

AC Nursing and Health Services Inc. Policies and Procedures	
Human Resources Section 1 – Standards of Employment	
Workplace Violence	
Policy Number: HR 1.21	Initial ____
Effective Date: January 2023	Revision Date:
Approved by: Board of Directors – Management	

Policy

AC Nursing and Health Services Inc. is committed to providing a safe, healthy, and supportive work environment and shall not tolerate violence or unacceptable behavior in the workplace perpetrated by, or against employees, volunteers, students, independent service providers, clients, or third parties.

AC Nursing and Health Services Inc. shall establish programs and procedures to minimize and or prevent the risk of violence and unacceptable behavior in the workplace. All workers are expected to be aware of and participate in such programs and procedures, as required. Acts of workplace violence are subject to appropriate disciplinary action up to and including termination of employment or contract.

Purpose

- To define behaviors that constitute workplace violence.
- To establish and define procedures for reporting, resolving, minimizing and/or preventing violence and unacceptable behavior in the workplace.
- To foster the safety and security of AC Nursing and Health Services Inc. employees, students, independent service providers, clients, and visitors both in the community and at AC Nursing and Health Services Inc. work sites.
- To comply with legislation governing workplace violence and harassment in Ontario namely the Occupational Health and Safety Act (OHS) and the Ontario Human Rights Code.

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Definitions

Worker

A person who performs work (paid or unpaid) or supplies contracted services on behalf of **AC Nursing and Health Services Inc.** Workplace Violence Prevention Program

- A program that is developed by the organization to prevent and address workplace violence issues which includes the following:
 - Risk assessment process
 - Policies and procedures
 - Training and education
 - Reporting and investigation process

Domestic Violence/Personal Relationship Violence

- Domestic violence is any use of physical or sexual force, actual or threatened, by your partner or ex-partner. Threatening, hitting, kicking, punching, pushing, stalking and harassing another person are crimes.
 - The exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker.
 - An attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker.

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- A statement or behavior that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in the workplace, that could cause physical harm or injury to the worker.

Violence

- Includes unacceptable behavior and consists of any incident in which:
 - A worker is threatened or assaulted on company premises or in circumstances relating to the worker executing his or her job duties.
 - A client or visitor to the workplace is threatened or assaulted on company premises; or
 - A worker threatens or assaults a client, co-worker or other individual in circumstances relating to the worker’s execution of his or her duties.

Types of Incidents of Violence

Type 1 (Criminal Intent/Stranger)

- Involves incidents where the perpetrator has no relationship to any AC Nursing and Health Services Inc. worker.

Type 2 (Client to Worker or Vice Versa)

- This would involve a client, family member of a client or a visitor who becomes violent toward an AC Nursing and Health Services Inc. worker. Type 2 also addresses any incident where a AC Nursing and Health Services Inc worker is violent toward a client, family member of a client or a visitor.

Type 3 (Worker to Worker)

- Involves incidents where the perpetrator is a worker or former worker of AC Nursing and Health Services Inc., and the violent act is directed to a current AC Nursing and Health Services Inc worker.

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Type 4 (Personal Relationship)

- Involves incidents where the perpetrator has a relationship with a AC Nursing and Health Services Inc worker (i.e. domestic violence spilling into the workplace domain).

Workplace

- Includes, but is not necessarily confined to the offices and buildings of AC Nursing and Health Services Inc. It also includes work sites, clients’ homes, vehicles, or any other environment where the business of the organization is being conducted, including conferences and social events.

Unacceptable Behavior

- Includes physically or psychologically aggressive behaviors including but not limited to:
 - Hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
 - Carrying or brandishing weapons of any sort
 - Throwing objects at an individual with a view to cause physical injury or fear
 - Destruction of workplace or co-workers’ property
 - Threats of violence – verbal and physical
 - Intimidating behavior that causes the recipient to be afraid of physical violence. For example, closing doors violently or pounding on desk of a recipient.
 - Obscene or harassing phone calls

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Workplace Risk Assessment

- Is conducted to assess the risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work. An employer shall reassess the risks of workplace violence as often as is necessary to ensure that the related policy and program continue to protect workers from workplace violence.

General Information

Scope

- This policy applies to all workers in their relationships with each other and with clients, contractors, including volunteers.
- All managers, supervisors, and employees are responsible for following safe work practices, the policy and the procedures outlined in the Workplace Violence Prevention Program. Management is responsible for implementing and maintaining the Policy and Procedures.
- All parties involved with a complaint are expected to exercise confidentiality in all aspects of the complaint process. The identity of the complainant cannot be withheld from the respondent. To do so would prevent the accused from responding to the complaint.

