# Violence in the Workplace

## Purpose

Violence can occur quickly and unexpectedly. (company name) is committed to preventing violent occurrences where possible and give the employees tools, training, and awareness to prepare them, and reduce the impact of violence occurrences in the workplace.

## Policy

(company Name) is committed to providing a safe work environment that is free from violence.

(company Name) recognizes that workplace violence is a health and safety concern, and will take all reasonable precautions to prevent workplace violence to protect employees at the workplace including, but not limited to:

1. Consulting with the OHC/Representative/ employees on sources and occurrences of violence they might perceive in the workplace.
2. Assessment of the risk of violence at all (company name) premises and reviewing it annually/every 3 years with the OHC/Representative/ Workers, or when new risks of violence are identified within our scope of work, as well as when new concerns are brought to our attention.
3. A training program that includes:
	* Notification of the risks of violence and situations that could become violent.
	* Review of the **Violence Risk Assessment**
	* Awareness training on how to recognize potential violent situations and how to react should they occur.
	* Creation of, and annual OHC/ Representative review of safe job procedures, safe work practices, & emergency procedures regarding conflict resolution and what to do if aggression escalates to physical violence.
	* Communication of safe job procedures, safe work practices, emergency procedures administrative arrangements and controls that have been developed to minimize or eliminate risk of violence.

(company name) does not require employees of any level to intervene with a violent situation occurring inside or outside of the workplace, or when a criminal act, such as theft or vandalism is witnessed. In these circumstances, report it to the supervisor, or contact the local police service.

## Definitions

**Section 3-26 of the Occupational Health and Safety Regulations defines Violence as:**

*3‑26(1) In this section,* ***“violence****” means the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behavior that gives a worker reasonable cause to believe that the worker is at risk of injury.*

## Responsibilities

### Employer:

* Must not participate, encourage, or tolerate any acts of violence in the workplace.
* Take all complaints of workplace violence seriously.
* Commit to implement and continually review policies, rules, procedures, and practices to eliminate the occurrences of workplace violence.
* Enforce these rules in line with this policy and Saskatchewan Legislation
* Ensure that workers are not exposed to violence with respect to any matter or circumstance arising out of the workers' employment.
* Cooperate with an investigation of violence complaints.

### Supervisor:

* Must not participate, encourage, or tolerate any acts of violence.
* Take all complaints of workplace violence seriously.
* Ensure that that all workers under their direct supervision and direction are not exposed to violence at the place of employment.
* Ensure workers have received training on workplace violence.
* Enforce policy, procedure, practices, and rules in line with this policy and Saskatchewan Legislation.
* Cooperate with an investigation of violence complaints.
* **Never approach a person committing a crime, theft, or vandalism as they can become violent.**

### Worker:

* Must not participate, encourage, or tolerate any acts of violence.
* Report violence/ violent acts occurring to others to your supervisor.
* Cooperate with an investigation of violence complaints.
* **Never approach a person committing a crime, theft, or vandalism as they can become violent.**

## Risk Areas

In (company name) workplaces, specific areas or positions may pose a risk of violent or aggressive behavior. These areas and positions were identified as a part of the **Violence Risk Assessment**. Violence can however occur in other areas. Should that occur, new precautions will be taken for those scenarios.

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| Areas Identified as Having a Risk of Violence: | Positions that Work in Those Areas: |
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## Complaint Procedure

All complaints of Violence will be taken seriously. Employees victimized by violence, and witnesses of these occurrences are encouraged to report the alleged perpetrator. The rights of all concerned will be respected and shall remain confidential. Workers are encouraged to use these steps to address incidents of alleged violence internally.

