



(Company Name Here)

Violence Prevention Policy

Date: _____

Revision Date: _____

1.0 Purpose

This Violence Prevention Policy is in place to protect workers from serious injury or loss of life in the event a worker is faced with a violent situation. This policy describes the responsibilities and actions to be taken to protect workers in the event of violence in or around the workplace.

2.0 Scope

At (*company name*), we are committed to providing a safe work environment for all of our staff. Management recognizes the potential for violence or threats against staff. Actions have been taken to identify possible sources of violence and to implement a violence prevention program to eliminate or minimize risk.

3.0 Definitions

“employer” is a person who, by themselves or their agent or representative employs or engages one or more workers.

“hazards” any source of potential damage, harm, or adverse health effects on something or someone under certain conditions at work.

“health” means the condition of being sound in body, mind, and spirit, and shall be interpreted in accordance with the objects and purposes of the *Health and Safety Act W210*.

“safety” means the prevention of physical injury to workers and the prevention of physical injury to other persons arising out of or in connection with activities in the workplace.

“supervisor” means a person who has charge of a workplace or authority over a worker.

“violence” means the attempted or actual exercise of physical force against a person; and any threatening statement or behaviour that gives a person reasonable cause to believe that physical force will be used against the person.

“worker” is any person who is employed by an employer to perform a service whether for gain or reward, or hope of gain or reward.

4.0 Legislation

Part 11 of the Manitoba Workplace Safety and Health Regulation, M.R. 217/2006, requires employers to develop and implement a written violence prevention policy in consultation with the workplace safety and health committee or representative. If there is no committee or representative, the employees at the workplace should be consulted.

Canada’s *Criminal Code* prohibits violence. You have a right to live and work without being subjected to violence. This policy outlines what to do if you are subjected to threats or violence at work, or if you, as a manager or an employee, become aware of a violent situation.



5.0 Responsibilities

Workers

- Workers are entitled to work free from violence at *(company name)*.
- Workers are responsible for working together in a professional manner and resolve issues in a non-violent manner.
- Workers are to bring issues to their supervisor if they cannot be mutually resolved.
- Workers must report incidents of violence to their supervisor.
- Workers 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

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

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

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

6.0 Procedures

(Company name) assess the risk for workplace violence annually, or more often if something in our workplace changes, or a violent incident occurs.

The reception area and cashier desks have been designed to minimize contact between our workers and customers. The areas and furniture have been designed so that workers can quickly remove themselves if a violent situation occurs.

The cash counting room is equipped with one way glass and a swipe card. Security accompanies the accounting clerk when handling cash outside of the counting room.

(Company name) has a system for flagging individuals who have demonstrated increased risk for violent behaviours. Alerts will be placed in customer files and the information shared with workers who are likely to encounter those customers.

Notifications of individuals who have been restricted from *(company name)* property are kept in the alert binder at reception. Reception and other relevant staff will be informed of new alerts as they occur.



Safe work procedures have been developed to inform and train workers about the risks of violence. Documented safe-work procedures on violence prevention include:

- Emergency response plan for injured workers,
- Working alone or in isolation,
- How to deal with irate customers,
- Robbery prevention,
- Handling money, and
- Parking lot safety.

Workers

- The violence prevention policy will be reviewed with all staff at orientation.
- The plan for working alone or in isolation must be reviewed with all workers who work alone. Workers must follow this plan and supervisors must ensure the plan is followed.
- All staff receive personal safety and de-escalation skills training during their orientation.
- Help can be summoned by using the panic alarms installed under the reception desk and cashier work stations, or by other suitable methods.
- Radio or cell phone communication will be provided to all field workers.
- Personal alarms will be provided to all staff going to high risk areas or attending to high risk clients.
- Prior to attending a high risk area or client, appropriate procedures must be developed with your supervisor (check-in times, number of workers, distress word, etc.).

Any time there has been a change in the nature or extent of the risk of violence, *(company name)* will provide workers 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.

7.0 Reporting

1. If the situation has or is likely to escalate into a physical act of violence, contact the police immediately.
2. Report all threats or acts of violence to your immediate supervisor.
3. The supervisor will notify the Manitoba Workplace Safety and Health Division if the incident meets the definition of a “serious incident” (as outlined in Part 2.6 of the Manitoba Safety and Health Regulation MR217/2006).
4. The worker 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.
5. The supervisor will report all incidents of violence to the area director at *(company name)* as soon as possible, including the Incident Report Form. The director will immediately notify human resources and the Chief Operating Officer within 24 hours of receiving the Incident Report Form.



8.0 Incident Investigation

When an incident of violence has occurred or could reasonably be expected to occur, *(company name)* will take the following steps:

1. If the incident meets the definition of a “serious incident” as defined by Part 2.6 of the Workplace Safety and Health Regulation, the supervisor will immediately notify the Workplace Safety and Health Division and the co-chairs of the committee.
2. The supervisor will advise any workers who may be at risk and will notify the area director of the incident.
3. The safety and health committee co-chairs, the supervisor, and any other persons required, will complete an investigation into the incident using the forms and tools in the investigation kit (ex: in staff room, beside first aid kit).
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 employer co-chair of the safety and health committee with a copy of the report given to the supervisor, area director, chief operating officer and the safety and health committee.
6. The recommendations will be reviewed with the safety and health committee and documented on the Incident Report Form.
7. Progress on implementing any recommendations will be documented on the safety and health committee minutes. Once the recommendations have been implemented, staff will be notified and it will be noted on the safety and health committee minutes.

9.0 Annual Report

Each investigation report will be included in the annual workplace violence report produced every April. The annual report on violence will be provided to the chief operating officer and the safety and health committee no later than June 1 of each year.

10.0 Corrective Action for Violent Workers

Workers who are violent with another person will be subject to corrective action by the employer. In most cases, the violent person will also be required to attend workplace behaviour training. If the investigation does not find evidence to support the complaint, no record will be kept in the file of the alleged violent worker. When the investigation finds that violence has occurred, the incident and the corrective action will be recorded in the violent worker’s personnel file.

11.0 Follow up to a Violent Incident

Workers who have been victims of violence will be:

- Encouraged to seek medical help from their healthcare providers or referrals for post-incident counselling, if required.
- Given the opportunity to be examined by a doctor and transported to a medical facility, if required.

(Company name) has a worker and family assistance plan that provides counselling and debriefing services for workers and their families.



Workers will keep all existing benefits while under treatment or counselling. If a worker gets medical help or misses work, both the worker and the employer must file a report of injury with the Workers Compensation Board. The supervisor, area director and human resources director will review the incident and its effect and take reasonable steps to accommodate workers involved in the incident.

12.0 Authorization

I, (owners name) owner of (company's name), authorize this document and approve it for circulation throughout the company.

CEO, Owner _____

Date: _____

Source: SAFE Manitoba; Guideline for Preventing Violence in the Workplace.



Incident Report Form

Name of Supervisor Notified:		
Workplace Safety and Health Division called?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Police called?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Safety and Health Committee notified?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Were you advised to seek medical treatment?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did you consult a doctor?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Medical attention, first-aid obtained?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did an investigation occur?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
WCB forms completed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Information About the Assailant		
<input type="checkbox"/> Client <input type="checkbox"/> Employee <input type="checkbox"/> Other (specify) _____		
Description of Assailant (name and address if known):		
4. Immediate Action Taken by the Employer		
5. Direct & Indirect Causes (attach any pictures, graphs, etc.)		
6. Recommendations		

Date Completed: _____ Worker Signature: _____

Supervisor Signature: _____



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