
Procedure Title: Workplace Violence & Harassment
Policy: 1900-07
Adopted: February 9, 2011
Amended:



POLICY STATEMENT:

This policy shall establish procedures to minimize and/or help prevent violence, harassment and unacceptable behavior in the workplace in order to minimize risk of injury or harm resulting from violence/harassment to Village of Mannville employees, customers, and visitors.

The Village of Mannville is committed to providing its employees with a:

- safe, healthy and violence-free work place;
- to dedicate sufficient attention, resources and time to address factors that contribute to work place violence including, but not limited to, bullying, teasing, and abusive and other aggressive behavior and to prevent and protect against it;
- to communicate to its employee's information in its possession about factors contributing to work place violence; and
- to assist employees who have been exposed to work place violence.

GUIDELINES AND PROCEDURES:

The Village of Mannville values respect, dignity, care and concern for all and do not tolerate abusive behavior towards the staff.

Employees have the right to expect respect when on the premises and also must give respect. If an employee encounters telephone or in person verbal abuse, he/she is to try and remain calm, listen to the individual, try to resolve the issue and end the call, or have them exit the building. However, employees should not have to tolerate verbal abuse, and can advise individual that they will no longer be able to continue any conversation until individual calms down and speaks without being offensive. Once individual is no longer a threat, the employee should immediately advise supervisor. (attached Appendix "B" which provides tips for preventing and managing such incidents to be reviewed with employees).

Each and every incident of violence/harassment in the workplace shall be reported immediately to the Manager. Forms will be filled out and given to the Manager of that department and are required to be processed within 24 hours. Giving copies to the CAO and copies forward on to each of the five Councillors. Forms are attached to this policy:

Appendix A Incident Report Form (required to be filled out at time of incident)

Appendix B Tips for Preventing and Managing Incidents of Violence or Harassment

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- Appendix C Incident Investigation Checklist (required to be filled out at time of incident)
- Appendix D Risk Assessment Form (minimum yearly)
- Appendix E Workplace Compliance Checklist (minimum yearly)
- Appendix F Definitions for Clarification

The Manager shall investigate the incident immediately. The Manager shall immediately make the appropriate inquiries of the victim and/or witnesses to determine if the incident is minor or serious.

Minor Incident:

- the Manager shall determine if mediation is appropriate and if so, mediate or arrange for mediation of the situation
- conduct the appropriate investigation immediately; and
- within 24 hours, write a report outlining the details, facts and witnesses of the incident and submit to CAO

If the assailant is an employee, the Manager shall apply appropriate disciplinary measures based on the facts of the incident and the assailant's employment record.

Serious Incident:

- the manager must first ensure the safety of employees and him/herself;
- ensure proper medical treatment is provided to the injured person(s) or sent for;
- if deemed necessary, contact police or emergency service for assistance;
- contact the CAO as soon as possible, to assess who should be involved in the investigation;
- conduct a thorough investigation, keeping detailed notes of facts, times, witnesses, and witness accounts;
- if incident involves admission to hospital for more than two days; or involves an unplanned or uncontrolled explosion, fire, flood that causes a serious injury or fatality, the area must be sealed and not disturbed
- proper authorities (as necessary) must be notified. within 24 hours after completion of the investigation write a detailed report of incident

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The individual responsible for documenting newly hired employees shall ensure a copy of this policy is provided to and reviewed with each new employee during that employee's documentation process.

The Managers of each department shall initiate a process to involve employees in assessing the risk of violence in the department and work environment on a periodic basis. The process shall include taking actions to remove as many risks as can be reasonably removed and instructing employees to recognize risk. This shall be reviewed at least once a year.

Workplace violence/harassment includes but is not limited to:

- threatening behavior, such as shaking fists, destroying property, or throwing objects
- verbal or written threats – any expression of an intent to inflict harm
- harassment – any behavior that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying or other inappropriate activities
- verbal abuse – swearing, obscene language, insults, or condescending language
- physical attacks – hitting, shoving, pushing or kicking

Rumors, swearing, verbal abuse, pranks, arguments, property damage, vandalism, sabotage, pushing, theft, physical assaults, psychological trauma, anger-related incidents, rape, arson and murder are all examples of workplace violence/harassment.

Workplace violence/harassment is not limited to incidents that occur within a traditional workplace. Work-related violence can occur at off-site business-related functions, at social events related to work, in clients' homes or away from work but resulting from work (a threatening call to your home).

Employees:

The Village of Mannville employees are responsible to:

- Inform their supervisors of any violence/harassment, potential risk of violence, or unacceptable behavior they may experience or witness;
- Advise their supervisors of any issues in the employee's private life that may impact on the employee's or his or her co-worker's safety; (i.e.: restraining order)
- Attend any training or information sessions provided by the employer to reduce violence or risks of violence;

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- Cooperate with police, or other authorities as required during any investigation related to work place violence.

Managers:

The Village of Mannville managers are responsible for assessing the risk of violence or harassment to employees in their jurisdiction, minimizing those risks where necessary or reasonable possible and informing any affected employee of such risk or potential risk. Ensuring employees are trained to:

- Recognize the potential for violence, harassment
- Follow the procedures and policies developed to minimize risk
- Respond to incidents appropriately
- Report and document such incidents
- Tracking and reporting risks of violence/harassment, incidents of same, and close calls.
- Ensuring proper medical care is provided for anyone involved in an incident and for security the safety of employees, before investigating the incident or taking reports
- Cooperate with the police, or other authorities, as required during any investigation related to workplace violence