

	<u>Workplace Violation Prevention Program</u>	Date Authorised: March 3 2020 Revision: No. 1 Created By: Tanu Shree Kapoor Authorised By: Tyler Colford
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Village Juicery is committed to maintaining a work environment free of violence to ensure that all employees feel safe and secure within the workplace. This document supplements the policy entitled “Workplace Violence Prevention Program” and outlines the responsibilities associated with this program. The program will be reviewed annually and revised as necessary.

I. Objectives

1. To assist in addressing Workplace Violence.
2. To take every precaution reasonable in the circumstances to prevent Workplace Violence.
3. To provide guidelines on:
 - Conducting a Workplace Violence risk assessment
 - Developing preventative measures
 - Reporting and investigating Workplace Violence
 - Incident follow-up
4. Recognising right to refusal where the employee has reason to believe that workplace violence may endanger the employee, subject to applicable legislation.
5. Providing information about a person with a history of violent behaviour to employees who can be expected to encounter them at work and the risk of workplace violence is likely to expose the employee to physical injury.

II. Policies, Standards and Legislation

The Company policy entitled “Workplace Violence Prevention Program” states:

“Village Juicery is committed to the protection of the health, safety and wellbeing of all members of the Company. As such, the Company will take all precautions reasonable to provide and maintain a learning and working environment that is free of Violence. All acts of Violence in the Workplace are strictly prohibited.”

The Occupational Health and Safety Act requires all employers to take every precaution reasonable in the circumstances to protect employees against the risk of Workplace Violence.

The Criminal Code of Canada makes it an offence for employers and those who direct work who fail to take reasonable steps to prevent bodily harm to an employee or any other person arising from work.

III. Definitions

Workplace Violence: “Workplace Violence” as defined by the Act means:

- 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;
- A statement or behaviour that it is reasonable for a Worker to interpret as a threat to exercise physical force against the Worker in the Workplace that could cause physical injury to the Worker.

Examples of Workplace Violence under this definition may include but are not limited to:

- Threatening behaviour – shaking fists in front of a Worker, or pushing a Worker.
- Verbal or written threats – any expression of intent to inflict physical force that could cause physical injury. For example, “*You better watch your back, I am going to make you pay for what you did to me.*”, or “*If you don’t leave me alone you will regret it.*” Or involving body language or behaviours that leave little doubt in the mind of the recipient that the perpetrator intends to cause physical injury.
- Physical attacks – hitting, shoving, pushing, kicking, biting, pinching or inciting an animal to attack.

“Workplace” - The Occupational Health & Safety Act defines a workplace as:

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

It should be noted that workplace violence can occur at off-site business-related functions (conferences, trade shows), at social events related to work, in residents homes or away from work but resulting from work (a threatening telephone call to your home from a client, customer, resident, etc.). This includes all activities that occur while on Town premises or while engaging in work related activities or Town sanctioned social events.

“Domestic Violence” – Violence Free Workplace Policy defines Domestic Violence as:

A person who has a personal relationship with an employee such as a spouse or former spouse, current or former intimate partner or a family member that may physically harm or attempt or threaten to physically harm the employee at work.

“Complainant” – Refers to an employee that has been a victim or has been threatened of violence in the workplace.

“Respondent” – Refers to an employee or group of employees who is the alleged aggressor. Where the alleged aggressor is not an employee, the Workplace Violence and Harassment Coordinator may implement different investigation methods.

“Supervisor” – Refers to an employee who directly supervises the complainant or respondent.

“Workplace Violence & Harassment Coordinator” - The Workplace Violence & Harassment Coordinator will undertake or coordinate investigations of workplace violence incidents; inform department heads of workplace violence incidents, as appropriate; and may secure external resources as appropriate.

IV. Roles and Responsibilities: Workplace Violence

Shared Responsibility

- Everyone involved with the company has a shares responsibility for creating and maintaining an environment free of Workplace Violence.
- Every effort must be made to work toward the resolution of complaints by all those affected.
- Anyone who witnesses Workplace Violence is responsible for bringing it to the attention of their Manager and participating in the investigation of the complaint.
- To ensure the preservation of a productive, safe and peaceful learning environment.

