

PEGNL VIOLENCE PREVENTION POLICY

PEGNL is committed to providing a safe work environment for all staff and volunteers. PEGNL recognizes the potential for violence or threats against staff and volunteers. The following is a violence prevention policy that has been developed to help eliminate or minimize risk.

What Is violence?

As defined in section 22 of Occupational Health and Safety Regulations, “Violence” means the attempted or actual exercise by a person, other than the worker, of physical force to cause injury to a worker, and includes threatening statements or behaviour which gives a worker reason to believe that he or she is at a risk of injury.

Violence is against the law

Canada’s Criminal Code prohibits violence. Employees and volunteers have a right to live and work without being subjected to violence. This policy outlines what to do if an employee or volunteer is subjected to threats or violence at work, or the employee or volunteer becomes aware of a violent situation.

Employee and Volunteer rights and responsibilities

- Employees and volunteers are entitled to work free from violence.
- Employees and volunteers are responsible for working together in a professional manner and resolve issues in a non- violent manner.
- Employees and volunteers are to bring issues to their supervisor if they cannot be mutually resolved.
- Employees and volunteers must report incidents of violence to their supervisor.
- Employees and volunteers must cooperate in the investigation of a violent incident.
- Anyone who gives evidence or information in an investigation, or is involved in the process must keep this information confidential, except when it is necessary to deal effectively with the issue.

Employer responsibilities

- The management at PEGNL will ensure, as much as reasonably practical, that no employee or volunteer is subjected to violence in the workplace.
- Management will take corrective action with anyone who subjects an employee or volunteer to violence
- Management will not disclose the name of a complainant or the circumstances of the complaint to anyone except where disclosure is:
 - o necessary to investigate the complaint
 - o required to take corrective action
 - o required by law
- Any information that is disclosed (as above) will be the minimum required for the purpose.
- Management will ensure all employees and volunteers are aware of the risks of violence in the workplace and are properly trained and equipped to protect themselves.

PEGNL's violence prevention policy is not intended to discourage or prevent anyone from exercising any other legal rights under any other law.

PEGNL and its managers are responsible for creating a safe working environment that is free from violence. Anyone aware of violence in the workplace must bring it to the attention of management so the issue can be addressed immediately.

Steps to eliminate or reduce the risk of violence

PEGNL will assess the risk for workplace violence annually, or more often if something in the workplace changes, or a violent incident, or the threat of a violent incident, occurs. Employees and volunteers must have the ability to quickly remove themselves if a violent situation occurs.

Individuals who have demonstrated increased risk for violent behaviors must be flagged. Management may also restrict individuals from returning to the PEGNL office. Alerts will be placed in applicant or member files, and a separate list will be maintained on PEGNL's intranet to be shared with all employees. The list should also be maintained in an alert binder at reception, which may be accessed by employees or volunteers.

PEGNL is committed to informing and training employees and volunteers about the risks of violence, including:

- emergency response plan for injured workers
- working alone or in isolation
- how to deal with irate applicants, members, or suppliers
- robbery prevention
- handling money
- parking lot/garage safety

Notification of risk

Any time there has been a change in the nature or extent of the risk of violence, PEGNL will provide employees and volunteers with all of the information available, including personal information, within the limitations of the law. Information will be provided to the extent necessary for the purpose.

How to report incidents of violence

1. If the situation has or is likely to escalate into a physical act of violence, contact the police immediately.
2. Employees are to report all threats or acts of violence to an immediate supervisor; volunteers are to report all threats to the nearest available employee.
3. The employee or volunteer and the supervisor will complete an Incident Report Form. The form must be completed for all incidents, whether the incident involves a threat or act of violence.
4. The supervisor will report all incidents of violence to the CEO and COO as soon as possible, including the Incident Report Form.

Incident investigation

When an incident of violence has occurred or could reasonably be expected to occur, PEGNL will take the following steps:

1. In the event of a serious injury resulting from a violent act, PEGNL will report the injury to the appropriate authority as stipulated in section 10 of the Occupational Health and Safety Regulations.
2. The supervisor will advise any employees or volunteers who may be at risk and will notify the CEO and COO of the incident.
3. The designated PEGNL occupational health and safety representative, the supervisor, and the COO, will complete an investigation into the incident.
4. All information available and relevant to the violent incident will be provided to the investigation team.
5. The investigation results will be summarized by the designated PEGNL occupational health and safety representative with a copy of the report given to the supervisor, COO and the CEO.
6. Recommendations will be made by the CEO and COO.
7. Progress on implementing any recommendations will be documented on the safety and health committee minutes. Once the recommendations have been implemented, staff and volunteers will be notified and it will be noted on the safety and health committee minutes.

Follow up to a Violent Incident

Employees or volunteers who have been victims of violence will be:

- encouraged to seek medical help from their healthcare providers or referrals for postincident counselling, if required
- given the opportunity to be examined by a doctor and transported to a medical facility, if required

PEGNL has an employee and family assistance plan that provides counselling services for employees and their families. Employees will keep all existing benefits while under treatment or counselling.

If an employee gets medical help or misses work, both the employer and employee must file a report of injury with the Workplace Health and Safety Compensation Commission.

PEGNL will review the incident and its effects and take reasonable steps to accommodate employees involved in the incident.