



ADMINISTRATION POLICY:

Workplace Violence

Policy Number:	<Number to be assigned by City Manager's Office >
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Approved By:	Administrative Leadership Team
Effective Date:	2014/06/24
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Department / BU:	Corporate Administration / Law / Corporate Security

BACKGROUND

The Corporation of The City of Calgary ("The City") is committed to making the workplace as safe as is reasonably practicable for employees, contractors and users of City services. This commitment is supported by The City's Occupational Health and Safety (OH & S) Policy and the Respectful Workplace Policy and is reflected in The City's values and vision and mission statements.

The City also has a duty under the Occupational Health and Safety (OHS) Code to:

- develop policies and procedures respecting potential workplace violence;
- instruct workers on how to recognize workplace violence;
- communicate the policy and procedures related to workplace violence;
- conduct hazard assessments;
- develop appropriate responses to workplace violence; and
- develop procedures for reporting, investigating and documenting incidents of workplace violence.

Based on these requirements, Corporate Security, in partnership with Human Resources and Environmental & Safety Management, has developed the Workplace Violence policy to focus on workplace violence prevention and response at The City.

PURPOSE

The purpose of this Administration policy is to adopt a proactive approach to the prevention of violence in the workplace, and outline the expectations of employees and The City in reporting and responding to violent incidents if they occur.

DEFINITIONS

1. **“Employee”** for the purposes of this policy, is defined as City of Calgary employees, contractors providing service for or to The City, suppliers delivering material to The City, volunteers, and members of the public.
2. **“Police”** refers to the Calgary Police Service, unless the incident occurs outside the city, in which case it will refer to the police agency of jurisdiction.
3. **“Threat”** means any act, gesture or statement that gives an employee or another reasonable cause to believe that there is risk of injury to themselves or another person or damage to property.
4. **“Violence”** whether at a work site or work related, means the threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury and/or damage to property.

It is not possible to describe every instance of violence in the workplace that employees must be aware of and refrain from and that The City will take steps to prevent, assess, investigate, and resolve. Workplace violence encompasses a range of violent behaviours that may cause injury, damage to property, impede the normal course of work or make employees fear for their safety. Incidents may involve, but are not limited to employees, members of the public, contractors, domestic partners, and family members.

5. **“Workplace”** means a place where an employee is, or may be, conducting work on behalf of The City, including work-based social gatherings.

POLICY STATEMENTS

1.0 Scope / Exceptions

1.1 Scope

This policy applies to the following people and places:

People:

1. City of Calgary employees;
2. Contractors providing service for or to The City;
3. Suppliers delivering material to The City;
4. Volunteers; and
5. Members of the public.

Places:

1. City buildings, facilities, sites, offices or work environments;
2. Locations visited by employees while traveling on City-related business;

3. Conferences, meetings, vendor/supplier or customer sites; and
4. Locations of work-based social gatherings.

1.2 Exceptions

This policy has the following exceptions:

1. Harassment and discrimination or other behaviours addressed in the Respectful Workplace Policy. However, Human Resources will notify or consult with Corporate Security on active investigations in regard to these matters.
2. Violence occurring between employees off site during non-work time will be evaluated to determine whether any other City policies apply (e.g. Respectful Workplace Policy).

2.0 General Policy Statements

- 2.1 Everyone listed in Section 1.1 will adhere to this policy and not subject any other person or property to threat and/or violence.
- 2.2 The City of Calgary is committed to working in collaboration with its leaders, employees, unions, and associations to provide a safe workplace. All parties should be prepared to actively work together to address the issue of workplace violence.
- 2.3 Any threat or violent act made against an employee or by an employee or against City property will be dealt with as a serious issue and appropriate action will be taken.
- 2.4 As an employer, The City has a duty to:
 - warn and protect staff, contractors and the public when there is an issue, or potential issue, of violence in the workplace;
 - investigate reported incidents of violence in an objective and timely manner;
 - take necessary action when violence has occurred or is likely to occur; and
 - provide support for employees that fall victim to violence in the workplace.
- 2.5 No action shall be taken against an employee for reporting an incident unless the employee knowingly makes a false or bad faith complaint or knowingly makes a false or misleading statement in which case the employee may be subject to disciplinary action.

