## WORKPLACE VIOLENCE POLICY

[Organization Name] is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace violence will not be tolerated from any person in the workplace, including clients, other employees, management, workers and members of the public.

This policy is intended to safeguard the health and safety of all employees of [Organization Name], regardless of their location, and was developed in accordance with Newfoundland's *Occupational Health and Safety Regulations under* the *Occupational Health and Safety Act*.

DEFINITIONS

Part 23 of Newfoundland’s *Occupational Health and Safety Act Regulations* defines violence as “the attempted or actual exercise of physical force to cause injury to a worker and includes threatening statements or behaviour which gives a worker reason to believe that they are at risk of injury.”

POLICY

Workplace violence can exist in every workplace. Employers have responsibilities under OHS legislation to implement measures to identify and control these hazards by conducting a risk assessment and developing violence prevention plans.

Workers must not engage in workplace violence and immediately report these incidents to their supervisor or employer.

**Violence Risk Assessment**

As per sections 22- 24 of the Occupational Health and Safety Regulations, [Organization Name] will conduct a risk assessment for workplace violence every [X] years. The Occupational Health and Safety Committee or the Occupational Health and Safety Representative of [Organization Name] will prepare the Risk Assessment Report.

The risk assessment shall take into account the following:

● previous experience, past incidents, and past corrective measures in the workplace;

● occupational experience in comparable settings;

● the location and conditions under which work may be performed;

* the type of work being completed and persons in proximity to the work;
* If employees are working alone or in groups and if there is adequate means of communication between employees and supervisors;

● aspects of the workplace, such as demographics, culture, and the presence of new employees; and

● matters brought to the attention of the occupational health and safety committee, the worker health and safety representative, or the designated workplace health and safety officer.

Once data has been collected, the workplace violence risk assessment must be completed by identifying individual job-tasks and the risk of workplace violence that may be associated with each task. Progressive disciplines must be identified and implemented to mitigate the chances of a workplace violence incident. In addition, workers must be informed of potential risk and necessary precautions.

Where [Organization Name] receives or collects personal information during the process of conducting a risk assessment, [Organization Name] shall maintain the information in confidence and shall not disclose it except as required by law or for the purpose of an inquiry.

Risk Identified

If an evaluation determines that there is a risk of injury to a worker as a result of workplace violence, [Organization Name] shall implement procedures, policies, and work environment arrangements to eliminate or significantly reduce the danger of violence against workers..

Additionally, [Organization Name] shall uphold this policy and all processes for reporting, investigating, and recording workplace violence.

Personal Privacy

If the risk is unique to an individual, consideration must be given to the Freedom of Information and Personal Privacy Act, and the subject must remain confidential.

A "Workplace Violence Prevention Plan '' shall be established for each employee who is associated with a potential threat. Alternatively, a form designed by management may be used to track risk-reduction strategies. [Insert Name/Title] will determine which employees must be informed of the hazard and educate them on the violence prevention plan.

**Role and Responsibilities**

The employer

* ensures that the violence prevention program's procedures are followed;
* addresses complaints or threats of violence;
* ensures all contractors, volunteers, and others with whom the organization conducts business conform to the organization's standards and procedures;
* regularly conducts risk assessments in collaboration with the Occupational Health and Safety (OHS) Committee or Representative;
* establishes control measures in partnership with the OHS Committee/Representative;
* creates and conducts training and instruction to all personnel;
* Integrates safety procedures into routine operations;
* establishes a method for reporting workplace violence;
* conducts fast, objective, and sensitive investigations into all reports or threats of violence/harassment;
* within X days of a workplace violence incident, notifies the OHS Committee/Representative if an employee is unable to work or requires medical attention;
* makes accommodations as necessary;
* provides information about the response metrics;
* facilitates medical treatment and support for people directly or indirectly affected;
* notifies the Occupational Health and Safety division, the police (as appropriate), and the OHS Committee/Representative of any serious injuries;
* within X hours following the incident, sends a written report to all persons involved; and
* notifies the workers’ compensation board of any accidents that result in a worker being absent from work, requiring medical attention, or performing modified labour at a reduced rate or for a period exceeding seven days.