Management Responsibilities

Managers are responsible for understanding what constitutes violent behavior and communicating to all that Workplace Violence and abuse will not be condoned or ignored. Managers will make every effort to prevent Workplace Violence and abuse by:

- Being a role model with respect to appropriate conduct at work and promoting a non-violent Workplace.
- Assessing specific risks for their faculty/department and reviewing/revising the assessment as is necessary but at a minimum, annually.
- Communicating this policy and program to Workers within their faculty/department.
- Implementing Workplace arrangements and appropriate procedures that minimize the risk of Workplace Violence including domestic Violence that may result in physical injury in the Workplace.
- Monitoring the effectiveness of this program and applicable procedures on an ongoing basis and recommending changes as required.
- Providing information to Workers on various support programs/mechanisms available to them (e.g. Employee and Family Assistance Program).
- Taking all complaints of Violence seriously and promptly and diligently investigating any alleged incident.
- Implementing any follow-up actions as required by this program.
- Keeping detailed confidential records of any incidence of Workplace Violence or investigations and forwarding a copy to the Human Resources Manager as required

Worker Responsibilities

All Workers share the responsibility to create a Workplace that is free from Workplace Violence and abuse. Each Worker is responsible for understanding what constitutes Workplace Violence and abuse and conducting himself or herself in accordance with the spirit and intent of the policy. Worker responsibilities include:

- Being a role model with respect to appropriate conduct at work and promoting a non-violent Workplace.
- Providing input as requested to assess specific risks for their faculty/department and reviewing/revising the assessment as is necessary.
- Cooperating with the Manager in meeting the requirements of this program. (e.g., any efforts to investigate and resolve matters arising under the program).
- Abiding by the requirements of this program and applicable procedures.
- Reporting any incidents of Workplace Violence that have been experienced or witnessed in accordance with the applicable procedures. This includes domestic Violence that may result in physical injury in the Workplace.
- Participating in training as required.
- Seeking support and assistance from the Employee and Family Assistance Program (EFAP) or other community service when experiencing stress or other personal difficulties that may contribute to Workplace Violence.

The company recognizes that a Worker experiencing domestic abuse may be reluctant for safety and other reasons to disclose the problem to a Manager. The company encourages disclosure in order to ensure the Worker's safety and that of his or her co-Workers. Disclosure also enables the company to support the Worker and provide links to appropriate community resources.

Although the Company respects a Worker's need for confidentiality and self-determination, a Worker is responsible for disclosing any situation which threatens the safety of the Workplace. This includes threats an intimate partner or ex-partner has made towards the Worker. A Worker must inform his or her Manager if they have applied for, or obtained, a restraining order that lists a Company location as being a protected area, or that requires a person to remain a certain distance away from the Worker at all times including during the work day.

V. Identifying Risk Factors for Workplace Violence

All Workplaces must be assessed for risk factors pertaining to Workplace Violence. Certain types of work or conditions can put employees at higher risk from Workplace Violence, generally from strangers, clients or customers. The list below identifies some of the risk factors for Workplace Violence:

- visiting customers at remote/customer location
- handling money or valuables
- direct contact with customers with the likelihood of dealing with irate persons
- working alone or in small numbers

Information relevant to identifying risks of Workplace Violence and the risk assessment methodology are described in Appendix "A".

VI. Workplace Violence Risk Assessment

The overall responsibility for coordinating the risk assessment process shall rest with the Manager, Human Resources and JH&SC and shall be updated annually. The Risk Assessment will involve four steps as follows:

1. Examination Internal Documentation

Conduct a review of all internal documents that might identify Workplace Violence, such documents include:

- Workplace inspection/safety reports
- reports about emergencies, incident and accidents
- grievances

2. Solicit Input from Workers

Each Manager will hold meetings with their employees in all jobs and locations to seek their input. This will assist to:

- identify risks that the Workers perceive and their sense of personal safety in the Workplace
- consider Worker's experience of Violence and whether the situations involved strangers, customers, co-workers, estranged partners or family members
- identify jobs or locations in which Workplace Violence is a concern; and
- gather opinions as to the effectiveness of the controls currently in place.

3. Complete Workplace Violence Risk Assessment

The JH&SC Members shall complete the *Workplace Violence Risk Assessment Questionnaire*. (See Schedule A – "Workplace Violence Risk Assessment")

The Assessment is divided into three parts:

Part 1 General Assessment – looks at the risks posed by the physical environment.

Part 2 Current Risk Controls – looks at the controls and programs in place.

