

Category: Human Resources

**Title:** Workplace Violence Policy

Policy Number: HRM-120

Approved by: C141-2018, CW204-2018

Administered by: Human Resources, Health, Safety, and Wellness

Effective: May 30, 2018

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## 1. Background

This policy provides the framework for the prevention of workplace violence at The Corporation of the City of Brampton (“the City”). It is understood that all individuals play an important role and contribute to a safe and healthy workplace free of workplace violence. This commitment is further supported by the City’s Occupational Health and Safety (OHS) Policy and the Respectful Workplace Policy.

This policy is supported by a standard operating procedure (SOP) titled *Preventing and Addressing Workplace Violence* and a program that addresses:

- assessing and controlling the risk of workplace violence
- reporting incidents of workplace violence
- investigating and addressing incidents of workplace violence
- training requirements

## 2. Purpose

The purpose of this policy is to:

- create and maintain a workplace that is free from violence
- demonstrate the City’s commitment to preventing and protecting individuals from workplace violence
- ensure individuals are aware of what constitutes violence and that violence is unacceptable and incompatible with the values of the City, as well as being a violation of the law
- establish the responsibilities of staff in preventing, reporting, investigating and addressing violence
- comply with the *Occupational Health and Safety Act* (OHSA) respecting workplace violence

### **3. Application and Scope**

This policy applies to:

- Supervisors
- Employees (includes service contractors, students, volunteers)
- Vendors and suppliers
- Members of public

### **4. Outcomes**

- 4.1 The City will provide a healthy and safe work environment free of workplace violence for all individuals.
- 4.2 Staff will comply with the OHSA, policies, SOPs and program respecting workplace violence.

### **5. Principles**

#### **5.1 Workplace Free from Violence**

Every individual has a right to work, provide or access services, or visit a workplace free from actual, attempted or threatened violence. The City recognizes that workplace violence is a serious matter and takes every reasonable precaution to prevent workplace violence. Staff are expected to uphold this policy and to work together to prevent workplace violence.

#### **5.2 Zero Tolerance for Violence**

Workplace violence in any form from anyone is unacceptable. Violent behaviour in the workplace perpetrated by any individual is not tolerated. Any staff found to be engaged in violence is subject to discipline up to and including dismissal. Any individual from outside the City found to be engaged in violence is subject to prohibition from City property, having the incident reported to Police, or other action as appropriate.

### **6. Policy Statements**

#### **6.1 Complying with Legislation**

Compliance with the OHSA workplace violence requirements are understood and expected from all staff.

#### **6.2 Complying with Corporate Policies, SOPs and Program**

Compliance with relevant corporate policies, SOPs and programs that support a healthy and safe workplace are understood and expected from all staff. Standards of appropriate workplace conduct are enforced.

### **6.3 Preventing, Assessing and Controlling Workplace Violence Risks**

The objective is to prevent and address violence from occurring at City workplaces from all possible sources, such as the public, supervisors, employees, vendors, and/or domestic partners of staff. Proactive risk assessments are completed to identify where workplace violence may arise from the nature of the workplace, the type of work or the conditions of work. Measures and procedures to control these risks are included in the workplace violence program. Risk assessments are completed when new jobs are created or job descriptions are changed substantially.

### **6.4 Reporting Workplace Violence**

Employees are required to report potential or actual incidents or threats of workplace violence to their supervisor immediately, after going to a safe location and calling emergency services, if necessary. Any employee who reports an incident, or acts as a witness in good faith, is protected from reprisal, the threat of reprisal, and/or further violence.

### **6.5 Investigating and Addressing Workplace Violence**

Supervisors promptly investigate and deal with incidents and complaints of workplace violence and ensure measures and procedures are taken to protect employees from workplace violence. Where the incident involves the supervisor, their manager Investigations are objective, maintain confidentiality (unless the disclosure is necessary to protect employees, needed for the investigation, to take corrective action and/or is otherwise required by law), and thorough.

### **6.6 Providing Education and Training**

Education and training are vital components of safe, healthy working environments free of workplace violence. Information and instruction on the workplace violence program is provided to all staff. Suitable resources and tools are provided to employees so they are aware of the risks related to their roles and have the information needed to protect themselves.

## **7. Roles and Responsibilities**

### **7.1 Corporate Leadership will:**

- a. Ensure a Workplace Violence Policy is prepared and reviewed annually and ensure a program is developed and maintained to implement the policy

## 7.2 Corporate Leadership and Directors will:

- a. Provide leadership in creating and maintaining a safe and healthy workplace free of violence
- b. Understand and comply with this policy, SOP and program
- c. Hold staff accountable for their behaviour
- d. Ensure staff is trained on this policy, SOP and program

## 7.3 Managers and Supervisors will:

- a. Provide leadership in creating and maintaining a safe and healthy workplace free of violence
- b. Understand and comply with this policy, SOP and program
- c. Hold staff accountable for their behaviour
- d. Communicate this policy, SOP and program to employees
- e. Train employees on the policy, SOP and program as well as SOP that addresses specific workplace violence
- f. Post the policy in a conspicuous location in the workplace for employees, and visible to those accessing or providing services, where appropriate
- g. Conduct risk assessments and address hazards of workplace violence with appropriate measures and procedures
- h. Advise employees of risk of workplace violence from a person with a history of violent behavior they may encounter where physical injury is likely
- i. Inform employees of how to summon immediate assistance in the case of an extreme or imminent threat of workplace violence
- j. Encourage employees to report incidents of workplace violence
- k. Address and document incidents of workplace violence in a manner appropriate for the circumstances, including prompt reporting to Human Resources
- l. Investigate incidents of workplace violence as soon as practical with assistance from Human Resources, if needed

