

Violence and Harassment Program and Policy Statements

VIOLENCE AND HARASSMENT IN THE WORKPLACE

OVERVIEW

Ontario's Occupational Health and Safety Act sets out the rights and duties for occupational health and safety of all parties in the workplace. The "Act" provides for enforcement of the law in cases where compliance has not been voluntarily achieved.

The requirements for violence and harassment in the workplace establish minimum standards and set out the rights and duties of all those who have a role in dealing with workplace violence and workplace harassment.

Workers may face violence or harassment in any workplace and from any person in that workplace. It is important for employers to address any unwanted behaviours early to minimize the potential for workplace harassment to lead to workplace violence.

Statement of Commitment

This document ensures that our employees, students and volunteers have a work environment that is free of violence and harassment of any kind, whether it arises from other employees or any other person, inclusive to those persons visiting our workplace.

It ensures that:

- Individuals are aware of and understand that acts of violence and harassment are considered a serious offence for which necessary action will be imposed
- Those subjected to acts of violence and harassment are encouraged to access any assistance they require in order to pursue a complaint
- Individuals are advised of available recourse if they are subjected to, or become aware of, situations involving violence and harassment

This policy applies to all employees, students, volunteers, managers, supervisors, full-time and part-time employees and contractors.

PURPOSE

We are committed to providing a cooperative and professional work environment where all workers including students and volunteers, are treated with respect and dignity and have the opportunity to contribute to their maximum potential, free from violence and harassment.

We will investigate all reported incidents of violence and harassment in an objective and timely manner, take necessary action, and provide appropriate support for victims.

Glossary

Overview

The following terms, acronyms and job titles are used throughout this document. The descriptions reflect the interpretation used in this program rather than a legal definition.

Term	Description
Canada criminal code	A law that codifies most criminal offences and procedures in Canada

Term	Description
Criminal Injuries Compensation Board	An administrative body funded by the Ontario Government that provides financial compensation to survivors of violent crime, and family members of people who have died because of violent crime in Ontario.
Critical injury	Any injury that places life in jeopardy, causes unconsciousness, results in significant blood loss, involves the fracture or amputation of all or part of an arm or leg 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
Domestic Violence	Domestic violence is considered to be any form of abuse, mistreatment or neglect that a person experiences from a family member, or from someone with whom they have an intimate relationship.
Employer	A person who employs or contracts for the services of one or more workers.
Fatality	Death
Hazard	A hazard is defined as anything that can cause injury or illness in people, or damage to property. A hazard may occur from what people do, or may occur as a result of their working conditions
Hazard Assessment	The process of evaluating the level of risk associated with identified workplace hazards
Health & Safety Coordinator	A manager or someone with authority who will champion the ongoing improvement and sustainability of our health and safety system
Health & Safety Representative (HS Rep)	In workplaces where the number of workers regularly exceeds five and a joint health and safety committee is not required, workers select a health and safety representative. The representative should be committed to improving health and safety conditions in the workplace.
Human Rights Tribunal of Ontario	If a person thinks his or her rights under the Human Rights Code have been violated, they can file an application directly with the tribunal and it will decide the best way to deal with the situation
Human Rights Legal Support Centre	Helps people who file applications with the Tribunal. Services include advice, support and legal representation
Internal Responsibility System (IRS)	A system where everyone has direct responsibility for health and safety as an essential part of his or her job. It does not matter who or where the person is in the organization, they achieve health and safety in a way that suits the kind of work they do. Each person takes initiative on health and safety issues and works to solve problems and make improvements on an on-going basis. They do this both singly and co-operatively with others. Successful implementation of the IRS should result in progressively longer intervals between accidents or work-related illnesses.
MOL	Ontario Ministry of Labour
Near Miss	An event where no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred
OHSA	Ontario Occupational Health & Safety Act
Ontario Human Rights Code	Prohibits actions that discriminate against people based on a protected ground in a protected social area.
Ontario Human Rights Commission	Provides leadership for the promotion, protection and advancement of human rights, and builds partnerships across the human rights system, including developing policies and providing targeted public education, monitoring human rights, research and analysis, and

