

# Workplace Violence Program



# Workplace Violence Program

## General

### Purpose

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HTM Insurance (hereinafter referred to as “the Company”) has established programs and procedures to reduce the risk of violence and unacceptable behaviour in the workplace. All employees are expected to be aware of and participate in such programs and procedures, as required.

The violence prevention program shall include:

- Risk assessment process
- Policies and procedures
- Control measures in place/ evaluation and implementation of corrective action
- Communication process/instruction to workers
- Training and education
- Reporting and investigation process

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A Workplace Violence Compliance Checklist attached to this program is used to ensure you have taken every step possible to control the risk of violence in the Company and meet the legal requirements.

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The purpose of this program is to ensure that all individuals understand his or hers roles and responsibilities and to establish procedures to minimize and/or prevent violence in the workplace and to foster the safety and security of the Company employees, customers, clients and other third parties.

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This Policy applies to all employees of the company (fulltime, part time, contract and temporary), customers, clients or other third parties, and the Company.

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This Policy applies not only during working time, but to any place where business or work-related activities are conducted. Refer to Workplace definition.

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# Definitions

## Definitions

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**“Workplace Violence”** means:

- the exercise of physical force by a person against a employee, in a workplace, that causes or could cause physical injury to the employee;
- an attempt to exercise physical force against a employee, in a workplace that could cause physical injury to the employee; and/or
- a statement or behaviour that it is reasonable for an employee to interpret as a threat to exercise physical force against the employee, in a workplace, that could cause physical injury to the employee.

**“Domestic violence”** means a pattern of coercive tactics, which can include physical, psychological, sexual, economic and emotional abuse perpetrated by one person against an adult intimate partner, with the goal of establishing and maintaining power and control over the victim.

**“Workplace”** means any place where business or work-related activities are conducted. It includes, but is not limited to, the physical work premises, work-related social functions (e.g., parties, golf games, etc.), work assignments outside the company’s offices, work-related travel and work-related conferences or training sessions.

**“Unacceptable Behaviour”** means physically or psychologically aggressive behaviours including but not limited to:

- Hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
- Carrying or brandishing weapons of any sort
- Throwing objects at an individual with a view to cause physical injury or fear
- Destruction of workplace or co-workers’ property
- Threats of violence
- Intimidating behaviour that causes the recipient to have a fear of physical violence
- Obscene or harassing telephone calls

It is not meant to include accidental situations such as a worker tripping over an object and pushing a coworker as a result.

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**“Close Calls”** means incidents which did not result in actual physical harm but, except for circumstance, had the potential to result in physical harm.

**“Minor Incident”** means an incident in which no one is physically harmed in any way and which was resolved through employee or supervisory mediation.

**“Serious Incident”** means an incident in which someone was physically harmed (whether requiring medical attention or not), or which continued or escalated after supervisory mediation.

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# Responsibilities

## Employees

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Employees are required to:

- Inform his or her supervisor of any violence, potential risk of violence, or unacceptable behaviour they may experience or witness. This includes issues in the employee's non-work life that may impact on the employee's or his or her co-worker's safety.
  - Report to his or her supervisor any incidents of violence or close calls, according to the procedures set out in this policy.
  - Record the details of any incident, the nature of the violent act and names of person(s) who may have witnessed the incident.
  - Attend any training or information sessions provided by the employer to reduce violence or risks of violence.
  - Report the absence of, or defect in, any equipment or protective device of which the worker is aware.
  - Co-operate with the police, company investigators or other authorities as required during any investigation related to workplace violence.
  - Keep incidents strictly confidential in order to allow employers to properly investigate the incident and to offer adequate support to those involved. Employees aware of incidents of workplace violence must not disclose details of the incident without prior consent from either the supervisor or complainant.
  - Ensure the complainant is neither penalized nor treated unfairly as a result of reporting the incident. Reprisals will not be tolerated and disciplinary action will be taken against those who engage in such activity.
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## Supervisors

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### Supervisors are required to:

- Assess the risk of violence to employees in his or her jurisdiction, minimizing those risks where necessary or reasonably possible and informing any affected employee of such risk or potential risk.
  - Ensure employees are trained to:
    - recognize the potential for violence;
    - Follow the procedures and policies developed to minimize risk;
    - Respond to incidents appropriately; and
    - Report and document such incidents.
  - Track and report risks of violence, incidents of violence, and close calls to the Joint Health and Safety Committee or health and safety representative, and Management, according to the time lines set out in the procedures. The Violence/Harassment Incident Report Form is used for this purpose.
  - Ensure equipment, materials and protective devices provided by them are maintained in good condition.
  - Ensure proper medical care is provided for anyone involved in an incident and for securing the safety of employees, before investigating the incident or taking reports.
  - Co-operate with police, company investigators or other authorities, as required during any investigation related to workplace violence.
  - Advise a worker of the existence of any actual or potential danger to the health or safety of the worker of which the supervisor is aware.
  - Keep incidents in strict confidentiality in order to properly investigate the incident and offer adequate support to those involved.
  - Ensure the complainant is neither penalized nor treated unfairly as a result of reporting the incident. Reprisals will not be tolerated and disciplinary action will be taken against those who engage in such activity.
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The company is required to:

- Assess the risk of violence, minimize the risk and take every precaution reasonable in the circumstances to protect workers.
  - Provide information, instruction and supervision to a worker to protect the health and safety of the worker.
  - Ensure equipment, materials and protective devices provided by them are maintained in good condition.
  - Provide assistance and co-operation to a joint health and safety committee or health and safety representative.
  - Keep incidents in strict confidentiality in order to properly investigate the incident and offer adequate support to those involved.
  - Co-operate with police, company investigators or other authorities, as required during any investigation related to workplace violence.
  - Ensure the complainant is neither penalized nor treated unfairly as a result of reporting the incident. Reprisals will not be tolerated and disciplinary action will be taken against those who engage in such activity.
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# Procedures

## Managers

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The Manager of each Department shall initiate a process to involve supervisors, employees and the Joint Health and Safety Committee (or health and safety representative) in assessing the risk of violence in the department and work environment on a periodic basis.

A written report on the results of the risk assessment must be provided to the joint health and safety representative. If the assessment is in writing, the employer must provide a copy to the committee or to the respective Health & Safety representative, to all parties to the risk assessment process, and to employees. If there is no committee or representative, the employer must advise workers of the assessment results. If the assessment is in writing, the employer must provide copies to workers on request or advise the workers how to obtain copies.

Once the results have been analyzed by the parties, recommendations as well as actions must be taken to remove as many risks as can be reasonably removed and instructing employees to recognize risk.

Specific written policies and procedures must be developed to respond to any identified risks. It will cover everything from work arrangements and the work environment to employee training and education. Everything the employer does to prevent workplace violence should be documented in procedures or crossed referenced to another specific policy.

The workplace Violence Risk Assessment form is used for this purpose.

The risk assessment shall be repeated as often as necessary to ensure that the workplace violence policy and related program continue to protect workers from workplace violence and to inform the joint health and safety committee, health and safety representative, or workers of the results of the re-assessment. It is recommended that the employer review at least annually.

## Instruction to employees and review

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The individual responsible for documenting newly hired employees shall ensure a copy of this policy and any other related policy is provided to and reviewed with each new employee during that employee's documentation and orientation process.

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## Training & Education

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This policy shall be posted so that it is available to all workers. Procedures will also be available to all workers.

The violence prevention plan, including policies, will be reviewed periodically to ensure its effectiveness.

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All employees are required to be educated and trained on the contents of the Policy.

The training program for workers shall include:

- The means to recognize potentially violent situations.
- The measures and procedures to control the risks identified in the assessment as likely to expose a worker to physical injury.
- The measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur.
- The measures and procedures for workers to report incidents of workplace violence to the employer or supervisor.
- The employers' measures and procedures to investigate and deal with incidents or complaints of workplace violence.

Supervisors and managers will also be trained as necessary to safely supervise all workers.

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## Reporting & Investigation

Each and every incident of violence in the workplace shall be reported immediately to the Supervisor or designated representative of the Company (hereinafter referred to as "Company Representative"). The Company Representative shall investigate the incident immediately. The Violence/Harassment Incident Investigation Checklist may be used to ensure proper investigation of any reported violent incident.

The Company Representative shall immediately make the appropriate inquiries of the victim and/or witnesses to determine if the incident is minor or serious.

If the incident is minor:

- Conduct the appropriate investigation immediately; and
  - the Company Representative will determine if mediation is appropriate and if so, mediate or arrange for mediation of the situation; and
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- within four days (4) days, write a report outlining the details, facts and witnesses to the incident and submit the report to the Manager and the Joint Health and Safety Committee or Health and Safety representative.

If the assailant is an employee, the Company shall apply appropriate disciplinary measures based on the facts of the incident and the all relevant circumstances.

If the incident is serious:

- The Company Representative must first ensure the safety of all employees and him/herself;
  - Ensure proper medical treatment is provided or sent for;
  - Contact the authorities as soon as possible (police or Ministry of Labour, where appropriate), to report the incident;
  - contact the Manager and Joint Health and Safety Committee or Health and Safety Representative, as appropriate, as soon as possible, to assess who should be involved in the investigation;
  - Conduct a thorough investigation, keeping detailed notes of facts, times, witnesses, and witness accounts;
  - Within four (4) days after the incident submit a detailed written investigation report to the Joint Health and Safety Committee and the Manager and any other parties required by law;
  - Consult with the Manager regarding any disciplinary action to be applied.
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## Sources of Reference

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### Sources

Ministry of Labour – Workplace Violence and Harassment: Understanding the Law

Occupational Health & Safety Council of Ontario (OHSCO) – Developing Workplace Violence and Harassment Policies and Programs

First Reference – Workplace Violence and harassment prevention: A practical guide for employers “How to develop and implement a prevention program and policies that comply with legal requirements”

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## Signature

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This document shall be signed by all employees. When the document is updated or after two years has passed, a new signature will be requested.

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**Dated**

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**Signature**