



A SAFE AND WELCOMING WORKPLACE FOR ALL

**WHAT YOU NEED TO KNOW ABOUT WORKPLACE VIOLENCE AND
HARASSMENT PREVENTION.**

Updated: March 2019

INTRODUCTION:

Caledon Community Services (CCS) is committed to providing its staff, volunteers, students, program placements, clients and visitors with a safe, welcoming and comfortable experience with our agency.

In this regard, CCS will discover, meet and constantly strive to exceed its statutory and business obligations in protecting the health and safety of its staff, volunteers, program/student placements, clients and visitors.

CCS will aim to reduce the risk of:

- Harassment or Bullying
- Sexual Harassment
- Workplace Violence
- Domestic Violence enacted in the workplace

How will CCS do this?

- Training new staff, volunteers, and program/student placements in Workplace Harassment, Violence and Sexual Harassment Prevention during the orientation process;
- Having staff and volunteers review this training on an annual basis;
- Responding promptly and appropriately to any situations involving harassment, sexual harassment, workplace violence and domestic violence that may occur in the workplace despite our best efforts at prevention;
- Holding all staff, volunteers, program/student placements, clients and visitors accountable for following relevant policies and procedures to help prevent incidents of harassment, sexual harassment, violence and domestic violence in the workplace;

DEFINITIONS

Workplace

“any land, premises, location or thing at, upon, in or near which a worker works”.

In a community service agency such as CCS this would include (but not necessarily be limited to):

- Premises leased or owned by CCS;
- Staff offices;
- Hallways and client apartments in Assisted Living buildings;
- Private client homes throughout the community;
- Authorized routes of travel between community locations while in the course of employment;
- Other sites used for special staff events such as Annual Staff Retreat (for the duration of the event only);

Harassment or Bullying:

“Engaging in a course of vexatious comments or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome”.

It includes any behaviour that demeans, embarrasses, humiliates, annoys, alarms or abuses a person and may include office gossip and bullying.

Examples of Harassment or Bullying include but are not limited to:

- Spreading malicious rumours, gossip, or innuendo;
- Excluding or isolating someone socially;
- Intimidating a person;
- Undermining or deliberately impeding a person's work;
- Physically abusing or threatening abuse;
- Making jokes that are 'obviously offensive' by spoken word or e-mail;
- Intruding on a person's privacy by pestering, spying or stalking;
- Yelling or using profanity;
- Tampering with a person's personal belongings or work equipment;

Sexual Harassment:

- Engaging in a course of vexatious comment or conduct against a worker, in a workplace because of:
 - ▶ Sex/ gender
 - ▶ Sexual orientation
 - ▶ Gender identity
 - ▶ Gender expression

Where the course of comment or conduct is known or ought reasonably to be known to be unwelcome,

or

- Making a sexual solicitation or advance where the person making it is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know the solicitation or advance is unwelcome;

Examples of Sexual Harassment include but are not limited to:

- Asking questions, talking, or writing about sexual activities;
- Rough or vulgar humour or language related to sexuality, sexual orientation or gender;
- Displaying or circulating pornography, sexual images, or offensive sexual jokes in print or electronic form;
- Leering or inappropriate staring;
- Invading personal space;
- Unnecessary physical contact, including inappropriate touching;
- Demanding hugs, dates, or sexual favours;
- Making gender-related comments about someone's physical characteristics, mannerisms, or conformity to sex-role stereotypes;

- Verbally abusing, threatening or taunting someone based on gender or sexual orientation;
- Threatening to penalize or otherwise punish a worker if they refuse a sexual advance;

Where the conduct or behaviour includes inappropriate sexual touching, this may also constitute a criminal offence such as sexual assault. In such cases, the police should be notified.

Workplace Violence:

- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- A statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Examples of Workplace Violence include (but not necessarily be limited to):

- Verbally threatening to attack a worker;
- Leaving threatening notes at or sending threatening e-mails to a workplace;
- Shaking a fist in a worker's face;
- Wielding a weapon at work;
- Hitting or trying to hit a worker;
- Throwing an object at a worker;
- Sexual violence against a worker;
- Kicking an object the worker is standing on such as a ladder; or
- Trying to run down a worker using a vehicle or equipment such as a forklift;

Domestic Violence enacted in the workplace:

A person who has a personal relationship with a worker – such as a spouse or former spouse, current or former intimate partner or a family member – may physically harm, or attempt or threaten to physically harm, that worker at work. In these situations, domestic violence is considered workplace violence.

Examples of the above behaviours include but are not limited to:

- A pattern of behaviour used by one person to gain power and control over another with whom they have or have had an intimate relationship. It can include any of the above forms of violent behaviours;
- Using property, pets, or children to threaten and intimidate;
- Economic abuse such as withholding or stealing money, stopping a partner from reporting to work, or from getting or keeping a job;
- Sexual, spiritual, or emotional abuse;

RIGHTS

- You will be notified if a risk of violence or harassment exists in your workplace,
- In addition, your participation in efforts to remove or reduce the risk will be invited.
- If you feel your workplace is unsafe because of the risk of violence or harassment, you may refuse to work until the risk has been removed or reduced. Go to a safe place near your workplace and contact your supervisor or designate IMMEDIATELY to receive further instructions. Do not try to intervene in a potentially violent situation. Your refusal will automatically trigger an investigation.

