incidents of workplace violence;
- timeframes for investigations and any corrective actions;
- how records about the incident and investigation will be stored and managed.

1. Reporting an Incident

1.1. Everyone has a duty to report workplace safety issues, including Workplace Violence.

1.2. Anyone who is a victim of workplace violence shall report the incident to his or her supervisor/manager or the Workplace Violence Policy Coordinator as soon as possible. The City's Anonymous Reporting System may also be used to report an incident. The person receiving the report from the victim shall advise the appropriate Department Head(s).

1.3. Anyone who believes they have been a witness to an incident of workplace violence is encouraged to report the incident to his or her supervisor/manager or the Workplace Violence Policy Coordinator as soon as possible. The City's Anonymous Reporting System may also be used to report an incident.

1.4. Where an employee's supervisor/manager is the person who is alleged to have committed the act of violence, the employee shall report the incident to the Workplace Violence Policy Coordinator, who shall advise the appropriate Department Head(s).

1.5. The supervisor/manager or the Workplace Violence Policy Coordinator may direct that the alleged incident should be dismissed or dealt with under another policy and if they determine that another policy applies, they shall advise; and,

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1.6. Assist the person who made the report/complaint in applying that policy. If an incident is dismissed the appropriate Department Head(s) shall be notified.

1.7. Where the supervisor/manager or the Workplace Violence Policy Coordinator determines that the alleged incident should be dealt with under this policy:

1.7.1. Where the supervisor/manager or Workplace Violence Policy Coordinator reasonably believes that the incident can be resolved without a formal investigation and all the parties to the incident agree, efforts may be made to achieve an informal resolution, or

1.7.2. Where the supervisor/manager or Workplace Violence Policy Coordinator does not believe that the incident can be resolved without a formal investigation or any party does not agree to an informal resolution, he or she shall immediately prepare a Workplace Violence Incident Report.

1.8. If, in the discretion of the Workplace Violence Policy Coordinator or the supervisor/manager with the advice of the Workplace Violence Policy Coordinator, the disclosure of any part or all of the incident report with or without names included, will not create a potential for further workplace violence, he or she may, in their sole discretion, provide a copy of any part or all of the Workplace Violence Incident Report to any or all the parties to the incident. In exercising this discretion, regard shall be had to the following principles:

1.8.1. The safety of the worksite

1.8.2. The privacy and reputations of the individuals involved

1.8.3. The reasonable expectations of any witnesses

1.8.4. The rights of the employees and the bargaining unit

1.8.5. The possibility for achieving an informal or mediated resolution

1.9. If there is a prior outstanding grievance or a prior outstanding complaint under any other City policy in relation to the same incident that forms the basis of a report under this policy, the supervisor/manager or Workplace Violence Policy Coordinator may, in his or her sole discretion, suspend the investigation pending the result of the other process.

1.10. The supervisor/manager or Workplace Violence Policy Coordinator will advise the person making the report of any decision to suspend an investigation under the above provision.

2. Reporting an Emergency Incident

2.1. Immediate Emergency Response

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2.1.1. When an incident of workplace violence is an emergency, anyone experiencing or witnessing the incident shall call 911 and then report immediately to the most senior employee at the worksite and/or the Workplace Violence Policy Coordinator.

2.1.2. The most senior employee at the worksite and/or the Workplace Violence Policy Coordinator shall be responsible for interacting with emergency response personnel and shall immediately advise the appropriate Department Head(s).

2.1.3. The Workplace Violence Policy Coordinator shall determine whether or when to request the assistance of the Critical Incident Response Team (CIRT).

2.1.4. The Workplace Violence Policy Coordinator shall immediately commence an Incident/Accident Investigation for the purposes of WSIB and in the event of a Critical Injury also notify the Ministry of Labour and the worker member of the Joint Health and Safety Committee (as per Corporate health and Safety procedure 2.4 for Critical Injury Reporting).

