



<b>Title:</b> Violence Prevention Policy	<b>Internal/External</b>
<b>Department:</b> Corporate Services	<b>Policy Number:</b> CS-018
<b>Approval Date:</b> February 6, 2024	<b>Implementation Date:</b> February 6, 2024

## BACKGROUND

The Town of Paradise is committed to providing and maintaining safe and healthy work environments where all work together to prevent workplace violence.

This Policy acts in cooperation with the Town's Code of Conduct-Municipal Officials Policy (CS-001), Code of Conduct-Council Policy (CS-040), and Respectful Workplace Policy (CS-015) to help protect employees against acts of violence in all forms. These policies must be referenced for matters such as workplace harassment and general conduct, as well as other issues outside of this policy's purpose and scope.

## PURPOSE

This policy outlines a proactive approach whereby the Town, management and employees work together to prevent violence in the workplace. It also establishes parameters to ensure the Town complies with legislative requirements and responsibilities (e.g., Occupational Health and Safety Act and Criminal Code of Canada).

Additionally, this policy defines violence and identifies the responsibilities and guidelines related to its prevention in Town workplaces. Moreover, measures are outlined to help guide employees in the event or threat of workplace violence, and management and officials in their role dealing with such occurrences.

This policy applies to the Mayor and Council, as well as all employees of the Town of Paradise, including regular, temporary, part-time, seasonal, contract, student employees, and volunteers.

## POLICY STATEMENT

Violent behaviour in any form is unacceptable and is prohibited in all Town workplaces and at any work-related function or gathering.

Violence prevention is an ongoing, shared responsibility of all employees, and the Town continuously works to establish, foster, and maintain a physically safe and healthy work environment free from threats. In the event of a violent act in the workplace, specific guidelines are in place for employees and management to provide assistance and support.

## DEFINITIONS

“Retaliation” - any adverse action or conduct against a Worker to prevent the Worker from filing or continuing with a Complaint.

“Violence” – is 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 he or she is at risk of injury. Violence includes Family Violence, which has the same meaning as in section 3 of the Family Violence Protection Act, that is: one or more of the following acts or omissions committed against an applicant or a child by a respondent: (a) an assault that consists of the intentional application of force that causes the applicant to fear for his or her safety but does not include an act committed in self-defence; (b) an intentional, reckless, or threatened act or omission that causes bodily harm or damage to property; (c) an intentional, reckless or threatened act or omission that causes a reasonable fear of bodily harm or damage to property; (d) forcible physical confinement without lawful authority; (e) sexual assault, sexual exploitation or sexual molestation, or the threat of sexual assault, sexual exploitation or sexual molestation; (f) conduct that causes the applicant to reasonably fear for his or her safety, including following, contacting, communicating with, observing or recording a person; conduct that causes psychological or emotional harm or a reasonable fear of that harm, including a pattern of behaviour the purpose of which is to undermine the psychological or emotional well-being of the applicant or a child; conduct that controls, exploits or limits the applicant’s access to financial resources for the purpose of ensuring the applicant’s financial dependency; and (g) the deprivation of food, clothing, medical attention, shelter, transportation or other necessities of life.

“Violence Prevention” - actions to prevent the act of violence in the workplace before it occurs. Involves employing developed measures to deal with violence when it does happen and how to deal with the consequences.

“Violent Incident” - an incident where a person uses physical force to bring physical harm to or injure a worker.

“Non-violent incident” - when a person uses verbal and psychological abuse to threaten a worker without causing any physical harm but indicates a threat of potential harm.

“Workplace” - Any building or part of a building in which one or more Employees work, including Employee eating, changing and lounge areas; vehicles or conveyances; private property such as residences or commercial locations; or any area, including outside worksites, where Employees perform their duties (e.g., construction sites, open fields, parking lots, roads, parks,). The workplace also includes any work-related function or circumstances.