1. A worker who believes that he or she has been subjected to violence should immediately report the violence to their employer, supervisor, or one of the following persons designated by the employer to receive complaints of violence.
	1. People designated to receive complaints:
		1. Insert other designated people here.
2. Once a person designated by the employer to receive complaints of violence receives a complaint, that person shall document it immediately using the violent incident report form, and bring the complaint to the attention of the employer.
3. The employer will: notify the alleged perpetrator of the complaint; provide the alleged perpetrator with information concerning the circumstances of the complaint; and undertake a confidential investigation.
4. Following the conclusion of the investigation, the employer will inform the complainant and the alleged perpetrator of the results of the investigation.

## Resolution and Corrective action

If violence is confirmed, reasonable corrective action will be taken by the employer. If a complaint is unsubstantiated, no adverse actions will be taken against the worker who made the report in good-faith.

The employer commits to preserving the confidentiality of investigations, except where disclosure is necessary for the purpose of conducting an investigation, implementing corrective action or required by law. Furthermore, if a worker undergoes medical treatment, counseling due to a violent incident, or receives training related to violence, (company name) guarantees no loss in pay or benefits.

## External Complaints

This policy **does not prevent** workers from reporting violence complaints to the Occupational Health and Safety Division under The Saskatchewan Employment Act-Part III: Occupational Health and Safety, sections 4 and 5, and The Occupational Health and Safety Regulations, 2020, section 3-26.

Workers have the right to file complaints with the Saskatchewan Human Rights Commission under The Saskatchewan Human Rights Code, including sections 16, 17, 18, and 27. Workers may exercise any other available legal avenues.

# Violence Risk Assessment

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| **Potential Risk Factors (These are examples only, Ensure you review this and Add your own risk factors your employees might face)**  |
| * Working in remote locations with high crime rate.
* Working alone
 | **Potential controls:*** Lighting, fencing, security monitoring, signage
* Not allowing lone workers during opening/ closing
* Working alone procedures
* Training on violence awareness These areas should be well lit.
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| * Service calls in remote locations.
* Service calls in high crime rate areas.
 | Potential Controls: * Working alone policy with manager/ supervisor check-ins
* Training in conflict resolution
* Develop procedure for working with difficult customers.
* Develop procedures on handling money.
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| * Worksites in high crime rate areas within larger centers.
* Worksites with visible (and valuable) tools, equipment, materials
* Working early or late shift rotations. Theft/ attempt of theft with a high risk of conflict if workers come into contact with these individuals
 | Potential Controls:* Jobsite fencing
* 3rd party security when required.
* Signage
* Well lit access & egress points
* Locking doors when working
* Locking up tools and equipment in hard to see locations.
* Training on violence awareness for workers and supervisors
	+ Including avoiding conflict and removing oneself from the situation
* Procedures on dealing with trespassers/ thieves/ violent members of the public.
	+ Communicating these with workers effectively
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| * Interpersonal worksite conflict
	+ Conflict with deadlines
		- Unrealistic deadlines
		- Too many contractors in the same area
	+ Unsafe & unsanitary workplace conditions
		- Poor housekeeping practices of one or more contractors causing friction between trades
	+ Harassment of any kind including:
		- Conflict over perceived slights
		- Hazing
		- Bullying
		- Practical jokes/ pranks intended to cause harm
		- Other situations discussed in
* Isolation/ working in remote areas for extended periods of time
 | Potential Controls: * Work to ensure workplace deadlines are reasonable.
* Ensure qualified contractors are selected for work
* Plan work efficiently and organize work so that multiple trades/ contractors are not working against each other in tight areas
* Maintain and enforce a safety program that includes housekeeping practices.
* Ensure all work receives adequate and competent Supervision
	+ Train supervisors on conflict resolution
	+ Ensure supervisors do not tolerate harassment on site
	+ Enforce company policy fairly across all positions and contractors on site.
* Provide awareness on company wellness programs. Promote mental health and take psychosocial concerns seriously.
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| Comments:  |