Part 3 Identification and Assessment of Specific Risk Factors – looks at specific risks factors related to specific duties or locations.

Upon completion of the risk assessment(s) the HR Manager & JH&SC will consolidate the information.

4. Annual Report on Workplace Violence

The report shall be given to the Working Group on Workplace Harassment and Violence, as well as the Joint Occupation Health and Safety Committee.

VIII. Training and Prevention

- All Workers will be provided information on the policy and program with respect to Workplace Violence.
- Based on the Workplace Risk Assessment, faculties/departments may determine that the potential exposure to Workplace Violence necessitates the need to develop specific skills and knowledge.
- Depending on the level of risk of Workplace Violence, Worker training can range from reviewing relevant safety tips, posting of safety tips to scheduling classroom training or arranging for specialized training.

- Workers are required to enroll in the appropriate training course identified by their Manager, based on the results of the risk assessment for their job.

XI. No Reprisal

Workplace Violence and this program are serious matters. This program prohibits reprisals against Workers who have made good faith complaints or provided information regarding a complaint or incident of Workplace Violence.

Persons who engage in reprisals or threats of reprisals may be disciplined up to and including dismissal from employment.

Reprisal includes:

- Any act of retaliation that occurs because a person has complained of or provided information about an incident of Workplace Violence
- Intentionally pressuring a person to ignore or not report an incident of Workplace Violence
- Intentionally pressuring a person to lie or provide less than full cooperation with an investigation of a complaint or incident of Workplace Violence.

Although false and frivolous accusations of Violence occur in rare instances, such false accusations are serious offences because they may have serious consequences for the accused. The insufficiency of evidence to prove a complaint does not mean that the complaint was submitted in bad faith. A malicious or bad faith complaint means that a person has made a complaint knowing that it was untrue.

A Worker who makes a false complaint or otherwise abuses this program may be disciplined up to and including dismissal from employment. Such discipline is not a reprisal or breach of this policy.

IX. Violence by/toward Customers or Visitors

The Company does not condone Violence by Violence or toward Visitors or Customers.

- All members of the community should make it clear to Customers/Visitors that violent behavior is not acceptable at Village Juicery.
- If a Worker is subjected to violent behaviour by a Customer/Visitor, he or she should seek support from their Manager who will address the situation accordingly.
- Customers/Visitors who are subjected to violent behaviour by a Village Juicery Worker should report it to the Worker's Manager.

X. Violent Behaviour by/toward Related Third Parties

The Company does not condone violent behavior by or toward Related Third Parties. A Worker subjected to Violence by a Related Third Party should report it to his/her Manager

- Related Third Parties who are subjected to violent behaviour by a Company Worker should report it to the Contractor.
- The Contractor should contact the Company manager. The complaint will be investigated using the process outlined in the program

XI. Complaint Process Informal and Formal Investigation Procedure

Confidentiality

- All reports made in the course of action taken pursuant to these procedures shall be considered to be confidential to the parties involved and to those responsible for the investigation and resolution of the incident.
- The identities of all Complainants, Respondents and witnesses and the nature of the complaint itself will be kept confidential and only persons with a need to know will be informed.

Reporting

- All Workers have the obligation under the Act to report incidents of Workplace Violence that are experienced or witnessed to their Manager.
- If the Worker's Manager is involved in the Workplace Violence, the Worker shall contact the next level Manager. In all cases, the Worker shall follow the reporting procedures and ask assistance from Human resources at any point in time.

Complaints that Pose an Immediate Risk of Physical Injury

- The Worker or the Manager shall immediately call for help his or her Manager.
- If required, the Manager shall arrange for a safe place to work that is as near as reasonably possible to the Worker's usual work site. The affected Worker(s) must continue to work in the safe place and be available for the investigation until there is no further risk of Violence.

Complaints that do not pose an Immediate Risk of Physical Injury:

- A Worker who experiences Workplace Violence or who has concerns regarding possible incidents of Workplace Violence (the Complainant) shall report the incident to his or her Manager.
- The Manager shall review the complaint and consider whether an informal resolution to the complaint is possible.
- The Manager must complete **Appendix C** – Violence Incident Reporting Form *within two days of the incident/concern being reported to them*.

Informal Resolution

A Manager who receives a complaint of Workplace Violence which appears to be capable of resolution informally shall use reasonable efforts to assist the Complainant in effecting informal resolution within ten days of receiving the complaint.