Term	Description
	inquiries.
Personal Relationship	In this document, personal relationship refers to a spouse, former spouse, current or former intimate partner or family member
Employee	In this document, use of the term Employee includes those who are performing work for compensation, students working under a work experience program. Worker and Employee reflect the same meaning and are used interchangeably. Contractors are also considered workers who work for compensation. Inclusive to President, General Manager, and HR.
Volunteers	Volunteer under the direction of SSU e.g. committee, Residence helpers
Safe Plan	An agreed upon approach to reduce the risk of harm to an individual who maybe is experiencing demotic abuse .e.g. safe walk to the car, check-in when they get home
Students	Customers who use SSU services or locations
Supervisor	A person, appointed by the employer, who has charge of a workplace or authority over a worker
Worker	See definition of Employee
Workplace	Any place in, on, or near where a worker works. It could be a building, an open field, a road, forest, vehicle or even a beach. If the worker is being directed to work there, it is a workplace
Workplace Harassment	Engaging in a course of vexatious comment or conduct against a worker in a workplace, behaviour that is known or ought reasonably to be known to be unwelcome; <i>or</i> workplace sexual harassment
Workplace Sexual Harassment	Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, 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; <i>or</i> Making sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, rant 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
Workplace Violence	The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. This definition is further expanded on in this document.

DEFINITIONS

Workplace Harassment

The OHSA defines workplace harassment as:

Engaging in a course of vexatious comment or conduct against a worker in a workplace – behavior that is known or ought reasonably to be known to be unwelcome

or

Workplace sexual harassment

The OHSA defines workplace sexual harassment as:

Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, 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 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

The comment or conduct typically happens more than once. It could occur over a relatively short period of time (i.e. during the course of one day) or over a longer period (weeks, months, or years).

Workplace harassment can involve unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker, group of workers, students or volunteers. It can also include behavior that intimidates, isolates or even discriminates against the targeted individual.

It often involves repeated words or actions, or a pattern of behaviours, against a worker, group of workers, students or volunteers in the workplace that are unwelcome. This may include:

- Making remarks, jokes or innuendos that demean, ridicule, intimidate or offend
- Displaying or circulating offensive pictures or materials in print or electronic form
- Bullying or aggressive behavior
- Inappropriate staring
- Repeated offensive or intimidating phone calls or emails
- Inappropriate sexual advances, suggestions or requests
- Isolating or making fun of an individual because of gender identity

The definition of workplace harassment is broad enough to include harassment prohibited under Ontario's Human Rights Code as well as what is often called "psychological harassment" or "personal harassment".

Workplace harassment may escalate over time into threats or acts of physical violence. In some cases, a targeted worker, student or volunteer may react violently to prolonged harassment. It is important to recognize these behaviours and to deal with them promptly before they lead to workplace violence.

Although the act defines harassment as a course of action by another worker it is imperative that a "one time" offense be corrected as soon as possible to reduce multiple offenses that may lead to psychological stress and possibly violence. In the case of the Sheridan Student Union Inc. (SSUI) all parties are included in this expectation due to the nature of this

workplace. Encouraging healthy behaviours of all parties will encourage consistency and reduce risks in a significant manner.

Workplace Harassment is not:

- Reasonable action that is part of the normal work function, even if the consequences are unpleasant for the worker. Examples include changes in work assignments, scheduling, job assessment and evaluation, workplace inspections, implementation of dress codes and disciplinary action.
- Differences of opinion or minor disagreements between coworkers.
- Any behavior that meets the definition of workplace violence.

Discrimination

Discrimination is usually described as the act of treating a person unequally by imposing unequal burdens or denying benefits on the basis of a protected ground in the Human Rights Code.

Workplace Violence

The OHSA defines workplace violence as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes an:

- Attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker
- Statement or behavior that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker

This definition is broad enough to include acts that would constitute offences under Canada's Criminal Code. For the purposes of the Sheridan Student Union both Students and Volunteers are included in this definition.