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| **Jobsite Appearance, Lighting, Organization and Signage** | **Yes** | **No** | **N/A** |
| Is there fencing surrounding the jobsite? |  |  |  |
| Is there adequate security personnel/ cameras/ motion sensing lighting/ security signage for jobsites?  |  |  |  |
| Are workers visible to potential witnesses? |  |  |  |
| Are entrances, exits, parking lot areas, and garbage areas well lit? |  |  |  |
| Is work conducted at night?  |  |  |  |
| Is signage to let the public know about restricted access to the worksite posted?  |  |  |  |
| Is public access to washrooms controlled? |  |  |  |
| Are tools, materials, and equipment placed, locked, or secured in a way that would take them out of view?  |  |  |  |
| Is access to worksite locked when required? |  |  |  |
| Is there a procedure in place for locking the jobsite? |  |  |  |
| Are emergency numbers and contact information close to where workers are present? |  |  |  |
| **Comments:**  |

## Violence Checklist

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| --- | --- | --- | --- |
| **Workplace Bullying/Harassment**  | **Yes**  | **No**  | **N/A** |
| Has there been any recent reports of harassment/ bullying? (last 3 years) |  |  |  |
| Has the harassment policy been reviewed within the past 12 months?(OHC & Management review) |  |  |  |
| Have there been conflicts observed or reported that involve your workers or workers of companies at the same workplace?  |  |  |  |
| Are supervisors and other management personnel trained in conflict resolution? |  |  |  |
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| **Comments:** |

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| --- | --- | --- | --- |
| **Employees Working Alone**  | **Yes** | **No** | **N/A** |
| Is there a working alone policy that has been recently reviewed? |  |  |  |
| Have workers who work alone been trained to do so? |  |  |  |
| Do workers who work alone collect payment? |  |  |  |
| Does someone contact workers at regular intervals to ensure they are okay? |  |  |  |
| Is there a check-in and check-out procedure? |  |  |  |
| Are late night workers at least 19 years of age? |  |  |  |
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| **Comments:**  |

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| --- | --- | --- | --- |
| **Handling Money Payment Taking** | **Yes** | **No** | **N/A** |
| Do employees collect payment, or deliver invoices? |  |  |  |
| Is it standard practice to keep as little cash on their person?  |  |  |  |
| Are large bills put into a drop box or locked container out of sight? |  |  |  |
| Do workers transport cash in a bag that has the company logo or otherwise makes it obvious that they are carrying cash? |  |  |  |
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| **Comments:**  |

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| **Training** | **Yes** | **No** | **N/A** |
| Are all workers trained in violence prevention? |  |  |  |
| Do company orientations go over violence prevention strategy? |  |  |  |
| Are all supervisors trained in violence prevention? |  |  |  |
| Have violence prevention strategies been reviewed with workers during safety meetings/toolbox meetings within the last 12 months? |  |  |  |
| Is there a rule in place to not intervene with theft, vandalism, or severe violent circumstances involving the public? |  |  |  |
| Is there a policy in place for contacting proper authorities?  |  |  |  |
| Have workers been trained on what to do if a violent situation occurs? I.e. guns, bomb threat, arson threat, etc.  |  |  |  |
| Has a drill been ran in accordance with these scenarios?  |  |  |  |
| If a drill has been ran, was the result satisfactory?  |  |  |  |
| **Comments:**  |

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| **Regular Checks of Policy** | **Yes** | **No** | **N/A** |
| Do you conduct risk assessments for violence every three years and revise your policy accordingly? |  |  |  |
| Do you revise your policy when there are significant changes to the workplace design and work procedures? |  |  |  |
| Do you investigate violent incidents? |  |  |  |
| Do you accept recommendations from the OHC, representative and/or workers, take corrective action and update your policy accordingly? |  |  |  |
| Do you provide workers with an up-to-date copy of the policy and retrain them on its revised elements? |  |  |  |
| Do you retrain workers on the revised elements in the policy?  |  |  |  |
| **Comments:**  |

## Violence Risk Areas

Using the checklist above, define areas that could be at risk. Consider situations not identified by the checklist, but that have had occurrences of violence recently.