## 7.4 Employees will:

- a. Understand and comply with this policy, SOP and program to protect themselves and others in the workplace from violence
- b. In the case of extreme or imminent threat of physical harm to themselves or any individual from workplace violence, summon immediate assistance by contacting Police
- c. Immediately report incidents of workplace violence experienced, witnessed or having knowledge of to their supervisor and/or Human Resources
- d. Cooperate fully with investigations of incidents of workplace violence
- e. Participate in training of this policy, SOP and program

## 7.5 Human Resources Division will:

- a. Prepare and maintain the Workplace Violence Policy, SOP and program in consultation with workplace parties, as needed
- b. Conduct annual review to ensure this policy, SOP and program meets the requirements of the OHSA
- c. Coordinate and facilitate risk assessments for workplace violence by the Risk Assessment Team
- d. Make available a copy of the risk assessment results to the joint health and safety committees
- e. Investigate, in consultation with the supervisor, incidents of workplace violence
- f. Coordinate and facilitate the Incident Assessment Team, where necessary, to assist in the investigation
- g. Coordinate workplace violence program training

## 8. Monitoring and Compliance

Supervisors must monitor their employees' compliance to this policy on an ongoing basis.

Operating departments must keep records to verify compliance with this policy in case of periodic audits by the Human Resources Division.

### 8.1 Consequences of non-compliance

Failure to adhere to the items contained in this policy may result in regulatory action and/or criminal charges, and immediate disciplinary action up to and including dismissal, prohibition from the City property, or other action as appropriate.

## 9. Definitions

9.1 'Corporate Leadership' means Chief Administrative Officer and Department Heads.

9.2 'Department Heads' means Council appointed Commissioners, head of a department, or officer as Department Head including Transit General Manager and Fire Chief.

9.3 'Employee' means any of the following:

1. A person who performs work or supplies services for monetary compensation.

2. A secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates the school in which the student is enrolled.
  3. A person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university, private career college or other post-secondary institution.
  4. Such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation.
- 9.4 'Incident Assessment Team' means a team that assists in investigating and addressing an incident of workplace violence that has occurred. The team is comprised of the area supervisor, in consultation with the Human Resources Business Partner and any of the following support team members, as necessary: Facility Management, Corporate Security, Human Resources, Legal Services, Law Enforcement, and Employee and Family Assistance Program provider.
- 9.5 'Joint Health and Safety Committee' means a committee composed of employee and supervisor representatives, mutually committed to improving health and safety conditions in the workplace.
- 9.6 'OHSA' means Occupational Health and Safety Act.
- 9.7 'Record' means records that document business transactions, decisions and activities, such as investigation notes, training records, etc.
- 9.8 'Reprisal' means any act of retaliation, either direct or indirect.
- 9.9 'Risk Assessment' means assessing the risk of workplace violence, from a prevention perspective, that may arise from the nature of the workplace, the type of work or the conditions of work.
- 9.10 'Risk Assessment Team' means a team that evaluates the potential for workplace violence through a risk assessment. The team is comprised of, but not limited to, the area supervisor, Facility Management representative, Corporate Security representative, Human Resources Business Partner and Health and Safety Advisor.
- 9.11 'SOP' means standard operating procedure.
- 9.12 'Staff' means supervisors and employees.
- 9.13 'Supervisor' means a person who has charge of a workplace or authority over an employee and can include, but not limited to, Corporate Leadership, Director, Manager, Supervisor and Foreperson.
- 9.14 'Workplace' means any land, premises, location or thing at, upon, in or near which a worker works, and may include but not limited to:

- City buildings, facilities, sites, offices or work environments
- Locations visited by staff while traveling on city related business
- City related business including conferences, meetings, vendor/supplier or customer sites
- Locations of work-based social gatherings
- Electronic communication (i.e. email, voicemail, social media, etc.)

9.15 'Workplace Violence' means:

- a. The exercise of physical force by a person against an employee, in a workplace, that causes or could cause physical injury to the employee,
- b. An attempt to exercise physical force against an employee, in a workplace, that could cause physical injury to the employee,
- c. A statement or behavior that is reasonable for an employee to interpret as a threat to exercise physical force against the employee, in a workplace, that could cause physical injury to the employee.

## 10. References and Resources

### Internal References

- [Occupational Health and Safety Policy](#)
- [Respectful Workplace Policy](#)

### External references

- [Occupational Health and Safety Act](#)

### References to related corporate-wide procedures, forms, and resources

- [Preventing and Addressing Workplace Violence SOP](#)
- [Supervisor's Report of Employee Accident Form](#) (for documenting incidents of workplace violence)
- [Multi-workplace Joint Health and Safety Committee Terms of Reference](#)

### Revision History

Date	Description
2018/05/30	Approved; Replaces Workplace Violence Prevention (12.9.1)
2019/05/30	Next Scheduled Review