

ISAO OPERATIONAL POLICY

Workplace Violence Policy

Approved by the ISAO Board of Directors at its meeting of 30 October 2017

References

[The Occupational Health and Safety Act of Ontario](#)

[Criminal Code of Canada](#)

ISAO Human Rights and Anti-Harassment Policy Statement

Policy Statement

The ISAO is committed to working with its staff and volunteers to provide a safe work and event environment. The ISAO will not tolerate any acts of violence and will take all reasonable and practical measures to prevent violence and protect staff and volunteers from acts of violence. Appropriate remedial, disciplinary, and/or legal action will be taken according to the circumstances.

Purpose of Workplace Violence Policy

The policy is intended to:

1. Maintain a work and event environment free from workplace violence
2. Provide a definition of workplace violence
3. Identify the responsibilities of the workplace parties to maintain a workplace free of actual, attempted or threatened violence
4. Establish measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur
5. Establish measures and procedures for staff and volunteers to report incidents of workplace violence and for the ISAO to investigate and deal with incidents or complaints immediately

Application

The Workplace Violence Policy applies under any circumstances in which ISAO staff or volunteers experience workplace violence, as defined below. It applies to all staff, contractors of the ISAO, volunteers, students, clients of ISAO services, ISAO event participants, any person engaged in business with the ISAO, and visitors to ISAO properties (whether owned, rented or leased).

The ISAO's Human Rights and Anti-Harassment Policy should be consulted regarding issues of personal harassment and harassment related to discrimination and inequitable work practices

Definitions

For the purpose of this policy, **violence** includes:

- the exercise of physical force by a person against a worker or volunteer, in a workplace, that causes or could cause physical injury to the person
- the exercise of physical force by a person against another person, in a workplace, that causes or could cause physical injury to the worker or volunteer
- an attempt to exercise physical force against a worker or volunteer that could cause physical injury to the worker or volunteer
- a statement or behaviour that it is reasonable for a worker or volunteer to interpret as a threat to exercise physical force against the worker or volunteer, in a workplace, that could cause physical injury to the worker or volunteer

ISAO Management

The Executive Committee of the ISAO Board which includes (when appointed by the ISAO Board of Directors) the President, President Elect, Past President, Vice-President, Treasurer, Secretary and Executive Director. (All positions are also Directors, excepting the Executive Director.)

ISAO Supervisor

This includes all Committee Chairs and anyone who is leading an ISAO event, meeting, etc. Where the Executive Director is present, the position of “Supervisor” is jointly held with the Executive Director and both are responsible for the Supervisor duties under this policy. Where events or Committees have joint chairs or leads, both are responsible as supervisors under this policy.

For matters involving ISAO staff, the Executive Director is the Supervisor.

Harassment

ISAO's Human Rights and Anti-Harassment Policy addresses harassment or intimidation (e.g., behaviours that demean, embarrass, or humiliate and are known or would be expected to be unwelcome).

Responsibilities

All staff and volunteers are responsible for preventing and reporting acts of violence that threaten or perceive to threaten a safe work environment.

ISAO management (ISAO Executive, including the Executive Director) will:

- Take reasonable preventative measures to protect employees and others in ISAO workplaces from workplace violence

- Ensure that a process for tracking and review of workplace violence incidents is established and implemented
- Ensure that workplace violence risk assessments are completed, reviewed, revised when needed and reported
- Post this policy in a conspicuous location in each workplace
- Establish and maintain a process for reporting and responding to incidents of violence
- Ensure that the process for reporting and responding to incidents of violence is communicated, maintained and followed
- Ensure that this policy is reviewed at least annually

Supervisors will:

- Understand and uphold the principles of this policy
- Communicate this policy and its guidelines to all staff and volunteers
- Conduct workplace violence risk assessments to determine whether the nature of the workplace, the type of work or conditions of work may place employees at risk of violence
- Consult with staff, volunteers and appropriate professionals as required, in conducting risk assessments, and develop practical measures and procedures to control identified risks
- Take all reasonable and practical measures to minimize or eliminate risks identified through the risk assessment process, workplace inspections, or the occurrence of a workplace violence incident
- Review risk assessments at least annually, as well as when there are changes to the nature of the workplace, the type of work or the conditions of work. Revise the assessment, as needed
- Provide the results of workplace violence risk assessments and measures to minimize or eliminate risks to staff and volunteers
- Maintain and follow the process in the ISAO's *Investigation and Reporting of* for reporting, investigating, documenting, and debriefing incidents of violence
- Respond promptly when an employee or volunteer reports being subjected to, witnessing, having knowledge of workplace violence or having reason to believe that workplace violence may occur and take appropriate action.
- Address immediately all incidents of workplace violence, and not condone or permit any behaviour contrary to this policy. Ensure that all known incidents of workplace violence are investigated. To the extent appropriate based on the nature of each incident and the actual or potential threat it posed to worker safety:
 - take all reasonable and practical measures to minimize or address risks identified by the incident
 - document the incident, its investigation, and corrective action taken and provide written report to the ISAO Executive through the ISAO Executive Director
 - promptly share the results of the investigation and corrective actions taken with workers and volunteers involved in the incident

- Ensure workers and volunteers are made aware of their rights to:
 - have workplace violence incidents investigated when they are reported
 - report incidents of physical assault or threats of physical assault to the police
 - support from management when reporting incidents of physical assault or threats of physical assault to the police (e.g. time for interactions with the police and making accessible to the police information in the employer's possession with respect to the incident)
- Take all reasonable and practical measures to protect workers and volunteers, acting in good faith, who report workplace violence or act as witnesses, from reprisal or further violence
- Take every precaution reasonable in the circumstances for worker and volunteer protection if they become aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace
- Review annually, in conjunction with review of risk assessments, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required
- Provide information to workers and volunteers, including appropriate personal information, related to a risk of workplace violence from a person with a history of violent behaviour
- Provide workers and volunteers with information and instruction appropriate on the ISAO workplace violence policy and program

All staff and volunteers will:

- Maintain a safe work environment, whenever possible
- Not engage in or ignore violent, threatening, intimidating or other disruptive behaviours
- Report promptly and provide details to their supervisor (or the appropriate alternative listed in the attached guidelines) any incident where the employee is subjected to, witnesses, or has knowledge of workplace violence, or has reason to believe that workplace violence may occur

Reprisal

This policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect

Guidelines (To be developed)

- Process for tracking and review of workplace violence incidents
- Process for conducting workplace violence risk assessments including position specific and location/event assessments
- Process for reporting, investigation and addressing incidents of workplace violence