

## Workplace Violence Policy

The management, Board of Directors, of Village Glen Co-operative Homes Inc., is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources.

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to any staff, office or maintenance workers, delivery persons, volunteers or visitors. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. Watermark Co-op will ensure this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. Workers may report in writing to staff who will then report directly to Board of Directors supervisor and or manager. There will be no negative consequences for reports made in good faith.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Adopted on the 8<sup>th</sup> day of July, 2010.

Signed: Shirley Nielsen

On Behalf of the Board of Directors, Village Glen Co-operative Homes Inc.

The workplace harassment policy should be consulted whenever there are concerns about harassment in the workplace.

## Workplace Violence Program

Measures and procedures to **control of the risks workplace violence** identified in the risks and assessment may include:

- Safe work procedures
- Personal protective equipment
- Design or physical layout of the workplace such as doors with clear windows, adequate lighting, location and structure of counters, barriers, etc.;
- Designated safe locations for emergency situations;
- Procedures for informing or advising workers of potentially violent situations or people
- Worker training on the workplace violence policy and program dealing with aggressive or violent clients

Measures and procedures for **summoning immediate assistance** may include:

- Equipment to summon assistance such as fixed or personal alarms, locator or tracking systems, phones, cell phones, etc.;
- Emergency telephone numbers and or e-mail addresses;
- Emergency procedures

Measures and procedures for workers to **report incidents of workplace violence** to the employer or supervisor may include information about:

- How, when and to whom a worker should report incidents or threats;
- Forms or other reporting mechanisms;
- Roles and responsibilities of employers, workers, Joint Health and Safety Committees, health and safety representatives and others in the incident reporting process;
- When the incident requires external reporting (ie: to the police, Workplace Safety Insurance Board, Ministry of Labour, etc.)

Measures and procedures for how the employer will **investigate and deal with incidents or complaints** of workplace violence may include information about:

- How and when investigations will be conducted;
- What will be included in the investigation;
- Roles and responsibilities of employers, supervisors, workers, Joint health and Safety Committees, health and safety representatives and others;
- Follow up to the investigation (description of actions and timeframe);
- Record keeping requirements.