3. After Emergency

3.1. When the Emergency has been resolved, the supervisor/manager and/or the Workplace Violence Policy Coordinator will prepare a Workplace Violence Incident Report and an investigation will be commenced.

3.2. Where, in the discretion of an employee's supervisor/manager upon consultation with Human Resources, it is necessary to immediately suspend an employee for reasons of safety to himself or herself or others and/or to prevent damage to equipment or property, the supervisor/manager shall have regard to the applicable process and law in respect of union or non-union employees.

4. Commencing and Assigning an Investigation

4.1. After receiving a Workplace Violence Incident Report the supervisor/manager or Workplace Violence Policy Coordinator shall, subject to an Emergency, conduct an investigation into the alleged incident.

4.2. The timing of the investigation shall be at the discretion of the supervisor/manager or Workplace Violence Policy Coordinator but at no time shall there be more than 2 business days between the receipt of a Workplace Violence Incident Report and the commencement of an investigation.

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4.3. The supervisor/manager receiving the report may request that the investigation be conducted by the Workplace Violence Policy Coordinator or their delegate.

4.4. The Workplace Violence Policy Coordinator may delegate the assignment of an investigation to a Health and Safety Specialist or another City employee with appropriate skills or, to an external agency or service provider.

4.5. The investigator may seek the advice or assistance of the Critical Incident Response Team.

5. Conducting an Investigation

5.1. The investigator may interview witnesses, examine work areas, review documents or take any other steps which they consider in their sole discretion would further the investigation.

5.2. The investigator must take appropriate notes and statements during interviews with the complainant, the alleged perpetrator (respondent) and any witnesses.

5.3. The respondent must be given the opportunity to respond to the specific allegations raised by the complainant. In some circumstances, the complainant should be given a reasonable opportunity to reply.

5.4. The investigator must interview any relevant witnesses employed by the employer who may be identified by either the complainant, the respondent or as necessary to conduct a thorough investigation.

5.5. The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the employer if there are any identified.

5.6. Where a person who is alleged to have committed the act of Workplace Violence is interviewed, he or she will be entitled to have one (only) representative of his or her union or association, the person may have one (only) support person of his or her choice.

5.7. Where there has been police involvement in the incident, the parties to the incident are entitled to have a lawyer present during the interview at the party's own expense.

5.8. Where the respondent is a patron or citizen or customer or an Official (Elected or Appointed), the investigator shall seek the advice of the Chief Human Resources Officer, City Solicitor and the appropriate Department Head as to whether the patron or citizen or customer, the Official or other witnesses who are not employees should be interviewed.

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5.9. The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.

5.10. The investigator shall advise any witnesses that any agreements made as to the confidentiality of information may be overridden by an order made by any person hearing a disciplinary grievance.

5.11. The investigator may, in his/her discretion, attempt to achieve an informal resolution of the incident by agreement or mediation and may, subject to the approval of the Workplace Violence Policy Coordinator, retain an external mediator for this purpose. Any informal resolution will be subject to the acceptance of the supervisor/manager and/or the Workplace Violence Policy Coordinator to ensure the resolution was freely agreed to and is appropriate in all the circumstances.

5.12. The investigation must be completed in a timely manner and generally within 90 business days or less, unless there are extenuating circumstances (i.e. illness, complex investigation) warranting a longer investigation.

5.13. The investigator shall have reference to the following principles in the conduct of the investigation:

5.13.1. The safety of the worksite

5.13.2. The privacy and reputations of the individuals involved

5.13.3. The rights of the employees

5.13.4. The possibility of achieving an informal or mediated resolution

6. Reporting the Results of an Investigation

6.1. Within 10 business days of the completion of an investigation, the complainant and the respondent, if they are employees of the City, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the City to address the incident.

6.2. The investigator must prepare a written report summarizing the steps taken during the investigation, the nature of the alleged incident of violence, details of the complaint, the response from the respondent, the evidence of any witnesses, and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether a violation of the Workplace Violence policy occurred.