“Workplace Violence” - is violence or a threat of violence against anyone in the workplace; it can occur inside or outside the facility during the completion of work duties. It can include all types of violence, including threats, verbal abuse, harassment, and physical abuse.

## GUIDELINES

### 1. Employer Duties and Guiding Principles

- 1.1 **Right to Safety:** All individuals have the right to work in a safe environment free from perceived, actual, attempted, or threatened workplace violence. Workplace Violence is a serious matter, and the Town takes every reasonable measure to prevent it.
- 1.2 **Immediate Action:** As an employer, the Town reacts immediately to instances and reports of workplace violence. Under no circumstances is a legitimate complaint to be dismissed or downplayed, nor shall the complainant be instructed to deal with it personally.
- 1.3 **Investigations:** Reports of Workplace violence are investigated in accordance with accident/incident investigation procedures. The Town ensures measures are taken to correct the situation and safeguard employees.
- 1.4 **Proactive Prevention:** The Workplace Violence Risk Assessment process is in place to identify potential risks of injury to workers. This includes continuously evaluating any activities, situations, or physical aspects of the work environment where there may be an increased opportunity for Workplace Violence to occur (e.g., where a potential at-risk environment or individual may be concerned).
- 1.5 **Reporting and Recording:** Immediate information shall be provided to employees about any risk of violence, such as from persons with a history of violent behaviour. Acts or potential risks of violence are documented and managed by the employer in Workplace Violence Risk Assessments.
- 1.6 **Training and Education:** The Town ensures orientation information and other training opportunities are presented to staff to inform about workplace violence prevention and how to deal with violent incidents. The Town reviews plans to ensure employees are prepared in the event of a violent incident when it has been determined that their work circumstances may be at a higher risk for an occurrence.
- 1.7 **Employee Support Services:** The Town recognizes that involvement in an incident of workplace violence may be stressful and emotionally impactful. All affected individuals are encouraged to seek counselling or help as needed and should inquire with Human Resources (HR) regarding specific services and programs available.

### 2. Workplace Violence Risk Assessments

- 2.1 The Town conducts Workplace Violence Risk Assessments which include consideration of: (a) previous experience in the workplace; (b) occupational experience in similar workplaces; (c) the location and circumstances in which work may take place; (d) workplace characteristics including demographics, culture, and the presence of new workers; and (e) issues raised by the occupational health and safety committee, the worker health and safety representative, or the workplace health and safety designate.

- 2.2 Workplace Violence Risk Assessments are completed by Management as well as HR and the OH&S Committee, as appropriate. Workplace Violence Risk Assessments are required in circumstances where workplace vulnerabilities may exist, including parks or other recreational areas, areas where fieldwork is taking place, locations where employees are interacting with the public, locations where employees are required to handle or hold money, and instances where employees are isolated or working alone.
- 2.3 Where a risk of injuries to workers from violence is identified through a Workplace Violence Risk Assessment, the Town shall: (a) establish procedures, policies, and work environment arrangements to eliminate the risk to Workers from Violence; and (b) where elimination of the risk to workers is not possible, establish procedures, policies, and work environment arrangements to minimize the risk to workers.

### **3. Management and Supervisor Responsibilities**

- 3.1 Take immediate action in addressing incidents of observed violence or violence brought to their attention, including relaying such reports to HR.
- 3.2 Create a supportive environment for all employees.
- 3.3 Notify HR immediately if a critical injury or fatality occurs in the workplace because of an incident of workplace violence.
- 3.4 Work to determine high-risk areas and help identify the appropriate courses of action where a significant risk of violence has been identified.
- 3.5 Hold Employees accountable for their behaviour including compliance with this Policy.
- 3.6 Complete an Accident / Incident Investigation Report (AI Report) following a violent or non-violent incident, detailing the occurrence with all pertinent information. Assist in identifying corrective measures to be implemented to prevent similar incidents in the future.
- 3.7 Inform staff of the appropriate process / plan for requesting immediate assistance in the event of an extreme or imminent threat of workplace violence. i.e., advise to report concerns, and incidents of workplace violence to their Supervisor, HR or any member of management, as appropriate.
- 3.8 Work with Corporate Services to ensure staff have received training related to this policy and ensure that workers are trained to address violent or potentially violent incidents in the workplace.

