

A Safe Workplace

A Workplace Safety and Health Manual for Your Community

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		Approved By: Harvey Bostrom
Subject:	Violence Prevention	Effective: May 31, 2008
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The Manitoba Workplace Safety and Health Act and Regulations, Part 11 states "an employer must identify and assess the risk of violence in the workplace ... " and "when a risk of violence in the workplace is identified, an employer must develop and implement a violence prevention policy."

Violence as defined by *The Manitoba Workplace Safety and Health Act and Regulations* "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."

Violence is against the law. Employees and council members have the right to work without being subjected to violence.

Council must ensure, where reasonably practicable that employees are not subjected to violence in the workplace and that corrective action is taken where required. Council cannot disclose the name of a complainant or the circumstances related to the complaint to anyone except where the disclosure is required to investigate the complaint or required in order to take corrective action or by law.

Steps to Develop a Community Specific Violence Prevention Policy

1. Council must conduct a community specific risk identification and assessment. This can be completed by meeting with employees and council and discussing past issues and how they were handled.
2. If the results of step #1 require, develop safe work procedure(s). The safe work procedures must be reviewed by all employees and council members.
3. The safe work procedure(s) should include the following:
 - a definition of the risk/potential violent situation and the action to be taken should the situation arise;
 - steps to eliminate or minimize the risks of violence for each situation. These could include are not limited to:
 - provide radios to all employees in the office, in vehicles and on equipment so employees can summon for help;
 - employees should take all reasonable steps to protect their personal safety and remove themselves from a violent situation; and

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- post signs (i.e. Employees Only)
 - ensure the Working Alone Plan (see *Working Alone Safe Work Procedure* (section III-C-G10) is implemented for employees that work alone.
4. Attach safe work procedure(s) to the completed Sample Violence Prevention Policy as attached.
 5. Post the policy on the Workplace Safety and Health bulletin board and all other work locations (i.e. public works garage).

How to Report Incidents of Violence

1. Report all incidents or threats, and attempted or actual violence, to your supervisor immediately. Complete the Violent Incident Report Form as attached.
2. If a physical assault occurs, the supervisor or council member must contact the RCMP or community constable;
3. Employees who have been the victim of violence are encouraged to seek medical help.

How to Investigate Incidents of Violence

1. The supervisor will assess the risk associated with the situation and report the incident to council.
2. Council must investigate the incident and ensure that appropriate corrective action is taken.
3. Council must ensure that if required, new procedures are developed or existing procedures are reviewed and revised as necessary to prevent a repeat.

Once the Violence Prevention Policy has been developed, council must ensure that all council members and employees read, understand and comply with the policy and procedures and are trained where required.

Community Responsibilities

Council must ensure that:

- a community specific risk identification and assessment is conducted;
- a community specific violence prevention policy (includes applicable safe work procedure(s))

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- is developed and implemented;
- all employees and council members are made aware of the policy and comply;
- incidents of violence are investigated and procedures are developed or reviewed to prevent a repeat; and
- the policy is posted on the bulletin board and all other work locations.

Attachments

- Sample Violence Prevention Policy
- Sample Safe Work Procedure - Dealing with Irate Customers
- Violent Incident Report Form