

Operational Policy

Policy Title:	Applies to:	Reference #
Violence Policy	All Employees	111-HR-15
Approved by:	Dates:	Total # of Pages
Executive Leadership Team	Effective:	01-Jun-06
	Last Review:	01-Apr-15
	Next Review:	01-Apr-18
Authority: People and Organizational Culture, <i>Saskatchewan Employment Act, Provincial Occupational Health and Safety Regulations 1996</i>		

1.0 Purpose

To provide a working environment that does not tolerate violent or intimidating behaviours, gestures or acts within the workplace.

2.0 Scope

This policy applies to all employees of the City of Regina, volunteers working on behalf of the City of Regina, and individuals in fee for service contracts with the City of Regina.

3.0 Definitions

Violence

Violence means the attempted, threatened or actual conduct of a person which causes or is likely to cause injury, and includes any threatening statement or behaviour that gives an employee reasonable cause to believe that the employee is at risk of injury. This includes such acts as threats, assaults, harassment, stalking and other forms of intimidation, as well as gestures and statements that are interpreted by the employee as threatening or intimidating.

Occupational Violence

Occupational violence includes any act of violence that is, or has the potential of being, physically damaging to employees in the workplace, on City of Regina property or anything related to City of Regina business or bylaw, regardless of the location.

Threat

A threat occurs when someone communicates intent to injure you, your property, someone else or his or her property.

Assault

An assault occurs when a person, by act or gesture, attempts to apply force to another person, whether or not an injury occurs.

4.0 Policy

The City of Regina prohibits violence in the workplace by any of its employees and/or by the general public. If a proper investigation confirms that such behaviour has taken place, disciplinary action will ensue in accordance with the City of Regina *Corrective Discipline Policy*. The disciplinary action will be immediate, and may be up to and including dismissal. Also refer to *Harassment Policy* for cross-referencing of definitions.

The *Violence Policy* is to be administered by all personnel who are functioning in a supervisory capacity. It is the responsibility of all employees to report all incidents of violence or potential violence in the workplace, to their supervisor, any OH&S Committee Member or the People and Organizational Culture (P&OC) Department.

Note: Never handle a potentially violent situation by yourself. Call 911 in the event of eminent danger to yourself or others.

5.0 Roles & Responsibilities

Management:

- Ensure a risk assessment (Appendix C) is completed for their particular area and a violence prevention plan is designed from the assessment and documented for the work area. The plan will provide direction to the employee who may be involved in a violent situation involving another employee or general public.
- Ensure all applicable employees are trained in the above process, and are trained to deal with difficult customers.
- Ensure all complaints involving violence are recorded on the *Violent Incident Report Form* (Appendix B) and then investigated promptly and confidentially.
- Immediately report all violent incidents or complaints to the P&OC Department, Manager of Workplace Health and Safety Branch. A completed **written report** of each incident of violence must also be forwarded to the Manager of Workplace Health and Safety. (Appendix B).
- Advise (for their information) Occupational Health Safety Committee Co-Chairs of all incidents involving violence.
- Recommend that the worker(s) exposed to a violent incident consult their physician or Employee Family Assistance Program (EFAP) service provider for assistance. • Investigate all reports of violence and, in consultation with the P&OC Department, apply appropriate disciplinary action, where warranted, to employees who have engaged in violent behaviour.
- Notify the Regina Police Services of all violence complaints that relate to the general public.
- Review your department's violent event emergency plan and processes on a yearly basis.

People and Organizational Culture:

- Ensure support is given to employees by providing information, advice and referrals.
- Communicate the intent and guidelines of this policy to all employees.
- Assist the Department or Branch if requested in investigating complaints and determining appropriate action.
- Review this policy and reporting of incidents to ensure relevance and effectiveness.
- Ensure all Occupational Health and Safety Committees are consulted on the development, implementation and any modifications of this Policy.
- Co-operate with the Ministry of Labour and Workplace Safety's Occupational Health and Safety Division when investigating a violent incident at the place of employment.
- Assist the Department or Branch when requested, to investigate a violent incident or a threat of violence.