- The Manager assesses the immediate risk, gathers information and documents the concern *within two days of receiving the complaint*. The parties should receive a copy of the complaint and have the opportunity to respond in writing.
- Efforts at informal resolution should include individual meetings with the parties as appropriate. The parties may decide to meet as a group to resolve the issue.
- The Manager may request assistance from the Human Resources Manager.

- If informal resolution is possible, then the Manager shall discuss the investigation findings with the Human Resources Manager and arrive at decision. This should be shared with both the parties and an acceptance in writing should be received.
- If informal resolution is not possible then the Manager shall forward the complaint, in **Appendix C** format to the Human Resources Manager for action.

The Manager in consultation with Human Resources Manager will make a decision as to what remedial action, if any, should take place in the Workplace while the investigation is taking place.

Formal Investigation

- The Human Resources Manager shall appoint an investigator *within ten days of receiving a request for a Workplace Violence investigation* and the investigation shall proceed expeditiously and on a confidential basis.
- One of two types of investigators may be appointed:
 - internal investigator (i.e. senior management or trained investigator)
 - third-party investigator
- The investigator will be responsible for establishing the facts, including interviews with the Complainant, Respondent and any witnesses.
- The Complainant, Respondent and witnesses may be called upon with minimal advance notice to ensure the confidentiality and timeliness of the investigation process.
- The investigation will include interviews of the Complainant, the Respondent and any witnesses.
- The Complainant, Respondent and witnesses will be provided a copy of the information they provided during the course of the investigation.

Investigative Process

- The Human Resources Manager appoints an *investigator within ten days of receiving the request for an investigation*
- The investigator interviews the Complainant
- The investigator interviews any witnesses identified as having knowledge of the incident
- The investigator interviews the Respondent to obtain the Respondent's response to the allegations in the complaint
- It may be necessary for the investigator to re-interview the Complainant, Respondent or witnesses
- The investigator will prepare and *submit a report summarizing the facts and findings within 30 days of initiating the investigation* and conclude whether there is:
 - sufficient evidence to substantiate a finding of violation of the policy/program
 - insufficient or lack of credible evidence to substantiate a finding of violation of the policy, or
 - no credible evidence to substantiate a violation of the policy.
- Copies of the investigator's report will be distributed to the following recipients:

- the Human Resources Manager
 - the Complainant
 - the Respondent
- Based on the investigator's findings, the Department Head in consultation with the Human Resources and/or other Company officials as relevant shall determine whether further action is warranted (i.e. initiate corrective action) and advise the **Complainant and Respondent in writing of the outcome within 10 days of receiving the investigator's report.**
- Where a complaint is lodged by more than one Complainant or is against more than one Respondent, the Complainant or Respondent, as the case may be, shall receive only the portions of findings applicable to their specific complaint/response.
- Any of the parties may request a formal review of the decision of the investigator by submitting additional evidence in writing to the Human Resources Department within 30 days of receiving the findings of the investigator.

XIII. Incident Follow-up

Worker Support

- Workers who experience an incident of Workplace Violence that is a traumatic incident may require emotional support from a professional. Support services are available through the Employee and Family Assistance Program, Health Services or other community support services.
- Co-Workers should be encouraged to talk about problems they may be experiencing and to be supportive of the affected Worker. In some situations, a group debriefing, utilizing external qualified professionals, may be appropriate. These sessions can be arranged by contacting Human Resources if necessary.

Remedial Action and Prevention Plan

When a violent incident occurs it is important to review the safety protocols in place to ensure their effectiveness. The Manager and Human Resources Manager in collaboration with Department Head shall:

- review the incident
- outline what corrective or remedial actions are necessary to prevent or minimize the impact of repeat occurrences
- identify new or previously undefined risks and reassess the risks
- review employee training and education programs and determine if they are adequate or if additional training should be provided.

Notice of an Injury as a Result of Workplace Violence

The Manager must inform 911 immediately in the event of an incident of Workplace Violence that results in injury or death.

In addition, the Manager must:

- Complete the WSIB Form 7 - Employers Report of Injury/Disease, and submit to Human Resources within 48 hours. As assistance from the Human Resources Department in case of any ambiguity.
- Complete the Incident Investigation Report Form and submit within 2 days.