6.3. The investigator may make non-binding recommendations with respect to future conduct of any employee, official, or patron in the report. Where it is

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alleged that the perpetrator of the violence was a patron/citizen/customer, the investigator may make recommendations about actions to be taken with respect to the patron/citizen/customer.

6.4. Where the investigator was able to resolve the matter informally or through mediation, the investigator will report on the form or nature of resolution achieved.

6.5. Where the investigator determines that there are issues of systemic violence related safety issues in the workplace/worksite, the investigator may make non-binding recommendations about the ways to prevent future occurrences of violence. It will be the responsibility of the Workplace Violence Policy Coordinator to address any systemic recommendations.

6.6. The report of the investigation will be delivered to the Workplace Violence Policy Coordinator, the Chief Human Resources Officer, and the Department Head(s) of the complainant and respondent, where the parties are employees of the City.

6.7. If, in the discretion of the Workplace Violence Policy Coordinator disclosing the investigation report will not create a potential for further Workplace Violence, the Workplace Violence Policy Coordinator may provide a copy of the investigation report to the parties to the incident. In exercising his/her discretion under this section the Workplace Violence Policy Coordinator shall have regard to the following principles:

6.7.1. The safety of the worksite

6.7.2. The privacy and reputations of the individuals involved

6.7.3. The reasonable expectations of any witnesses

6.7.4. The rights of the employees and the bargaining unit

6.7.5. The possibility for achieving an informal or mediated resolution

7. Acting on Investigation Reports – Employee Violence

7.1. In conjunction with the Office of the Chief Human Resources Officer, the supervisor/manager of the employee alleged to have committed an act of Workplace Violence is entitled, having regard to the recommendations of the investigator, to determine the appropriate remedy including but not limited to:

7.1.1. Acceptance or rejection of an informal or mediated resolution.

7.1.2. Changes in the worksite.

7.1.3. Training for any or all employees in the worksite.

7.1.4. Recommendations for EAP assistance for any or all employees in the worksite.

7.1.5. Discipline, up to and including termination of employment.

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7.1.6. Advising the victim to report the incident to the Police if it has not already been reported.

7.2. Where discipline is issued to an employee as a result of an investigation, the supervisor/manager shall have regard to the applicable process and law in respect of union or non-union employees.

7.3. If there is a grievance or other legal process under any disciplinary procedure following discipline issued under (a) or (b) above, the person hearing the grievance or process at any level may make an order, in his or her sole discretion, that the contents of the investigation report may be disclosed to all parties to the grievance notwithstanding any agreements previously made regarding confidentiality. In exercising his or her discretion, the party hearing the grievance or process will have reference to the following principles:

7.3.1. The safety of the worksite

7.3.2. The privacy and reputations of the individuals involved

7.3.3. The reasonable expectations of any witnesses

7.3.4. The rights of the employees and the bargaining unit

7.3.5. The possibility for achieving an informal or mediated resolution

8. Acting on Investigation Reports – Non-Employee Violence

The supervisor/manager of the employee alleged to have been victims of an act of Workplace Violence by a patron/customer/citizen or Official (Elected or Appointed) is entitled in consultation with the Office of the Chief Human Resources Officer to determine the appropriate remedy including but not limited to:

8.1. Acceptance or rejection of an informal or mediated resolution.

8.2. Reporting the incident to the Police or making application for a restraining order.

8.3. Barring of the patron/customer/citizen or the Official (Elected or Appointed) from a worksite/facility.

8.4. Advising other affected employees of potential risks with respect to the patron/customer/citizen or the Official (Elected or Appointed).

8.5. Making changes in the worksite.

8.6. Training for any or all employees in the worksite.

8.7. Recommending EAP assistance for affected employees in the worksite.

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9. Administration

9.1. Discretion to amend time limits

9.1.1. The Workplace Violence Policy Coordinator may in his/her sole discretion, extend the time required for completing any of the requirements in this procedure.