Employees:

- Refrain from acts of violence.
- Take necessary action to remove themselves from the situation.
- Utilize the violent incident emergency plan designed for the work area, including obtaining assistance from other employees or an emergency call for police assistance.
- Prepare and maintain a written record of the date, time, nature of the behaviour and witnesses (if any). The maintenance of a written record is dependent on the severity and nature of the behaviour and discretion must be exercised by the employee (Appendix B).
- Report the incident or incidents immediately to your immediate Supervisor, Manager, Director or the Manager of the Workplace Health and Safety Branch.

Occupational Health and Safety Committees:

- Participate in the identification of potentially violent situations.
- Be made aware of all violent incidents by the appropriate Department or Branch management.
- Review matters raised by employees concerning the potential for, or the occurrence of, violence or the threat of violence involving employees. Ensure the appropriate supervisor is aware of the circumstances.
- Review reports of violent incidents with the P&OC Consultant, Workplace Health and Safety and recommend changes in procedures and processes to improve the management of violent situations.

5.0 Procedures

All complaints will be investigated in conjunction with the P&OC Department and/or Regina Police Services and any subsequent action will be completed in an expeditious fashion.

Where a complaint is substantiated disciplinary measures will be in accordance with the City of Regina *Corrective Discipline Policy* and/or referred to Regina Police Services.

Potential Targets for Violence in the Workplace

Work sites where situations have occurred or may reasonably be expected to occur:

- Transit Department - bus operators, information centre employees
- Finance Department - cashiers, meter readers, parking ticket administration, residential and business assessment employees
- Community Services Department - employees working after normal working hours and/or by themselves, Bylaw Enforcement Officers
- Corporate Services Department - Facility Operators, Customer Services Representatives
- City Operations Department - employees working after normal working hours and/or by themselves, Emergency Trouble Truck employees, landfill employees, water meter maintenance staff
- Mayor's Office, Managers Office, City Clerks Office
- P&OC Department

5.0 Reference Material

Appendix A – Process Guidelines

Appendix B – Violent Incident Report Form

Appendix C – How to Conduct a Risk Assessment

6.0 Revision History

Date	Description of Change	(Re)Approval Required (y/n)
01-Jun-2006	Initial Release.	No
01-Oct-2011	Review	No
01-Apr-2015	Review	No

PROCEDURES FOR RESOLVING A THREAT OF VIOLENCE

Internal Threat

Employees who feel that a threat of violence has occurred should, wherever possible, first try to resolve the situation by taking the following action:

Inform the immediate supervisor, or if more appropriate, the next higher level of management, or an Occupational Health & Safety Committee member in writing using the *Violent Incident Report Form* (Appendix B). If the written report is to the Occupational Health & Safety Committee member, then the committee member should approach the co-chairpersons of the committee and follow-up with the appropriate level of management.

When a Supervisor or Manager receives a complaint, and in consultation with the Cochairpersons of the Occupational Health Committee, they must investigate the threat of violence themselves or they may ask for assistance from the P&OC Consultant, Workplace Health and Safety for assistance.

Even if the Department decides to investigate the complaint themselves, they will inform the Manager of the Workplace Health and Safety Branch that they have received the complaint.

The investigation must include an interview with the employee reporting the threat of violence, the employee making the threat, and any witnesses or others having pertinent information. The Manager (or designate) informs the employee making the threat aware of the reported incident and allows the employee to provide his or her perspective. Employees are offered union or association representation throughout the investigation.

The Manager or designate must act immediately by informing the employee making the threat, that any violence or threat of violence is unacceptable and will not be tolerated and appropriate follow up action will be taken which may include discipline.