RESPONSIBILITIES

- All staff, volunteers, student/program placements, clients and visitors have a responsibility to help reduce the risk of violence and harassment in the workplace.
- Notify your supervisor or designate immediately if an incident of violence has occurred.
- Report any potentially dangerous or threatening situations to your supervisor or designate immediately.
- Always treat others in the workplace with respect. Refrain from negative gossip.
- If you become aware of a possible domestic abuse situation or are experiencing such a situation yourself, speak to your Manager or Human Resources if you are concerned that the situation could impact the workplace. They will work to put appropriate workplace safeguards in place while respecting your confidentiality.
- For assistance with your own personal situation, you can contact one of the CCS Care Coordinators in our Community Resources Division. Your confidentiality will be protected.
- Follow CCS policies.

ENFORCEMENT

Anyone working for or representing CCS is expected to comply with CCS policies and applicable laws. Those found to have violated these requirements will have their relationship with CCS terminated.

Other individuals who violate CCS policies while on the premises may be required to leave the premises until an investigation can be initiated or completed. In specific circumstances, violent acts or threats of harm on the premises will be reported to the proper law enforcement authorities.

PROCEDURES

Right to Refuse Unsafe Work: (Risks that are inherent to the essential duty of the staff, volunteer, or program/student placement's job are exempt from the Right to Refuse):

- If the staff, volunteer, or program/student placement believes that the risk of workplace violence/harassment or sexual harassment is likely to endanger his or her safety, the staff, volunteer, or program/student placement has the right to refuse to work.
- Upon refusing to work, the staff, volunteer, or program/student placement shall promptly report the circumstances of his or her refusal to their immediate manager or designate. The staff, volunteer, or program/student placement shall then remain in a safe place, accessible to their manager until an investigation into the matter is completed.

Obligation to Report

- Staff, volunteers, and student/program placements have an obligation under this Policy to immediately report to their immediate manager or designate any situations that may lead to violence/ harassment or sexual harassment, and to call for immediate assistance when workplace violence occurs or is likely to occur. Staff, volunteers, and program/student placements should not take any personal initiative or intervene when witnessing a violent event.

Reporting and Documentation

- Once reported, the immediate manager or designate must complete an Incident Investigation Report within 24 hours as outlined in the Workplace Incident Investigation Policy. This process will identify corrective action and assign responsibility for any follow-up actions, where applicable. The Incident Investigation Report will be filed according to the guidelines outlined in the Workplace Incident Investigation Policy.

Domestic Violence

- It is the responsibility of each CCS staff, volunteer, or program/student placement to provide information regarding domestic violence that may expose any stakeholder to the risk of physical injury in the workplace.
- No employer, manager or director shall disclose more personal information than is reasonably necessary to protect the stakeholder from physical injury.
- Upon becoming aware of a potential threat due to domestic violence, CCS shall take every precaution reasonable in the circumstances for the protection of staff, volunteers, or program/student placements.

Role of Health and Safety Committee

- The Joint Health and Safety Committee (JHSC) is responsible for assisting the employer in reviewing workplace violence and harassment policies and reviewing incidents of violence to provide recommendations on how future incidents can be avoided.

Role of CCS Management

- CCS will conduct thorough investigations of all violence-related incidents and take appropriate corrective, disciplinary or remedial action. Please refer to the Workplace Incident Investigation Policy for steps outlining the identification and follow-up of corrective action.
- CCS will take a proactive role in integrating safe behaviour into all daily operations, ensuring that all CCS stakeholders are properly trained and educated regarding their obligations and rights.



A Safe and Welcoming Workplace For All: A QUICK QUIZ

Question # 1:

Harassment can include office gossip and bullying.

- True
- False

Question # 2:

If someone makes sexual remarks, but was only joking about it, it does not count as sexual harassment.

- True
- False

Question # 3:

If I witness an act of violence, I should step in to try and stop it.

- True
- False

Question # 4:

I have the right to refuse work that I feel is likely to expose me to violence.

- True
- False

Question # 5:

Incidents of bullying should never be reported because it could lead to more bullying.

- True
- False

Question # 6:

I have a responsibility to follow CCS's policies on workplace violence and harassment.

- True
- False

Question # 7:

One of the best ways to help prevent incidents of workplace violence or harassment is to treat all of my colleagues, clients and visitors with respect.

- True
- False

Please fill in the information below and return it to your Manager.

Your Name; _____

Date: _____

Signature: _____

By signing above and submitting this form, I hereby confirm that I have read and understand the information contained herein.