### **4. Employee Responsibilities**

- 4.1 Help establish and maintain a workplace free from violence while being a role model for others.
- 4.2 Raise concerns regarding workplace violence to a manager / supervisor or Human Resources delegate. Report any situations where they or another worker has experienced or witnessed workplace violence or feel there is an increased risk for violence (e.g., individual is working in the presence of someone who have a history of violent behaviour).

4.3 Cooperate and participate in Workplace Violence Risk Assessment processes as requested by Management or Human Resources. Such assessments may be required to determine the level of risk in a given situation or identify supplementary measures that may be needed to address risks. Workers may also be required to participate in investigation processes, as requested.

4.4 Review this policy and participate in education and training sessions as directed by Management. Ensure understanding of processes for handling violent and non-violent incidents in the workplace.

#### 4.5 Reporting

4.5.1 If a violent incident occurs, immediately report the incident to management or HR unless an alternative reporting structure or plan has been established.

4.5.2 In cases where a direct supervisor is not readily available to investigate, employees are to record, in writing, all relevant facts and information about the incident on an Accident / Incident Investigation Form. A designate may record the information on an employee's behalf as requested (e.g., if the initial observer is unable to record the information).

### 5. Occupational Health and Safety (OH&S) Committee Responsibilities

5.1 Participate in Workplace Violence Risk Assessments processes and assist in determining areas where there is significant risk for violence.

5.2 Review all matters of Violent and Non-Violent Incident Reports and participate in the investigative process if/when deemed necessary.

5.3 Participate in a bi-annual review of the Violence Prevention Policy and advise on any necessary revision(s).

5.4 Provide support and guidance to Management to ensure compliance with this policy.

### 6. Reprisal and Reporting in Good Faith

6.1 All employees have the right to report or act as a witness to incidents of workplace violence without fear of reprisal, and/or further violence. Where it is confirmed that an incident of workplace violence has occurred, corrective action taken will not be considered a reprisal.

6.2 Any employee, who violates this Policy, including making a report of violence that is false, frivolous, or made in bad faith, may be subject to regulatory action and/or criminal charges; and/or, immediate corrective action which may include: termination of employment; prohibition from Town property; having the incident reported to the Police; and /or, other action, as appropriate.

### 7. Privacy and Confidentiality

7.1 In accordance with the Access to Information and Protection of Privacy Act, 2015 (ATIPPA), information obtained relating to a report or occurrence of workplace violence, including related personal information, will not be disclosed unless it is necessary for the purpose of an investigation, corrective action relating to the Complaint, or where required by law.

7.2 Complaints and reports will be received and managed in a confidential manner to the extent possible. Absolute confidentiality cannot be guaranteed as the resolution process must involve others. Any worker involved in a process pursuant to this Policy will be required to maintain confidentiality. Those who are found to have breached confidentiality may be subject to disciplinary action.

**8. Resources and References**

This Policy should be interpreted in conjunction with the following references and resources:

- [Code of Conduct for Members of Council](#)
- [Code of Conduct for Municipal Officials](#)
- [Respectful Workplace Policy](#)
- [Occupational Health and Safety Act](#)
- [Criminal Code of Canada](#)

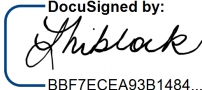
REVISION HISTORY

<b>Policy Adopted</b>	February 6, 2024
<b>Motion Number</b>	M24-049

REVIEW

This policy may be subject to change at any time following new knowledge or new experience.

APPROVAL

Chief Administrative Officer:  DocuSigned by:  
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