9.1.2. The Workplace Violence Policy Coordinator shall immediately advise all parties of a decision to extend the time required for any requirement.

9.2. Costs:

9.2.1. The corporation shall be responsible for the costs of the administration of the Workplace Violence Policy and the procedures including the costs of any mediation services. All parties retaining legal or any other external assistance shall be solely responsible for the cost involved.

9.3. Forms:

The forms applicable to this policy are:

9.3.1. Workplace Violence Incident Report

9.3.2. Witness Statement

9.4. Records

9.4.1. All documentation related to complaints made under the Workplace Violence Policy and this procedure shall be filed in one centralized location, separate from any personnel files, with the Workplace Violence Policy Coordinator, to ensure confidentiality. Records will be destroyed in accordance with the record retention requirements of the Municipal Freedom of Information and Protection of Privacy Act

9.4.2. The employer (human resources or designated person) will keep records of the investigation including:

9.4.2.1. A copy of the complaint or details about the incident;

9.4.2.2. A record of the investigation including notes;

9.4.2.3. A copy of the investigation report (if any);

9.4.2.4. A summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace harassment and the alleged harasser, if a worker of the employer;

9.4.2.5. A copy of any corrective action taken to address the complaint or incident of workplace harassment.

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9.4.2.6. All records of the investigation will be kept confidential. The investigation documents, including this report should not be disclosed unless necessary to investigate an incident or complaint of workplace harassment, take corrective action or otherwise as required by law.

9.5. Policy Review

9.5.1. The Workplace Violence Policy and procedures shall be reviewed by the Workplace Violence Policy Coordinator and the Corporate Joint Health and Safety Committee as appropriate.

9.5.2. In the event of any significant change in health and safety law or policy in the province of Ontario, or determination that any part of the policy and/or procedures are contrary to law, the policy and procedures shall be reviewed and revised.

10. Communications

The Workplace Violence Policy Coordinator is responsible for a plan of communication to inform all staff about the existence of this policy and how to effectively use it.

25. Confidentiality

25.1. Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

25.2. While the investigation is on-going, the worker who has allegedly experienced harassment, the alleged harasser(s) and any witnesses should not to discuss the incident or complaint or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. The investigator may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation.

25.3. All records of the investigation will be kept confidential.

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ADMINISTRATION			
<i>Administered by the Office of the City Clerk.</i>			
Review Schedule:	Other (specify) Annually	Next Review Date:	May 1, 2020
Related Procedure(s):	PRC.04 – Respectful Workplace		
Related By-Law(s):			
Supporting Documentation:	Appendix A, Appendix B, Appendix C, Appendix D		
Revision History			
Date:	Description:		
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POLICY APPENDIX

APPENDIX TITLE: WORKPLACE VIOLENCE INCIDENT REPORT FORM

APPENDIX NO.: APPENDIX A

APPENDIX	
<p><i>Part 1 of this form is to be completed by the Complainant of the workplace violence incident to report a formal complaint under the Workplace Violence Policy. Part 2 of this form is to be completed by the Manager/Supervisor. The Complainant and the Manager/Supervisor can complete the form together. This form will be used to begin an Investigation, as and if appropriate.</i></p>	
PART 1: To be completed by the Complainant	
Date Form Completed:	Date of the Incident:
Name of Complainant:	Complainant Contact Number:
Location of the Incident:	Time of Incident: a.m. or p.m.
Name(s) of Respondent(s):	Name(s) of Witness(s) to the incident and contact information, if available:
Describe the nature of the complaint / incident:	
PART 2: To be completed by the Manager/Supervisor	
Name of Manager/Supervisor:	Manager/Supervisor Contact Number:
If injuries were sustained which meet the criteria of a “critical Injury” as defined under the <i>Occupational Health and Safety Act</i>, was the JHSC notified? Yes ___ No ___	Name of Committee and JHSC Worker Rep. Notified:
<p>Manager/Supervisor Signature: _____ Date: _____</p> <p>Complainant’s Signature: _____ Date: _____</p>	