Examples of workplace violence include:

- Verbally threatening to physically attack an individual
- Shaking a fist in an individual's face
- Wielding a weapon at work
- Hitting or trying to hit an individual
- Leaving threatening notes at, or sending threatening emails to a workplace or anyone associated with the workplace – this includes social media
- Throwing an object at an individual
- Physical and sexual attacks
- Kicking an object the individual is standing on, such as a ladder
- Trying to run down an individual using a vehicle or equipment

Accidental situations – such as a worker tripping over an object and pushing a co-worker as a result – are not meant to be included.

For workplace violence to occur, a person must apply, attempt to apply physical force or threaten to apply physical force against a worker, student or volunteer. Whether or not they have the capacity to appreciate these actions could cause physical harm. For example, a person may have a medical condition that causes them to act out physically in response to

a stimulus in their environment. This would still be considered workplace violence and consequently will be handled appropriately.

Additionally, workplace violence includes situations where two non-workers are fighting and a worker is injured trying to intervene. Even though the non-workers may not have intended their violence to spill over to anyone else, they used physical force which could ultimately cause physical injury to a worker. Due to the nature of this workplace and the intent to reduce risks regardless of the individual status – worker, student or volunteer these expectations will apply.

Types of violence are defined as:

Type	Definition
Criminal Intent	Involves a person with no relationship to the workplace who commits a violent act (e.g. theft, hostage taking, kidnapping, physical assault)
Customer	A customer with willful intent to cause harm to the Employee
Employee Related	Employee who engages in repeated and persistent negative acts towards one or more Employee resulting in the creation of a toxic or unhealthy work environment
Personal Relationship	Relationship violence that occurs at the workplace (e.g. family member that commits a violent act against a worker within the workplace)

Domestic Violence

Domestic violence is considered to be any form of abuse, mistreatment or neglect that a person experiences from a family member, or from someone with whom they have an intimate relationship.

Domestic violence is considered workplace violence when the abuse happens in the workplace. Should such an event be presented appropriate support and assistance will be provided.

PROGRAM

Policy Statement

A statement demonstrating our commitment to addressing workplace violence and harassment has been prepared, communicated to all Employee, and posted in a conspicuous location. A copy of these statements are included at the end of this document.

Assessment (Note: An assessment was conducted by WSPS. Those electronic documents must be reviewed once a year).

HR in conjunction with the Joint Health & Safety Committee (JHSC) will review the Violence Risk Assessment conducted by the Workplace Safety and Prevention Services once a year.

- Written Safe Work Practices (SWP) that address the risks identified will be reviewed once a year by HR and the JHSC
- Their input, recommendations and approval will be documented in the JHSC meeting minutes and an action plan will be developed to close any gaps identified

- Any unforeseen violent incidents that occur after this assessment will be reviewed and analyzed, should the root causes indicate a new risk has presented itself, an additional review and update of the risk assessment would need to occur. Document your findings and ensure the controls identified are closed and re-evaluated regularly

The following risk factors will be considered:

Risk Factor	Definition
Contact with clients	Workers, students or volunteers required to provide a product or service to clients in a fixed location
Handling cash	Workers, students or volunteers required to handle cash in a fixed location who might become a target for theft or loss
Mobile workplaces	Workers, students or volunteers required to travel in a vehicle most of their workday to provide a service at a client's company with limited communication with their own office
Securing/protecting valuables	Workers, students or volunteers required to secure or protect valuable goods in transport and/or in a fixed location which, if left unprotected or unsecured, might become a target for theft or loss
Transporting people and/or goods	Workers, students or volunteers required to transfer goods of all kinds in trucks or mid-sized vehicles or people by shuttle service
Working alone or in small numbers	Workers, students or volunteers required to work alone or with very few other workers at a fixed location
Working in a community based setting	Workers, students or volunteers are expected to work in the community and provide services in private homes and dwellings
Working in a high crime area	Workers, students or volunteers required to perform services in a fixed location that is located in a high crime area
Working with unstable or volatile clients	Workers, students or volunteers are providing service or products to persons with physiological, psychological, psychiatric condition or substance abuse issues

Domestic Violence

Any Employee, students or volunteers experiencing violence outside of the workplace that may create a risk of danger to themselves or others in the workplace is encouraged to report such violence to their manager, supervisor or person in charge so that necessary preventive precautions may be taken to protect all parties **i.e. safe plan activation.**

Violence and Harassment Investigation Outcomes:

Incidents of workplace violence or harassment perpetrated against or by an employee, student, volunteer, customer, vendor, contractor, visitor, or any other person will be investigated. Any contravention **may** result in the following:

- Help to the victim and potentially to the perpetrator (should underlining cause be present)
- Removal from the property
- Discipline or dismissal
- Police involvement

Threats of physical violence will be reported to the authorities as appropriate. Police, Sheridan Security and/or Sheridan College incident reporting center.

