

Canadian Baptists of Ontario and Quebec Workplace Violence Policy and Procedure

POLICY

Canadian Baptists of Ontario and Quebec (hereinafter CBOQ) respects the dignity, uniqueness and intrinsic worth of every person. It is the right of all who work or volunteer within CBOQ, to work in an environment which is free from Violence. Workplace Violence perpetrated by or against Employees, volunteers, or other third parties is not tolerated by CBOQ and, where possible, will be redressed.

Everyone in the Workplace must be dedicated to preventing Workplace Violence. The Employees, the Board and Committee members and other volunteers are expected to uphold this policy, and will be held accountable by CBOQ. In the event of an incident of Workplace Violence perpetrated by an Employee, CBOQ will act to discipline the Employee appropriately, up to and including dismissal for cause.

Retaliation or reprisals are prohibited against any Employee who has complained under this policy, or has provided information regarding a complaint. Any retaliation or reprisal is subject to immediate corrective action, up to and including termination for cause. Alleged retaliation or reprisals are subject to the same complaint procedures and penalties as complaints of Violence.

CBOQ recognizes that individuals may find it difficult to come forward with a complaint under this policy because of concerns of confidentiality. Therefore, all complaints concerning Workplace Violence, as well as the names of parties involved, shall be treated as confidential. CBOQ's obligation to conduct an investigation into the complaint may require limited disclosure. No record of the complaint will be maintained on the personnel file of the complainant. If there is a finding of improper conduct that results in disciplinary action, it will be reflected only on the file of the person who engaged in such conduct, in the same way as any other disciplinary action.

PURPOSE

The purpose of this policy is to establish procedures to minimize and/or prevent Workplace Violence; to foster the safety and security of Employees, volunteers, and visitors to our work sites; and, so that Employees reporting alleged incidents will know the matter will be treated confidentially and may be reported without fear of retaliation or reprisal.

SCOPE

This policy applies to all Employees, Board and Committee members and other volunteers of, and visitors to CBOQ.

This policy applies not only during working time, but to any activities on or off CBOQ premises which could reasonably be associated with the Workplace.

Nothing in this policy prevents or discourages an Employee from exercising any other legal avenues that may be available.

DEFINITIONS

“Employee” or **“Employees”** means all Executive Staff, Supervisors and Staff of CBOQ.

“Violence” or **“Workplace Violence”** means the exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker, an attempt to exercise physical force against a worker in a workplace that could cause physical injury to a worker, and/or a statement of behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a workplace that could cause physical injury to the worker.

Violence also means physically or psychologically aggressive behaviours including but not limited to hitting, kicking, pushing, slapping and similar sort of action, carrying or brandishing weapons of any sort, throwing objects at an individual with a view to cause physical injury or fear, destruction of workplace or co-workers’ property, threats of violence, intimidating behaviour that causes the recipient to have a fear of physical violence, obscene or harassing telephone calls, and includes any incident in which:

- (a) an Employee is threatened or assaulted on working premises or in circumstances relating to the Employee executing his or her job duties;
- (b) a volunteer or visitor to the Workplace is threatened or assaulted on CBOQ premises; or
- (c) an Employee threatens or assaults a volunteer, visitor, co-worker or other individual in circumstances relating to the Employee’s execution of his or her duties.

“Workplace” means any place where CBOQ business or work-related activities are conducted. It includes the physical work premises (e.g., offices or churches), work-related meetings, events and social events, work assignments outside CBOQ’s offices, work-related travel and work-related conferences or training sessions.

RESPONSIBILITY

Responsibilities of Employees:

- (a) To treat everyone in the Workplace respectfully and to promote an environment free of Workplace Violence.
- (b) To modify behavior when they become aware that there is potential for such behavior to harm, threaten or intimidate others.
- (c) To report incidents of Workplace Violence without delay.
- (d) To cooperate fully during investigations of Workplace Violence.
- (e) To preserve confidentiality during the course of any incident or investigation of Workplace Violence.

Responsibility of Executive Staff:

- (a) Executive Staff are responsible for minimizing the risk of Workplace Violence wherever possible.
- (b) Executive Staff are responsible for ensuring supervisions and staff are trained to:
 - (i) recognize the potential for Violence in the Workplace;
 - (ii) follow the procedures and policies developed to minimize risk;
 - (iii) respond to incidents appropriately; and
 - (iv) report and document such incidents.