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| # | Area risk is present | Occupation at risk | RISK PROBABILITY  |
| 1 | Example Jobsite | Example Occupation | 2B |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
| 6 |  |  |  |
| 7 |  |  |  |

Violence risk must be determined. Use the risk matrix below to determine the risk level. (company name) has determined these places and occupations are at risk of violence.

Note: some tasks may appear to have a lesser risk probability but may have experienced violence before and be listed here.

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| --- | --- |
| How often are workers exposed? | Risk Severity |
| Catastrophic (A)  | Hazardous (B) | Major (C) | Minor (D) | Negligible (E) |
| Frequent (1)(Daily) | 1A | 1B | 1C | 1D | 1E |
| Occasional (2)(Weekly) | 2A | 2B | 2C | 2D | 2E |
| Remote (3) | 3A | 3B | 3C | 3D | 3E |
| Improbable (4) | 4A | 4B | 4C | 4D | 4E |
| Extremely Improbable (5) | 5A | 5B | 5C | 5D | 5E |

**Red=** High Risk

**Yellow=** Moderate Risk

**Green=** Low Risk

# (company name) Violence Report Form Template

|  |  |
| --- | --- |
| **Name of person reporting incident:** |  |
| **Date & time incident reported:** |  |
| **Date & time Incident occurred:** |  |
| **Incident Reported to:**  |  |
| **Location of incident:** |  |
| **Direct Supervisor Name:** |  |
| **Victim’s Name:** |  |
| **Your Contact Information:** |  |
| **Alleged Violent Perpetrator:**  |  |
| **Additional Witnesses** | **Name** | **Contact Information:** |
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| **Questions** | **Yes**  | **No** |
| **Was there injuries & or damage?**  |  |  |
| **Was Medical attention or First Aid Administered/ obtained?**  |  |  |
| **Was 911/ emergency services required? (Police/Fire/Paramedic)** |  |  |
| **If the answer to any of the above questions is yes, please provide details here:**  |  |

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| **Description of the Incident:** |
| In your own words, provide detailed information of the incident based on what you experienced. Please provide all pertinent information. |
|  |
| Describe the immediate actions taken: (I.e. conflict resolution, told violent person to stop, called 911 etc.) |
|  |
| Your recommendations for corrective actions: (If applicable |
|  |
| **Incident Reporter name:**  | **Incident Reporter Signature:**  |
| **Supervisor/ Manager/ Designated Person name:** | **Supervisor/ Manager/ Designated Person Signature:** |

(Company Name) Worker Violence Survey Template (anonymous)

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| **General Information:** |
| Have you ever been a victim of violence in this workplace?  | Yes[ ]  | No[ ]  |
| If yes, what was the nature of the incident (e.g., verbal threats, hitting, offensive correspondence)?  |
| Who was the offender (e.g., a customer, co-worker, contractor)?  |
| Provide a name if known:  |
| Do you feel safe from violence at work?  | Yes[ ]  | No[ ]  |
| If no, why?  |
| **Likelihood of Violence** |
| Do you think violence is more likely to occur on certain days?  | Yes[ ]  | No[ ]  |
| If yes, why and which days?  |
| Do you think violence is more likely to occur at certain times of the day?  | Yes[ ]  | No[ ]  |
|  |
| Do you think violence is more likely to occur in certain places?  | Yes[ ]  | No[ ]  |
| If yes, why and where?  |
| **Violence Prevention** |
| What do you think could be done to minimize the risk of violence?  | Yes[ ]  | No[ ]  |
| Are there any situations on the job where you feel particularly vulnerable?  | Yes[ ]  | No[ ]  |
| If yes, what are they?  |
| **Violence Prevention Training** |
| Have you received workplace violence prevention training?  | Yes[ ]  | No[ ]  |
| If yes, what kind of training did you receive?  |
| **Submit this survey to your employer or supervisor.** |