Reporting Incidents of Violence and Harassment:

Any employee, student or volunteer under any activity related to the SSUI observes, or is a victim of workplace violence or harassment, should immediately go to a safe [*location \(Safe Locations ARE – SSU BOARDROOMS at Brampton, Oakville and Mississauga locations\)*](#) and report it to their supervisor/manager or person in charge. If your supervisor is involved in the incident, then you should report it to a senior executive i.e. General Manager or President. All incidents should be reported to the Director of Human Resources (HR) to ensure an investigation is conducted with impartiality and executed appropriately. Should the violence or harassment be coming from HR please follow the above alternates.

The police may need to be contacted. Sheridan College Security may also need to be advised and Senior Management will be informed immediately of all incidents. Care and consideration to options for reporting will be considered depending on who the violence or harassment is coming from.

Workers, students and volunteers can report incidents or complaints of workplace violence or harassment verbally or in writing. When submitting a written complaint, please complete the [*Violence and Harassment Reporting Form \(#1001\)*](#) when reporting verbally, the reporting contact, along with the worker making the complaint, will complete the form. The report should include the following information:

- Name of worker making complaint, and contact information
- Name of alleged perpetrator, and contact information
- Names of witness(es) or anyone with relevant information, and contact information
- Details of what happened including dates, frequency and location(s) of alleged incident(s)
- Any supporting documentation relevant to the complaint
- Any documents a witness, another person, or the alleged perpetrator may have that is relevant to the complaint

All employees, students or volunteers who are subject to workplace violence or harassment, also have the option of pursuing recourse through the Ontario Human Rights Commission and the Criminal Injuries Compensation Board.

Employees who are members of a union bargaining unit are encouraged to first access the grievance procedure established in the respective Collective Agreement.

Work Refusals

Under the OHSA a worker can refuse to work if he or she has reason to believe they may be endangered by workplace violence. However, work cannot be refused on the grounds of workplace harassment.

There is a specific procedure that must be followed in a work refusal. It is important that all parties understand and follow this procedure.

Right to Refuse Flow Chart Attached below.

Investigation

Management will ensure an investigation using form #1001 will be conducted appropriately whenever the employer (GM or President), Human Resources, a Manager, Supervisor or person in charge becomes aware of an incident or receives a complaint of workplace violence or harassment. We will take every precaution reasonable to protect the safety of the complainant(s) during the investigation. If the investigation reveals the existence of any actual or potential hazard to worker(s), students or volunteers we will advise the potentially affected parties and take every precaution reasonable in the circumstances to protect them.

We will determine who will conduct the investigation. If the alleged perpetrator is the employer, an independent investigator will be assigned who is not under the direct control of the employer.

All reports will be investigated and the information will be kept confidential, to the extent possible.

The investigation will include:

- Documented interview with the complainant or victim
- Documented interview with alleged perpetrator(s)
- Documented interview with any witnesses with relevant information
- Any other step the investigator deems relevant

At the conclusion of the investigation a written report of the findings, including recommendations to prevent a recurrence, will not be disclosed unless the disclosure is necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint or is otherwise required by law.

Appropriate corrective action will be determined by senior management and the managers or supervisors of the employee, student or volunteers involved. There will be no reprisal for any individual making a genuine complaint. However, if it is determined that a false accusation has been made in bad faith, appropriate measures will be taken.

The investigation will be completed in a timely manner, generally within 90 days or less unless there are extenuating circumstances. Where necessary the results of the investigation will be provided to the complainant and the accused within ten days of the completion of the investigation.