IX. Domestic Violence

The Act requires employers take every precaution reasonable in the circumstances to protect a Worker from domestic Violence that may occur in the Workplace and expose co-Workers to a risk of physical injury.

Although the Company respects a Worker's need for confidentiality and self-determination, a Worker is responsible for disclosing the following situations to his or her Manager:

- threats to the safety of the Workplace
- threats an intimate partner or ex-partner has made towards the Worker

The worker must report to his or her Manager:

- if the Worker has applied for or obtained a restraining order, or is the subject of a restraining order that lists a Company location as being a protected area
- a restraining order that requires a person to remain a certain distance away from the Worker at all times including during the work day.

When the Manager is notified of the potential of a domestic violent situation in the Workplace, he or she shall take specific steps to protect the individual Worker and co-Workers:

- request assistance from Human Resources Manager in developing a personal safety plan for the Worker
- accommodate the Worker in alternative work arrangements (schedule flexibility, changes in hours, transfer of location, etc.)
- provide information on available counseling resources (i.e. Employee and Family Assistance Program or other community services)

The obligation to take every precaution reasonable in the circumstances to protect a Worker from domestic Violence may outweigh an individual's expectation of privacy. The privacy of the Worker must be balanced with ensuring the safety of others.

- The Manager should treat the situation with the utmost confidentiality and communicate only to those who are required to know in protecting Workers from potential physical injury.
- A Manager may seek assistance from Human Resources Manager in developing a response to a situation of domestic Violence that may risk the safety of Workers in the Workplace.

X. Disclosure of Persons with a Violent History

Managers are required to provide information, including personal information, to a Worker about a person with "a history of violent behaviour" if the Worker could be expected to encounter the person in the course of his/her work and there is a risk of Workplace Violence that may expose the Worker to physical injury.

- Personal information shall only be disclosed as is reasonably necessary to protect the Worker from physical injury.
- A Manager must seek assistance from the Human Resources Manager, before disclosing any information.

XI. Right to Refuse Unsafe Work

An employee has the right to refuse work, subject to applicable legislation, if he/she has reason to believe that workplace violence is likely to endanger him/her. In that instance the employee should immediately contact his/her supervisor, at which point appropriate measures will be taken to protect the employee and investigate the situation according to the Procedure.

XII. Special Measures in case of Complaint

At the time of the incident or during investigation or after investigation, the following special measures can be taken to support the employee/complainant:

- The employees have a right to “Refuse to Serve” post giving 3 warnings (the no. of warnings may change depending on the situation). We respect our employee’s decision and hope that they will take a conscious judgement while using their right. The employee must report such an incident immediately to the reporting manager so that it can be recorded immediately.
- A buddy/team member can be summoned post giving 3 warnings to the member of public. The employees are expected to give calm warnings before involving the buddy. A third-party intervention is proven to manage the situation better in such cases.
- At locations where the employee does not have a team member/ buddy available or where the situation is not manageable, the employee can immediately ask for help on the “Violence and Harassment” Group on Slack maintained by the HOD. This group comprising of the HOD and Managers will ensure that help is provided by the nearest location on an urgent basis.
- In case of extreme circumstances (to be determined by the investigators), a special notice will be issued to the member of public, banning/stopping the alleged person/party from entering the store/s. The notice will have the investigation details and a clear explanation on why the necessary steps are being taken. This notice will be initiated by the head of department with the help of owners of business and legal consultants.
- The Harassed/Violated employee can file a human rights complaint at any point of time. The ongoing investigation does not stop the employee from approaching a court or tribunal.
- In some cases where the employee is harassed/violated by a member of public or employee of the company, re-assigning the employee to another store location or job area might be considered.

Date Created: March 3, 2020

Annual Review Date: March 4, 2021

Authorised By:

Tyler Colford

Appendix A

RISK ASSESSMENT WORKSHEET

Name	Title	Date
1.		
2.		
3.		

Part I - General Assessment

1. Physical Environment

Do you or your Workers have any concerns about risk of Workplace Violence pertaining to the physical environment? (e.g., lighting, entry control and security system, public counters, interior design and hidden areas, workplace location (e.g. neighbourhood).

Yes

No

For the areas of concern identified, please recommend any specific controls to mitigate concerns. (e.g., install access card entry, increase lighting, rearrange work station, place service requests to install locks on doors etc.).

