

## APPENDIX D-18: Workplace Violence Reporting Procedures

Any member of (Name of organization) who believes that he or she is threatened or who experiences or witnesses any workplace violence as defined in the Workplace Violence Prevention policy (insert policy #) must promptly report it using the Employee Workplace Violence Incident Report form. In the event of immediate danger, refer to steps outlined in the Emergency Response Procedure (cross reference organization policy or procedure).

When threatening or violent behaviour is connected to (Name of organization) or carried out on (Name of organization) property, the employee must report incidents immediately using the following procedure:

1. All staff are responsible for reporting threats or violence to their supervisor or manager. If the employee's direct supervisor is involved in the act, the employee contacts the human resources department. In all cases, the Employee Workplace Violence Incident Report form needs to be completed.
2. If the perpetrator has no relationship to the organization (Type I) or has a personal relationship with an employee (Type IV), the supervisor consults with human resources personnel and contacts the police department. The police are also to be called in incidents involving serious, life-threatening injuries to any client or employee.
3. Report incidents of client abuse immediately and complete a client incident report form. The supervisor must immediately notify the appropriate agency.
4. Supervisors must investigate all reports of violence. If cases of staff-to-staff, staff-to-management, or management-to-staff incidents, contact human resources and the union representative.
5. (Name of organization) takes all reported incidents of violence seriously and will not ignore, condone or tolerate disruptive, threatening or violent behaviour by any member of the organization.
6. Managers, supervisors, staff or visitors engaged in such behaviour shall be removed from the premises as quickly as safety permits. They shall be banned from access to (Name of organization's) premises pending the outcome of an investigation. The investigation will be conducted by the selected response team members who will be assembled at the direction of the manager/administrator/director or his/her designate.
7. (Name of organization) will do its best to preserve and protect the anonymity of those involved and confidentiality in the alleged case. However, it may not be possible to preserve confidentiality or anonymity of those involved as it may be necessary for (Name of organization) to take action, including consultation with others.
8. If an individual involved believes the matter has not been resolved in a satisfactory manner, the individual may file a grievance in accordance with the employee grievance policy reference policy number. In no circumstances will any person who in good faith reports an incident of threats, intimidation or violence, or assists in its investigation, be subject to any form of retribution, retaliation or reprisal.
9. Any person who makes or participates in such retribution or retaliation, directly or indirectly, will be subject to disciplinary action. A person who believes s/he has been or is being subjected to retribution or retaliation should immediately notify the director of human resources, his/her designate or the company owner or file a reprisal complaint with the Ontario Labour Relations Board or file a grievance.

## Prevention Programs

(Name of organization) provides a confidential employee assistance program (EAP) to assist full-time employees with personal problems. A list of other agencies that can help with problems is in the human resources office.

(Name of organization) also provides training for recognition and prevention of violence through workshops, in-service activities for faculty and staff, and printed materials.

The director of human resources or his/her designee will conduct exit interviews when employees retire, resign or are transferred or terminated, to help identify potential workplace violence-related threats or problems.

Once the captor has left:

- a) Call the police if they have not already been called.
- b) Administer first aid to victims.
- c) Supply information to the police: observations about captor, direction of flight and a description of any weapon or vehicle used.

If you witness a hostage situation:

- Evacuate people from the immediate area and make sure that no one can wander into the area.
- Notify the person in charge and call the police.
- Document any demands made by the hostage taker.
- Provide police assistance as required.
- Ensure that counselling of victims is initiated.