Notices

When an incident of workplace violence occurs, the police or emergency responders will be notified for immediate assistance. In addition, under the OHSA, if the workplace violence incident results in a person being killed or critically injured, we must:

- Immediately notify, by direct means such as a telephone, the Ministry of Labour inspector, the JHSC, and the union representative, if any
- Within 48 hours, notify, in writing, a director of the MOL, giving the circumstances of the occurrence and any information that may be prescribed.
- If a worker is disabled or requires medical attention as the result of a workplace incident, we must notify the JHSC, and the union representative, if any, MOL, within four days of the incident.

It is not the role of MOL inspectors to resolve or mediate specific allegations of harassment in the workplace. Senior management is responsible for investigating and dealing with incidents and complaints of harassment as outlined in this program. However, if an employer has not conducted an investigation of a workplace harassment complaint, or failed to conduct an investigation appropriate in the circumstances, MOL inspectors can issue a written order compelling the employer to conduct such an impartial investigation and to provide the written report to the MOL inspector.

Record Keeping

Records of the investigation will be kept including:

- A copy of the complaint or details about the incident
- A record of the investigation including notes
- A copy of the investigation report
- A summary of the results of the investigation that was provided to the alleged victim and perpetrator
- A copy of the corrective action taken to address the complaint or incident of workplace violence or harassment, and the steps taken to protect workers, students or volunteers and prevent a recurrence

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

Records will be kept for at least three years.

Emergency Telephone Numbers

Emergency telephone numbers are posted at various locations in the workplace, including a copy at the reception desk, security contact is pre-programmed into the phones throughout the facility. In the event the list of numbers is missing, employees are required to notify their supervisor or the Human Resources Department.

ROLES AND RESPONSIBILITIES

Employer

It is the responsibility of senior management to ensure:

- All reasonable measures have been taken to protect employees and others from workplace violence and harassment
- A policy on workplace violence and harassment has been prepared in consultation with the committee and reviewed annually
- A workplace violence risk assessment is conducted and the results communicated in writing to the JHSC
- Develop controls based on the risk assessment including:
 - Establish procedures, policies and work environment arrangements to eliminate or minimize the risk to Employee from violence

- Proper maintenance and testing of all security systems (including but not limited to surveillance cameras, lighting, panic button, intercom, etc.)
- Reporting procedures are established with respect to workplace violence and harassment
- Process is in place for responding to incidents of workplace violence
- Appropriate information and instruction will be provided to all workers and other parties under the direction of the Sheridan Student Union Inc. on the contents of the workplace violence policy and program
- Workers and others as appropriate receive training on what conduct is considered workplace harassment, including workplace sexual harassment
- Policy and program is posted in the workplace
- Workers and others as appropriate have been provided with information, including personal information, related to a risk of workplace violence from a person with a history of violent behavior if:
 - The worker or others can be expected to encounter the violent person in the course of his work
 - The risk of workplace violence is likely to expose the worker, student or volunteer to physical injury
- Not to disclose more information than is reasonably necessary for the protection of the worker from physical injury
- An investigation appropriate in the circumstances is conducted when:
 - The employer or a supervisor becomes aware of an incident of workplace violence or harassment
 - A complaint of workplace violence or harassment is made to the employer, supervisor or the employer's designated person
- The investigator, whether internal or external to the workplace, is not directly involved in the incident or complaint and must not be under the direct control of the alleged perpetrator

Managers/Supervisors or person in charge

It is the responsibility of all managers and supervisors to ensure:

- This policy is properly enforced and communicated to all employees, students and volunteers
- All employees within their department are adequately trained in procedures addressing workplace violence and harassment risk factors
- employees, students or volunteers are encouraged to report complaints or incidents of workplace violence or harassment
- All reports, complaints, and incidents of workplace violence or harassment will be addressed in an appropriate and timely manner, and reported promptly to senior management
- They have received specific instruction and information on how to recognize and handle a workplace harassment incident so that it does not go unaddressed

Human Resource Department

It is the responsibility of the Human Resource Department to ensure:

- They are acting as consultant, advisor and lead in the process
- Advising, explaining the current policies and procedures; to provide advice on how to proceed with filing an internal complaint, to inform the Employee, student or volunteer of his/her right to proceed with a union grievance; and to explain his/her right to seek the assistance of the Ontario Human Rights Tribunal concurrently with the internal complaint.

