

39.0 Workplace Violence Prevention Policy

Topic:	Effective Date: July 9, 2019
Workplace Violence Prevention Policy	Approved By:
Subject Area:	Date of Next Review:
Human Resources	Date(s) Revised: July 9, 2019;

Policy Statement:

The City of Cold Lake ("Employer") is committed to the prevention of workplace violence and will take whatever steps are reasonably practicable to protect its workers from the potential hazard of workplace violence. Violent behaviour or threat of violence in the workplace will not be tolerated from anyone. This policy applies to all City workers, volunteers, contractors, sub-contractors, and members of the general public.

Managerial Guidelines:

- 39.1 The employer is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of violence. City workers, volunteers, contractors, sub-contractors, and members of the general public are obligated to uphold this policy, work together to promote a positive and respectful working environment, and to prevent workplace violence. Harassment is a workplace hazard that needs to be addressed during hazard assessments.
- 39.2 Violence, whether at a work site or work-related is the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm, verbal abuse, emotional abuse, or domestic violence.
- 39.3 The employer has implemented workplace violence prevention procedures to protect workers from workplace violence along with a means of obtaining immediate assistance and a process for workers to report incidents or raise concerns. Should you encounter an incident involving workplace violence contact your immediate Supervisor, Manager, General Manager, Human Resources Department, or CAO, in the order listed above, for immediate assistance. If you feel that you are unable to speak with your direct supervisors please contact the Human Resources Department for immediate assistance.

Employer Responsibilities:

- 39.4 The employer will be responsible for implementing, supporting, and maintaining this policy and procedure. All workers will receive information and instruction on the contents of the policy and procedures involved.

39.5 Manager Responsibilities:

Managers are responsible for assessing and documenting all concerns related to workplace violence as they are brought forward by the Department Supervisors or City workers, controlling or eliminating the concern, or contacting the HR Department for further assistance.

Supervisor Responsibilities:

- 39.6 Supervisors are responsible for adhering to this policy and its procedures, ensuring the procedures are followed by workers, documenting and bringing forward workplace concerns to their Department Manager for review, and to ensure workers have the correct information to protect themselves from workplace violence.

Worker Responsibilities:

- 39.7 All workers are responsible for working in compliance with the policy and its procedures, are required to bring forward concerns regarding workplace violence, and must report all instances involving violence, potential violence, or threats.

39.7.1 If possible, express your concern to the individual(s) involved and let them know their behaviour is unacceptable or inappropriate and needs to stop. If this process is done and the incident is resolved, document the times, dates, locations, possible witnesses, what happened, and your response to the incident and keep them for your records in the event the same issue occurs at a later date. Lastly, contact your immediate Supervisor to inform them of the incident.

39.7.2 If you are not comfortable confronting the individual(s), and the incident is not resolved, document the times, dates, locations, possible witnesses, what happened along with your response to the incident, and report it to your immediate Supervisor, Manager, General Manager, Human Resources Department, or CAO, in the order listed above, for immediate assistance. If you feel that you are unable to speak with your direct supervisors please contact the Human Resources Department for immediate assistance.

- 39.8 The employer will investigate and take appropriate corrective actions to address all incidents and complaints of workplace violence in a fair and timely manner.

- 39.9 When an investigation is required it will be conducted by the Human Resources Department. Information collected during the investigation process will be kept confidential. Those workers directly involved in the incident will be notified of the findings of the investigation. The employer will take appropriate corrective actions to eliminate or control the incident/hazard and document the process.

- 39.10 The employer will respect the privacy of all parties concerned as much as possible. The employer will not disclose the circumstances related to the incident of violence or the names of the complainant, the individual alleged to have committed the violence, and any witnesses, except where necessary to investigate the incident or to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, to inform workers of a specific or general threat of violence or potential violence, or as required by law. The employer will disclose only the minimum amount of personal information required that is necessary to inform workers of a specific or general threat of violence or potential violence.

- 39.11 No worker will be reprimanded when acting in good faith while following this policy and the supporting procedures when dealing with situations involving workplace violence. This violence prevention policy does not discourage a worker from exercising the worker's right under any other law.

Workplace Violence Prevention Procedures