If the threat of violence or the emotional state of the employee making the threat suggests imminent danger to employees or city property, separate the person from the workplace and call the Regina Police Service.

External Threat

If a threat of violence is made by a member of the public to an employee,

- Interrupt the conversation firmly but politely, advising the person that you will not accept abusive treatment and if necessary you will terminate the conversation and ask the person to leave the building, or work area.
- If the behaviour persists, terminate the conversation. Ask the person to leave the building or work area. Remove yourself from the scene.
- Inform your manager/supervisor of the incident as soon as possible. If the person does not agree to leave, immediately advise your manager/supervisor of the incident, including your assessment as to whether the person poses a physical threat.

- If, in your opinion, the person poses a physical threat, do not return to your workstation and call **911**. Ensure your manager/supervisor or designate is aware of the status of the situation.
- After the incident is dealt with, the *Workplace Violence Incident Report* must be completed and sent to the Manager of Workplace Health and Safety, P&OC Department.

PROCEDURES FOR RESOLVING VIOLENT SITUATIONS

Assume Control of the Situation

- Remove all unnecessary bystanders.
- Separate the offender from the scene.
- Do not engage any bystanders to gather information.
- Leave your door open.
- If possible, allow both of you to have access to escape.
- Keep calm.

Engage the Offender

- Make eye contact.
- Do not touch the offender.
- Avoid being judgmental.
- Do not ask them why they are angry (this may agitate them more).
- Focus on the "here and now".
- Keep them talking.
- Use slow movements and a calm voice.
- Do not tell them you are feeling overwhelmed.
- Show your concern.
- Do not try to disarm the offender. Wait until you have gained their trust and then ask them to set the weapon down; if they refuse, do not push any further.
- Explore solutions to their problems.

**Appendix
"B"**

Violent Incident Report Form

1. General Information

Date of Incident

Time a.m. p.m.

Name of Complainant

Complainant's Job Title

Complainant ID

Department _____ Branch _____

Exact Location of Incident

Type of Violent Incident

- Verbal Written/Text Physical Contact Gesture
 Other (please describe)

Police Called?

Yes No

Advised to Consult a Doctor or EFAP?

Yes No

Medical Attention Required?

Yes No

Workplace Injury Report Form Completed?

Yes No

Investigation Conducted?

Yes No In Progress

People and Organizational Culture – Workplace Health and Safety Branch called?

Yes No

Immediate Action Taken after the Event

2. Information About the Suspect

Customer Ex-Employee Delivery Person Other (specify)

Name of Suspect _____ Unknown

Work Branch or Home Address

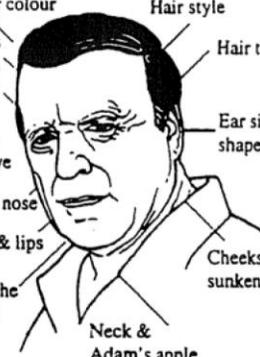
3. Other Information

Has the suspect been involved in previous violent incidents? Yes No

Will measures be taken to prevent a recurrence? Yes No

Please provide any information that you think is relevant:

Suspect and Vehicle Identification Report Form

General appearance					Facial appearance		
Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Age	Height	Weight	Race	Skin/hair colour Wrinkles Shape of eyebrow Shape & size of eye Shape of nose Mouth & lips Moustache or beard	Hair style Hair texture Ear size & shape Cheeks full or sunken Neck & Adam's apple	
Hair (Colour/style)				Hat (Colour/type)			
Eyes (Glasses)				Coat			
Complexion				Shirt			
Jewellery				Trousers			Below, print those specific facial details that you definitely remember.
Scars/marks				Shoes			<input type="text"/> <input type="text"/> What did the suspect say?
Tattoos				Tie			<input type="text"/> <input type="text"/> Tool or weapon seen
Vehicle 							
Colour	Make	Model	Licence	Body style	Damage/rust	Antenna	
Bumper sticker			Wheel covers		Direction of travel		