Investigator

A manager, supervisor, Human Resource representative or a person assigned by the employer may be designated to investigate incidents of workplace violence or harassment. They must:

- Have no direct involvement in the incident or complaint
- Not be under direct control of the alleged perpetrator
- Be trained on how to conduct an investigation appropriate in the circumstances
- Ensure the investigation is kept confidential and that identifying information is not disclosed unless necessary to conduct the investigation or protect workers
- Ensure a written report is prepared summarizing the steps taken, findings of fact, and a conclusion

Employee, Student or Volunteer

It is the responsibility of all Employee, student, volunteers and contract personnel to ensure:

- Compliance with this policy and related procedures at all times for their own protection and the protection of others within the workplace
- Any violent or potentially violent incident is immediately reported to their supervisor. In the event of an extreme or imminent threat of physical harm to themselves or any person, the worker should contact Emergency Services
- Cooperation with any investigation of complaints or incidents of workplace violence or harassment as indicated in this policy
- Training provided clear comprehension on:
 - What conduct is considered workplace harassment, including workplace sexual harassment, and understand what conduct is unwelcome in the workplace
 - How and to whom to report an incident of workplace harassment or violence
 - How the employer will investigate and deal with an incident or complaint of workplace harassment or violence
 - How the employer will report the results of the investigation to the worker who was allegedly the victim and the alleged perpetrator
 - Measures and procedures to report workplace violence or harassment if the employer or supervisor is the alleged perpetrator

Disciplinary action

- At any stage, management may deem an incident worthy of stage four - termination based off the Employee Policy. **i.e. Violence, Sexual Violence, Threatening to physically hurt**

Stage One: Verbal Warning

- For the first transgression, the victim can inform the individual that their behavior is unwarranted and not acceptable. This can be done by the individual, if they are comfortable, if they are not, a manager, supervisor or employee representative may be asked to assist with this. If this is the case, there should always be two Employee members present in this process. A confirmatory letter should also be given to the director containing the improvements required based on the actions which constitute the warning and the timeframe in which the improvement should be made. The letter will also include the stipulation that failure to correct this behavior might lead to a 2nd stage disciplinary procedure or immediate termination.

Stage Two: First Written Warning

- For a second incident a first written warning will be given at a second meeting with the individual, their manager accompanied by the HR Generalist as a witness and should be issued within the period of time advised in the first verbal warning. There will be another opportunity for the individual to provide an explanation for their actions in the incident. The letter will also include the stipulation that failure to correct this behavior might lead to 3rd stage disciplinary procedure or immediate termination.

Stage Three: Second Written Warning

- For a third incident, the second written warning will be given at a third meeting with the individual and their manager accompanied by the HR Generalist as a witness and should be issued within the period of time advised in the first verbal warning. There will be another opportunity for the director to provide an explanation for their actions in the incident. The letter will also include the stipulation that failure to correct this behavior will lead to immediate termination, stage four of the process.

Stage Four: Termination

- If a fourth incident occurs, or any of the first three incidents that have occurred are significant enough to result in immediate termination according to the policy, the individual will be terminated.

COMMUNICATION

The Workplace Violence & Harassment Prevention Policy Statement will be posted in a common area. The Workplace Violence & Harassment Prevention program will be posted on the Health & Safety Bulletin Board, and communicated to all employees, students and volunteers during the Health & Safety Orientation session.

The results of the workplace violence risk assessment will be provided to the JHSC.

TRAINING

All employees and affected parties including managers at all levels, will be trained on the contents of this Workplace Violence & Harassment Prevention Program. Senior managers need to make themselves aware of all legislation applicable to harassment and violence in the workplace in order to take appropriate steps during and after violent situations or incidents of harassment. Applicable legislation may include the Occupational Health & Safety Act, the Criminal Code of Canada, the Ontario Human Rights Code, and the Workplace Safety & Insurance Act.

Training is documented and attendance records for all Employee are kept.

