

HR: H&S06 – Workplace Violence

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POLICY:

The Library Board does not tolerate violence or unacceptable behavior in the workplace perpetrated by or against employees, library members or other parties. In the event of a violent incident or unacceptable behavior perpetuated by an employee, the Board will take appropriate corrective action, up to and including discharge for cause.

The Board will establish and enforce programs and procedures to reduce the risk of violence and unacceptable behavior in the workplace. All employees are expected to be aware of and participate in such programs and procedures, as required.

Each employee will review this policy as part of their workplace orientation.

PURPOSE:


The purpose of this policy is to establish procedures to minimize and/or prevent violence and unacceptable behavior in the workplace and to foster the safety and security of employees, library members and visitors.

RESPONSIBILITY:

Employees are responsible for:

- a) Informing the Library Director of any violence, potential risk of violence, or unacceptable behavior they may experience or witness. This includes issues in the employee's non-work life that may impact on the employee's or his or her co-worker's safety.
- b) Reporting to the Library Director any incidents of violence or close calls, according to the procedures set out in this policy.
- c) Attending any training or information sessions provided by the employer to reduce violence or risks of violence.
- d) Extending their co-operation with the police, investigators or other authorities as required during any investigation related to workplace violence.

Library Director is responsible for:

- a) Assessing the risk of violence to employees, minimizing those risks where necessary or reasonably possible and informing any affected employee of such risk or potential risk.
- b) Ensuring that employees are trained to: 
 - Recognize the potential for violence.
 - Follow the procedures and policies developed to minimize risk.
 - Respond to incidents appropriate; and
 - Report and document such incidents.
- c) Tracking and reporting risks of violence, incidents of violence and close calls to management, according to the timelines set out in the procedures.
- d) Ensuring proper medical care is provided for anyone involved in an incident and for securing the safety of employees, before investigating the incident or taking report.
- e) Co-operating with police, investigators, or other authorities, as required during any investigation related to workplace violence.

DEFINITIONS:

“Violence”: means unacceptable behavior as defined below and also includes any incident in which:

- a) An employee is threatened or assaulted on company premises or in circumstances relating to the employee executing his or her job duties.
- b) A Library member or visitor to the workplace is threatened or assaulted on company premises; or
- c) An employee threatens or assault a Library member, co-worker or other individual in circumstances relating to the employee’s execution of his or her duties.

“Workplace” means in or on the property of the Library, or away from the Library property if the employee is engaged in work-related activities.

“Unacceptable Behavior” means physically or psychologically aggressive behaviors including, but not limited to:

- Hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
- Carrying or brandishing weapons of any sort
- Throwing objects at an individual with a view to causing physical injury or fear
- Destruction of workplace or workers’ property
- Threats of violence
- Intimidating behavior that causes the recipient to have a fear of physical violence

- Obscene or harassing telephone calls

“Close Calls” means incidents which did not result in actual physical harm but, except for circumstance, had the potential to result in physical harm.



“Minor Incident” means an incident in which no one is physically harmed in any way and which was resolved through employee or supervisory mediation.

“Serious Incident” means an incident in which someone was physically harmed (whether requiring medical attention or not), or which continued or escalated after supervisory mediation.

PROCEDURE:

Hazard Assessment: The Library Director shall initiate a process to involve assigned staff 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. The hazard assessment shall be reviewed at least annually.

Incident notification, Incident Investigation, and reports: Each and every incident of violence in the workplace shall be reported immediately to the Library Director or designate in their absence and an Incident Report be completed.

a) If the incident is minor:

- The Library Director will determine if mediation is appropriate and make the necessary arrangements
- Conduct the appropriate investigation immediately; and
- Within twenty-four (24) hours, write a report outlining the details, facts and witnesses of the incident and submit to the Board.
- If the assailant is an employee, the Library Director shall apply appropriate disciplinary measures based on the facts of the incident and the assailant's employment record (in consultation with the Board).

b) If the incident is serious:

- The Library Director must first ensure the safety of employees and him/herself.
- Ensure proper medical treatment is provided to the injured person(s) or is sent for.
- If deemed necessary, contact police or emergency services for assistance.

- Contact the Board 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.
 - Within twenty-four (24) hours after the completion of the investigation write and submit a detailed report to the Board or any other parties as required by law. ↑
 - Consult with the Board regarding any disciplinary action to be applied.
- c) If the incident involves a fatality; results in an individual being admitted to a hospital; or involves an unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing a serious injury,
- the areas where the incident occurred must be sealed and not disturbed except insofar as is necessary to attend to persons injured or killed, or to prevent further injuries.
 - the Library Director or Board Member shall notify the OHSA Director of Inspection and/or other authorities, as necessary, of the time, place and nature of the incident as soon as possible.

The sealed area must remain sealed unless otherwise directed by OHSA Director of Inspection, an OHSA Officer or a peace officer.

- d) The Library Director shall advise an employee to consult a health professional of the employee's choice for treatment or referral if the employee reports an injury or adverse symptom resulting from workplace violence or is exposed to workplace violence. ♦