



Policy Name	POLICY FOR PREVENTING WORKPLACE VIOLENCE
Policy Number	04-1000-01-39
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Effective Date	April 23, 2019
Policy Statement	This policy outlines codes of practice that the Town will follow to manage and address violence in the workplace.
Scope	All employees and council members of the Town of Riverview.

PURPOSE

The Town of Riverview ("The Town") is committed to providing a safe and productive work environment for its employees. This policy outlines codes of practice that the Town will follow to prevent and address violence in the workplace.

POLICY

All employees have the right to work in a positive atmosphere free of workplace violence. The Town is committed to protecting employees from workplace violence. Workplace violence will not be tolerated from anyone in the workplace, including employees, residents, contractors, supervisors, Councillors, co-workers and members of the public.

This policy and the Respectful Workplace Policy are complimentary and work in concert together.

DEFINITIONS

The "workplace" includes any location in which Town councillors/employees and/or volunteers are engaged in Town business activities necessary to perform their assignments. This includes, but is not limited to, Town buildings, parking lots, the actual work site, washrooms, lunchrooms/break rooms, vehicles, training sessions, conferences, business travel, work-related social gatherings, or any other location where a councillor, employee and/or volunteer is engaged in activity associated with Town business.

"violence", in the workplace, means, the attempted or actual use of physical force against an employee or any threatening statement or behaviour that gives an employee reasonable cause to believe that physical force will be used against the employee, and includes sexual violence, intimate partner violence and domestic violence.

"employee" means, anyone employed (Full-time, Casuals, or Term) by the Town of Riverview, Town Councillors, or volunteers that are working or representing the Town of Riverview.

RISK MANAGEMENT & IDENTIFICATION

The first step in preventing workplace violence is for the Town is to conduct risk assessments on potential exposures to violence. If the risk assessment(s) identifies potential significant risks of violence the Town will develop protocols and procedures to minimize the risk. Risk assessments can be completed (but not limited to) based on assessing facility locations; level of public engagement with employees; job site specifications; or circumstances.

When assessing the risk of violence, take the following items into account:



- The location, nature, and circumstances of the work employees are engaged;
- The level of engagement with the public;
- The number and nature of previous incidents of violence at that workplace; and
- Know experiences at other similar workplaces.

The policy forms a part of the Town's overall health and safety program. The actions taken to prevent violent situations are aligned with the Town's health and safety program's objectives of creating a safe environment for employees.

Monthly Health and Safety Inspections:

Any potential risks to future violence or potential mitigations to avoid incidents of violence will be added to the monthly inspection protocol and potential recommendations elevated through the Health and Safety Committee.

EMPLOYEE TRAINING

New Employees:

All new employees, including casual workers and students, must complete the Respectful Workplace and Workplace Violence policies orientation within one (1) week of being hired. This orientation will be provided in-house by the Department of Human Resources.

Current Employees:

All current employees must participate in the Respectful Workplace and Workplace Violence awareness refresher annually as prescribed by the Department of Human Resources.

RIGHTS AND RESPONSIBILITIES

Chief Administrative Officer (CAO):

The Chief Administrative Officer is responsible for ensuring this policy is in place and that processes and tools are in place, so the Town adheres to the policy.

Director of Human Resources:

The Director will oversee the administration of this policy. Including ensuring corporate training is in place for all individuals accountable for adhering to this policy.

Management and Supervisory Positions

Management and supervisory positions may include, but are not limited to, the Mayor and Town Council, Chief Administrative Officer, Directors, Deputies, Coordinators overseeing staff, Supervisors, Managers and Superintendents.

Individuals with these positions are responsible for ensuring that daily activities reflect the intent of this policy by:

- leading by example and acting respectfully in dealings with colleagues and employees;
- becoming fully informed of the provisions of the policy;
- ensuring that all employees are advised of their rights and responsibilities under this policy and the courses of action open to them;



- ensure appropriate risk mitigation strategies to prevent potential incidents of workplace violence are in place.
- taking immediate action to report or deal with incidents of harassment and/or violence that come to their attention, whether or not a complaint has been made.

All Employees

All employees are responsible for:

- treating all persons in the workplace in a manner that is free of harassment, violence and that respects individual differences;
- changing their own behaviour when given indications that their behaviour is offensive, threatening or harassing to others;
- taking action, where possible, should they feel that they or another person are being subjected to harassment or threats of violence;
- cooperating fully with all those responsible for dealing with a complaint of harassment, violence etc.,
- Participating in Policy orientation, awareness, training and refreshers.

INVESTIGATION PROCEDURES

A person who believes they are being subjected to threats of workplace violence should take steps without delay to have the problem resolved. Management/supervisors and participating unions are committed to responding to all complaints in short order.

Many situations can be handled informally by discussing the issue with the person involved, with or without the assistance of a supervisor. Other avenues of resolution may involve the assistance of other individuals or specialists.

Once an incident of workplace violence has been identified (whether it is internal to employees or includes external parties) 1) the immediate issue will be deescalated and 2) the details of the event will be investigated.

Similar to the Respectful Workplace Policy if the incident is deemed potential credible, the CAO in consultation with the department directors and Human Resources, will appoint an investigator, (internal or external depending on the severity of the issue) to investigate the alleged incident.

If the incident is seen to be more of a harassment claim, the investigation process outlined in the Respectful Workplace Policy will be followed.

The investigator shall:

- Ensure the respondent has received a written statement of the allegations;
- Ensure all parties involved have been informed of their rights and responsibilities;
- Interview the parties concerned and any witnesses;
- Collect all pertinent evidence;



- Use a mediation process where appropriate;
- Prepare a report; and
- Ensure the investigation is completed in a timely fashion.

The investigator will conduct a thorough and unbiased investigation and provide a written report, including recommendation for action to the CAO. They will confer with one another and the CAO will decide as to the appropriate action.

Based on the findings in the investigative report, the CAO will determine appropriate actions to take.

Actions could include:

- If the incident is significant the RCMP could be asked to either take over the investigation or review the findings of the report. Especially when event may include residents or members of the public.
- Correct measures could be introduced to prevent a future incident;
- Employee training;
- Appropriate discipline action depending on the severity of the incident.

STANDARD OF CONDUCT POLICY

All employees are reminded of their obligation to follow the Town of Riverview's Standards of Conduct Policy and to adhere to policies and procedures aimed at ensuring a positive work environment. Beyond this, there is a duty upon all to promote a positive work environment where all persons are treated with respect and dignity.

The Town along with CUPE Local 2162 and IAFF Local 2549 will continue to work together to monitor results in achieving the policy objective and statement.