POLICY APPENDIX

APPENDIX TITLE: WORKPLACE VIOLENCE WITNESS STATEMENT FORM

APPENDIX NO.: APPENDIX B

APPENDIX	
Name of Witness:	Date of Incident:
Witness Contact Number:	Time of Incident: a.m. or p.m.
Witness's Location during the Incident:	Location of the Incident:
Did you see the incident?	Name and Location of the Complainant:
Other Witness(s) to the incident, provide name(s) and contact information, if available:	Name and Location of the Respondent(s):
Describe in detail the nature of the complaint / incident and what you witnessed:	
<p>Witness Signature: _____ Date: _____</p>	

POLICY APPENDIX

APPENDIX TITLE: WORKPLACE VIOLENCE IDENTIFICATION/ASSESSMENT FORM

APPENDIX NO.: APPENDIX C

APPENDIX

This threat risk analysis form is designed to assist Department's in identifying areas where workplace violence maybe evident.

Conducting A Violence Assessment

1.Determine the Hazards Associated with the Job

Each hazard is determined as if there are no controls in place. For example:
Employee is required to work in isolation with the public while handling money.

Rank the Exposure

- 1= Unlikely: A person is exposed to the hazard 1x per job or project
- 2= Occasionally: A person is exposed to the hazard 2 x per job or project
- 3 = Often: A person is exposed to the hazard more than 3x to 5x per job or project
- 4= Frequently: A person is exposed to the hazard 5 or more times per job or project
- 5 = Continuous: A person is exposed to the hazard continually

2.Determine the Probability of Occurrence

- 1= Unlikely to occur
- 2 = Some chance
- 3= Could occur
- 4= Good chance
- 5= Will occur if left unattended

3.Determine Potential Consequences

- 1 = Insignificant: a person receives a very minor injury, no damage to property
- 2= First aid or minor property damage: a person administers first aid to self
- 3= Injury results in lost time, seeking medical help or significant property damage
- 4= Injury results in permanent disability, serious health effects or property damage
- 5= Injury results in a fatality, or there is major property damage

3.Add the Numbers to Determine a Total Risk Rating

Serious (11 – 15) means the hazard must be attended to immediately, prior to the commencement of the job. Controls **must** be put into place. A safe job procedure **must** be in place prior to the commencement of the job.

Moderate (6 – 10) means the hazard requires attention. Controls **should** be put into place. A safe work procedure **should** be in place prior to the commencement of the job, but could be attended to once the job has commenced. Employees **must** be aware of the hazard. The safe work procedure **must** be in place prior to the completion of the job.

Low (3 – 5) means the hazard requires monitoring. Controls are recommended. A safe work procedure is recommended.

HAZARD CONTROLS

Depending on the risk rating, if the hazard cannot be eliminated, then controls must be implemented to reduce the risk.

There are three types of controls: Engineering, Administrative and Personal Protective Equipment (PPE). Some examples of the controls include:

Engineering Controls

- Design of a workplace
- Isolation/enclosure
- Implementation of Security Measures including surveillance and/or access cards

Administrative Controls

- Policies and procedures
- Training
- Organizing and planning work
- Rotation of workers
- Safety plan/procedure

Personal Protective Equipment (PPE)

- Access to alarms
- Communication devices

POLICY APPENDIX

APPENDIX TITLE: VIOLENCE ASSESSMENT FORM

APPENDIX NO.: APPENDIX D

APPENDIX						
This threat risk analysis form must be completed in accordance with the established guidelines for hazard identification and assessment.						
Description of work area:	Assessment performed by:			Date:		
	Name: _____ Signature: _____					
Description of Hazard (condition/ circumstance)	Exposure (1 –5)	Probability (1 – 5)	Consequences (1 – 5)	Total	Rating	Controls (EC/AC/PPE)
Reviewed by Director: _____ Date: _____						
Reviewed by Deputy City Manager _____ Date: _____						