3.0 Prevention and Assessment of Risk

- 3.1** The ultimate objective is to prevent violence from occurring at City workplaces.
- 3.2** The City as an employer has a role in prevention by:
- identifying and assessing risks at City workplaces, including workplace violence;
 - working collaboratively across business units to assist in implementing appropriate mitigation measures to address risks; and
 - educating employees on preventative measures.
- 3.3** Employees have a role in prevention by:
- learning to identify warning signs of workplace violence;
 - refraining from workplace violence; and
 - reporting, in accordance with this policy, any violent incidents or warning signs they observe at work.

4.0 Reporting Workplace Violence

- 4.1** Each employee has a responsibility to ensure that his or her work environment is safe and secure. Employees must report any violent acts occurring or that may occur in the workplace, including threats and warning signs of violent behaviour. Employees must immediately inform their supervisor if they:
- have been threatened;
 - have been subjected to a violent act at work or during the course of their work;
 - have witnessed a threat or violent act against or by an employee;
 - have reason to believe that they, another employee, a member of the public or City property may become a target of violence.
- 4.2** Employees who do not feel comfortable reporting the situation to their supervisor can report directly to any member of their business unit's management group, their union, Human Resources, their business unit's safety advisor or Corporate Security. If a situation presents an imminent threat to an employee's safety, an employee must call 9-1-1 and ask for assistance from the Police.

- 4.3** These incidents will be reported by the employee or supervisor to Corporate Security and Environmental & Safety Management to ensure an effective investigation takes place and an appropriate response is developed.
- 4.4** Corporate Security must be advised when any legal action, criminal or civil, is related to an incident (e.g.: restraining order).
- 4.5** Where the incident is occurring and the health, safety and welfare of persons or property is at risk, the Police need to be contacted immediately to intervene. Once the Police have been contacted, Corporate Security needs to be advised.

5.0 Investigating and Responding to Workplace Violence

- 5.1** All reported incidents of workplace violence or precursors to workplace violence reported to Corporate Security will be triaged and facilitated by Corporate Security using the Investigation Matrix found in the Workplace Violence Procedures.
- 5.2** If underlying causes of an incident are identified during an investigation, recommendations may be provided for immediate preventative action.
- 5.3** The City will advise an employee who, as a victim of workplace violence, may be experiencing adverse symptoms as a result of the violent act that they should consider consulting with a health professional. Services are also available from the City's Employee & Family Assistance Program (EFAP) provider, free of charge.
- 5.4** Applicable information from investigations will be reported to Environmental & Safety Management to comply with OH & S legislation.

6.0 Consequences of Non-Compliance

- 6.1** Employees failing to adhere to the items contained in this policy will be subject to appropriate disciplinary action. What is appropriate action will depend on the circumstances of the incident and may range from, but not be limited to, warnings and suspensions, up to and including dismissal. Incidents may also be referred to the Police for investigation.
- 6.2** Contractors, suppliers, volunteers, and members of the public are expected to adhere to this policy. If violence occurs, The City will take appropriate action to ensure a safe workplace. This could include discontinuing business with individuals or organizations, issuing Trespass Notices or referring the matter to the Police.

SUPPORTING REFERENCES AND RESOURCES

Please note that some of the items listed below may not be publicly available.

References to related corporate-wide procedures, forms and resources

- Workplace Violence Procedures
- Collective Agreements
- ESM OH & S Incident Management Directive
- ESM Leaders' Guide: Investigating Safety Incidents

References to related Council policies, bylaws and Administration policies

- Code of Conduct (HR-LR-005)
- Respectful Workplace (HR-LR-001)
- Substance Abuse (HR-LR-005)
- Criminal Investigations and Reporting (GN-027)
- Labour Relations Policy (HR-LR-002)
- Whistle-Blower Policy (CC-026)
- Occupational Health and Safety (HS-ESM-001)

REVISION HISTORY

Review Date	Description
2014/06/24	New Policy