EVALUATION

This program will be reviewed after any violent event takes place to determine if changes need to be made. At a minimum, the policy and program and risk assessment must be reviewed annually. Updated as necessary inclusive to when changes are made through provincial legislation, by the HR department and JHSC. The implementation of the

program, as well as its effectiveness, will be reviewed. Program deficiencies will be noted in the review. Make annual surveys for selected percentage of staff to ensure validation of knowledge.

MAKE IMPROVEMENTS / ACKNOWLEDGE SUCCESS

The Human Resources representative, in consultation with the JHSC or the Health & Safety Representative, will determine the success of this procedure. Any gaps will be identified and corrected in an improvement plan. Notification of the success of this program will be circulated to all departments and posted on the Health & Safety Bulletin Board.

RESOURCES

Legislation: [Occupational Health & Safety Act, Sections 25, 32, 55](#)

Developing Workplace Violence & Harassment Policies and Programs: A Toolbox,
<https://www.labour.gov.on.ca/english/hs/topics/workplaceviolence.php>

Procedure for Work Refusal

https://www.labour.gov.on.ca/english/hs/pubs/liveperformance/gl_live_refuse.php

Employee Risk Assessment Questionnaire

http://www.wspcs.ca/WSPS/media/Site/Resources/Downloads/Empty_Rsk_Assmnt_Qstnrr_FINAL.pdf?ext=.pdf

Violence Risk Assessment Tools OHSCO/WSPS

http://www.wspcs.ca/WSPS/media/Site/Resources/Downloads/wspcs_toolbox.pdf?ext=.pdf

WORKPLACE VIOLENCE AND HARASSMENT REPORTING FORM #1001

Copies of the SSU Workplace Violence and Harassment Program & Policy is available for all SSU employees on Ceridian, Health and Safety Board and at the front desks.

PART I – INCIDENT DETAILS – to be completed by party reporting incident			
Date of Report:			
Reporter's Name:			
Location of Incident:			
Date of Incident: (day-month-year)		Time of Incident	
Victim's Name:			
Relationship to SSUI:			
Contact information:			
Alleged Perpetrator's Name:			
Relationship to SSUI:			
Contact Information:			
Additional Witnesses	Name	Contact Information	

Injuries and Damage	Yes	No
Were there any injuries or property damage reported?		
Medical attention/first aid obtained?		
Any time missed from work as a result of the incident?		
WSIB Form 7 submitted?		
If yes to any of above provide details of injuries, property damage, treatment, repairs.		

PART 2 – DESCRIPTION OF INCIDENT – to be completed by party reporting incident
In your own words, please provide <u>detailed</u> description of the incident based on what you experienced or was reported to you and other pertinent information to the best of your ability.

Describe immediate actions taken (e.g., contacted supervisor, told Respondent to stop behaviour, called 911, etc.)	
Describe your recommendations for corrective and preventive actions if any	
Reporter's Signature:	

PART 3 – INVESTIGATION INTERVIEWS – to be completed by Investigator

Interviews with victim, alleged perpetrator and witness shall be conducted where possible. Where such interviews are not conducted this report shall indicate why.

Name of person interviewed:	
Event role, (victim, alleged perpetrator or witness)	
Person conducting the interview:	
Date of Interview:	

Interview Notes

PART 4 – OTHER INFORMATION PERTINENT – to be completed by Investigator

- . police report
- . violence risks and controls from risk assessment
- . past incidents
- . worker training

PART 5 – INVESTIGATION CONCLUSIONS – to be completed by Investigator			
Based on evidence revealed on investigation, it is the opinion of the investigator that:			
the reported incident of, (circle one)	Workplace Violence	Workplace Harassment	Workplace Sexual Harassment
Was, (circle one)	Adequately substantiated	Not Adequately substantiated	Fabricated with malicious intent
Additional Comments from Investigator			

PART 6 – CORRECTIVE AND PREVENTIVE ACTIONS – to be completed by Investigator			
Actions	Responsible	Target Date	Completion Date

PART 7 – COMMUNIATION OF RESULTS			
Party	Name	Signature	Date
Investigator:			
Victim:			
Alleged Perpetrator:			