Disclosure of Information

- An appropriate level of information will be provided to those individuals who work with or in close contact with a person with “a history of violent behavior”. Managers/Supervisors will be responsible for disclosing such information.
- A Manager/Supervisor will disclose only the amount of information that is necessary to ensure the safety of the worker. The criteria to disclose will be based on:

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- The probability of violence and the likelihood of physical injury; or
- The lack of information will jeopardize a worker’s physical safety; or
- The probability and risk of violence outweighs the organization’s obligation to privacy.
- AC Nursing and Health Services Inc is committed to the maintenance of the privacy and confidentiality of the individual(s) concerned wherever possible. Exceptions to this may be necessary for the purposes of conducting a proper investigation or taking appropriate disciplinary measures, or where required by law.

Work Refusal

- A worker has a right to refuse work when they have reason to believe that they are in danger of being a victim of workplace violence. The work refusal process is outlined in the OSHA. OSHA prohibits healthcare workers from refusing work here the unsafe condition is “inherent in the work” or is a “normal condition of employment”.
- Until an investigation into work refusal is completed, the impacted workers are to remain in a safe place and be available for the investigation.

Workplace Violence Prevention Program

Worker	1	Understand and comply with AC Nursing and Health Services Inc Workplace Violence policy.
	2	Treat co-workers, managers/supervisors, clients, contractors, volunteers and students with respect and courtesy at all times. Comply with AC Nursing and Health Services Inc organizational values.

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	3	Work in compliance with the OHS and Human Rights Code.
	4	Immediately report to your Manager/Supervisor any violence, potential risk of violence, or unacceptable work behavior that you have experienced or witnessed. This includes issues in your personal life that could impact on the safety of workers or clients. Note: All reasonable attempts should be made to directly contact the Manager/Supervisor team before leaving a voicemail. If the alleged perpetrator is a Manager/Supervisor, the worker should go directly to the Director of Operations).
	5	Report the incident to your Manager/Supervisor who then completes Incident Report form.
	6	Co-operate with the police, AC Nursing and Health Services Inc. investigative designate or other authorities as required during any investigation related to workplace violence.
	7	Attend any training or information sessions provided by AC Nursing and Health Services Inc to reduce violence or risks of violence in the workplace.
Manager/Supervisor	1	Understand and comply with AC Nursing and Health Services Inc Workplace Violence Policy.
	2	Communicate policy and procedures to direct reports and monitor workplace compliance in order to ensure a safe, violence free environment.
	3	Initiate an investigation immediately on all suspicions of violent activity, including suspicion of domestic violence that could spill in to the workplace.

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	4	Facilitate medical attention for workers as required.
	5	Inform and alert workers to violent clients and hazardous situations; ensure information is provided to third parties as required i.e. clients and service providers.
	6	Complete reporting documentation and inform director of operations/general manager of any work place violence complaints immediately or when it is safe to do so.
	7	Discuss /develop policies and procedures with appropriate team members to respond to any identified risks.
	8	Ensure that debriefing is completed for those either directly or indirectly involved in the incident.
	9	Participate in the investigation of all complaints regarding harassment and/or violence.
Human Resources	1	Receive the complaint regarding workplace violence and determine appropriate next steps to be taken regarding the situation which would be either to proceed with the investigation or appoint an independent investigator.
	2	Ensure that worker concerns and complaints are dealt with effectively, quickly and in accordance with organization policy, collective agreements and legislative requirements.
	3	Ensure confidentiality is maintained at all times and remind all parties involved of their obligation to confidentiality, recognizing that exceptions to this may be necessary for the purposes of conducting a proper investigation or taking appropriate disciplinary measures or where required by law.

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	4	Coordinate and conduct the risk assessment process to involve Managers/Supervisors, workers in assessing the risk of violence in the work environment at a minimum annually or when an incident occurs if warranted.
	5	Review and update the Workplace Violence Prevention Program annually
	6	Reports all injuries to the Ministry of Labour (MOL) and Workplace Safety Insurance Board (WSIB) as required by the OHS Act and Workplace Safety and Insurance Act.
	7	Provide support to managers/supervisors to investigate incidents, maintaining the confidentiality of all parties.
	8	Track and analyze incidents for trending and prevention initiatives.
	9	Develop a training program for AC Nursing and Health Services Inc workers that includes: <ul style="list-style-type: none"> Recognizing the potential for violence Procedures, work practices, administrative arrangements and engineering controls that have been developed to minimize or eliminate the risk to employee The appropriate responses of employee to incidents of violence, including how to obtain assistance Procedures for reporting violent incidents.
	10	Ensure all Managers/Supervisors are trained and have the necessary skills to recognize signs and symptoms of Workplace Violence including the risk of Domestic Violence that may spill over into the workplace.

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	11	Coordinate education and training programs for all new workers as appropriate.
Contractors/Sub-contractors	1	Understand and comply with Workplace Violence Policy.
	2	Understand and comply with Workplace Violence Policy.

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Amendment to Policy

It is imperative that every employee must read and acknowledge the Workplace Violence Prevention Program.

You will be required to initial each page of this Workplace Violence Prevention Program. Please initial under “initial” beside the logo on each page.

By signing this policy and returning it, you will abide by terms of this policy. Return this document in full to the executive director of AC Nursing and Health Services

Signature of Employee

Date

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