Supervisors/Managers

* ensures compliance through the enforcement of policies and procedures;
* recognizes and alerts employees to potentially dangerous individuals and situations;
* conducts workplace violence investigations in accordance with the organization's accident investigation method and form, utilising the assistance of the police or other responders as necessary;
* whenever necessary, arranges for medical treatment/attention for employees;
* provides background information on those who were directly or indirectly involved in the incident;
* arranges for additional legal consultation for employees through or human resources;
* monitors and analyses incidents to identify trends and develop prevention tactics;
* instantly notifies Newfoundland’s Occupational Health and Safety Division, the police, and the OHS Committee/Representative of a fatality or a serious injury;
* notifies all parties in writing within X hours, pointing out all pertinent information;
* notifies the employer, management, and/or the workers’ compensation board of employees who require healthcare, earn less than minimum wage for minimum wage labour, or perform modified minimum wage employment for more than seven days; and
* annually evaluates the workplace violence prevention program in collaboration with the OHS Committee/Representative.

Employees

* participate in workplace violence education and training programs;
* recognize and adhere to policies and procedures aimed at preventing violence;
* notify supervisors or higher authorities of any occurrences or injuries caused by violence or threats of violence;
* report workplace violence issues to the OHS Committee/Representative;
* contribute to risk assessments;
* seek aid if challenged with aggression or threats of violence;
* seek rapid medical attention;
* participate in an evaluation of the program for preventing workplace violence;
* consult OHS Committee/Representative regarding the development, establishment, and implementation of violence prevention measures and processes (the violence prevention program); and
* give recommendations to [Organization Name] on the development, implementation, and training of policies and procedures relating to violence prevention.

**Workplace Violence Prevention Plan**

By [Indicate Date], each [Organization Name] workplace must have a planned violence prevention strategy that is secure yet available to all employees, the OHS Committee/Representative, and other workplace parties.

Review/Revision of Violence Prevention Plan

● If [Organization Name] wishes to alter or supplement a "generic" plan, it must also amend or supplement the copies made available to employees.

● If the change affects a workplace-specific plan, [Insert Name/Title] shall revise the plan in collaboration with the OHS committee or representative.

● Both generic and workplace-specific strategies shall be reviewed and modified as necessary, but not less frequently than once every X year(s).

● Individualised violence prevention programs should be evaluated every X year(s).

Emergency Response Plan

This document contains a plan for responding to incidents and is created by [Organization Name] and approved by the Regional Occupational Health and Safety Committee. Its objective is to develop a strategy for resolving workplace emergencies within the first thirty minutes. It is incorporated into the Violence Prevention Plan because it covers how to react to a violent situation, communicate with others, and document data.

Providing Information to Employees

[Insert Name/Title] shall ensure that all employees are aware of the Risk Assessment and Workplace Violence Prevention Plan's existence and shall make these documents available to all employees.

[Insert Name/Title] must train and educate new employees about both generic and site-specific violence prevention strategies that address potential hazards associated with their job at [Organization Name] sites.

Training

[Organization Name] shall provide a designated trainer to educate current, new, and inexperienced employees about the following topics:

● preventing and mitigating violence;

● recognizing situations that may escalate into violence;

● responding to violent incidents and enlisting the assistance of emergency personnel; and

● observing, reporting, and investigating violent incidents.

Documentation and Investigation

If a workplace violence incident occurs, [Insert Name/Title] or their designee is responsible for conducting an investigation and recording the incident via the preparation of an incident report.

If an employee threatens or commits a violent act, the supervisor should be notified immediately. Subsequently, the supervisor is responsible for contacting Human Resources.

 [Insert Name/Title] is accountable for determining the cause and instituting preventative measures to avoid recurrence. Violence in the workplace must be addressed immediately.

[Insert Name/Title] will maintain a file containing information about the investigation's findings and preventive actions taken. The OHS Committee/Representative will investigate and evaluate the incident, including its record, investigation, and response. This review will be included in the minutes of the JOH&S Committee [If Applicable]. If the incident review determines that an update or new plan for reducing violence is necessary, it will be implemented.

Debriefing and treatment

Employees who have been exposed to violence will receive adequate debriefing and are urged to seek treatment/counselling from a health practitioner. [Organization Name] may provide employees with internal resources and/or help.