Responsibility of Supervisors:

- (a) Supervisors are responsible for assessing the risk of Violence to Staff in their jurisdiction, minimizing those risks where necessary or reasonably possible and informing any affected Staff of such risk or potential risk.
- (b) Supervisors are responsible for tracking and reporting risks of Violence and incidents of Violence in the Workplace to the Director of Administration/Executive Minister (hereinafter "Staff Officer").
- (c) Supervisors are responsible for ensuring proper medical care is provided for anyone involved in an incident and for securing the safety of Staff, before investigating the incident or taking reports.
- (d) Supervisors are responsible for co-operating with police, company investigators or other authorities, as required during any investigation related to Workplace Violence.

Responsibility of Staff:

- (a) Staff are responsible for informing their Supervisors of any Violence or, potential risk of Violence in the Workplace they may experience or witness. This includes issues in the Staff's non-work life that may impact on the Staff or his or her co-worker's safety.
- (b) Staff are responsible for reporting to their Supervisors any incidents of Violence in the Workplace, according to the procedures set out in this policy.
- (c) Staff are responsible for attending any training or information sessions provided by CBOQ to reduce Violence or risks of Violence in the Workplace.
- (d) Staff are expected to co-operate with the police, company investigators or other authorities as required during any investigation related to Workplace Violence.

PROCEDURE

Reporting and Investigation

- (1) Each and every incident of alleged Violence shall be reported immediately to the Supervisor. The Supervisor shall investigate the incident immediately.
- (2)
 - (a) The Supervisor shall immediately make the appropriate inquiries of the victim and/or witnesses to determine if the incident is minor or serious.
 - (b) If the incident is minor the Supervisor will:
 - (i) determine if mediation is appropriate and if so, mediate or arrange for mediation of the situation;

- (ii) otherwise, conduct the appropriate investigation immediately; and
 - (iii) within twenty-four (24) hours, write a report outlining the details, facts and witnesses of the incident and submit the report to the Staff Officer. If the assailant is an Employee, the Supervisor shall apply appropriate disciplinary measures based on the facts of the incident and the assailant's employment record.
- (c) If the incident is serious the Supervisor must:
- (i) first ensure the safety of employees and him/herself;
 - (ii) ensure proper medical treatment is provided or sent for;
 - (iii) contact the authorities (i.e. police) as soon as possible to report the incident;
 - (v) contact the Staff Officer, as appropriate, as soon as possible, to assess who should be involved in the investigation;
 - (vi) conduct a thorough investigation, keeping detailed notes of facts, times, witnesses, and witness accounts;
 - (vii) within twenty four (24) hours after the completion of the investigation write and submit a detailed report of the incident to Staff Officer, and any other parties required by law;
 - (viii) consult with the Staff Officer regarding any disciplinary action to be applied.

Instruction to Employees and Review

- (1) The individual responsible for documenting newly hired Employees shall ensure a copy of this policy and all other related policies are provided to and reviewed with each new Employee during that Employee's documentation and orientation process.
- (2) This policy shall be included in the Human Resources Manual and it shall be kept available to all Employees.
- (3) All aspects of the Violence prevention plan including this policy will be reviewed annually to ensure it is effective.

Training and Education

- (1) All Employees are required to be educated and trained on the contents of this policy.
- (2) Training program for Employees shall include:
 - (a) The means to recognize potentially Violent situations;
 - (b) Procedures, work practices, administrative arrangements that have been developed to minimize or eliminate the risk to Employees;
 - (c) The appropriate responses of Employees to incidents of Violence in the Workplace, including how to obtain assistance.

Risk Assessment

- (1) The Staff Officer shall initiate a process in assessing the risk of Violence in the department and work environment on a periodic basis.
- (2) A written report will be provided to all Employees about the risk assessment process and the areas of risk identified.
- (3) If areas of risk are identified, recommendations as well as actions must be taken to remove as many risks as can be reasonably removed and instructing Employees to recognize risk.
- (4) The risk assessment shall be reviewed annually.

September 20, 2010

Appendix A: Violent Incident Report Form

Complaint Information	
Name	Job Title
Department	Date/Time of Incident:
Type of Incident:	<input type="checkbox"/> Physical <input type="checkbox"/> Verbal <input type="checkbox"/> Other
Description of Incident:	
Location of Incident:	
Medical Attention required:	
Police called: Yes/No	If yes, give details:
Reported to Supervisor: Yes/No Name of Supervisor:	
Investigation conducted: Yes/No Names of investigation involved:	