Part II - Identification and Assessment of Specific Risks Factors

Certain types of work or conditions can put Workers at higher risk from Workplace Violence. Review the list of specific risks associated with the type of work or conditions of work included in the table below. If the risk exists, rate the risk using the guideline on the next page. Ranking or prioritizing the risk factors is one way to help determine which are the most serious safety hazards and therefore need to be addressed first (i.e. by implementing controls) and the level of training required.

Appendix B - Safety Tips for Specific Risks Factors of Workplace Violence

These safety tips include examples of control measures that protect Workers from the potential hazard of violence. These tips can be used as resource or training materials by posting or distributing and reviewing with workers at staff meetings.

Dealing with Irrate Persons

- Know how to summon immediate assistance when an emergency occurs or is likely to occur
- Be familiar with warning signs of potentially violent behavior
- If you feel you are being harassed, threatened or intimidated:
 - tell the person to stop
 - document the incident (e.g. the nature of the incident, time, place, witnesses)
 - inform your Manager

Verbal Communication

- Focus your attention on the person to let them know you are interested in what they have to say
- Remain calm
- Speak slowly, quietly and confidently
- Speak simply – do not rely on official language or complex terminology
- Listen carefully – do not interrupt or offer unsolicited advice or criticism
- Encourage the person to talk- do not tell the person to relax or calm down
- Try to understand - ask questions like “Help me understand why you are upset.”
- Once you think you understand, repeat it back to the person so they know you understand
- Remain open-minded and objective
- Use delaying tactics to give the person time to calm down (e.g. offer a drink of water)
- Acknowledge the person’s feelings - indicate that you can see he or she is upset

Non-Verbal Behaviour and Communication

- Use calm body language – relaxed posture with hands unclenched, attentive expression
- Arrange yourself so that your exit is not blocked
- Position yourself at a right angle rather than directly in front of the other person
- Give the person enough physical space; this varies by culture, but normally 2-4 feet is considered an adequate distance
- Get on the other person’s physical level; if they are seated try kneeling or bending over, rather than standing over them
- Do not pose a challenging stance, such as standing directly opposite, putting your hands on your hips, pointing your finger, crossing your arms

Problem-Solving

- Try to put yourself in the other person’s shoes, so that you can better understand how to solve the problem
- Ask for his or her recommendations

- Accept criticism in a positive way, when a complaint might be true, use statements like “You are probably right” or “It was my fault.” If the criticism seems unwarranted, ask clarifying questions
 - Be honest – do not make false statements or promises you cannot keep
 - Remain professional and take the person seriously
 - Be respectful

Break the issue down into smaller units and offer step-by-step solutions so that the person is not overwhelmed by the situation, issue or solution

- Be reassuring and point out choices
- Try to keep the person’s attention on the issue at hand
- Do not take sides or agree with distortions
- Do not reject the person’s demands or position from the start
- Find ways to help the person save face
- Establish ground rules if unreasonable behaviour persists
- In a calm and non-threatening manner, clearly state that violence is unacceptable and will not be tolerated
- Avoid issuing commands and making conditional statements
- If the nature of the situation involves punishment or sanctions: delay the punitive action until you have backup or the situation is safe
- If you feel threatened try to politely and calmly terminate the interaction in a non-threatening manner

Handling Money and/or Valuables

- Know how to summon immediate assistance when an emergency occurs call 911
- Keep cash register funds to a minimum
- Use electronic payment systems if possible - for example: automatic ticket dispensers or collectors, debit cards, credit cards, cheques
- Vary the time of day that you empty or reduce funds in the cash register
- Remove all large bills (\$50, \$100) from the register frequently
- Install and use a locked safe with a drop slot
- Change the combination of the safe at frequent intervals
- Do not handle large amounts of cash or count money in public view
- Install security screens in high-risk areas

Banking Money

- Deposit money to bank on a frequent basis
- Use an unmarked bag or container to carry cash and/or securities
- Vary the route taken to the bank or financial institution
- Vary times of deposit
- Avoid making night deposits
- Observe your surroundings before making your transaction
- Rotate the task so that it isn’t always the same person making the deposit if possible
- Avoid making deposits alone especially if employees work in remote and isolated areas. Have one person face the other way to act as a lookout while the other makes the deposit
- Arrange for regular cash collection by a licensed security firm if possible

Working with Unstable or Volatile Persons who may be Potentially Violent

- Know how to summon immediate assistance when an emergency occurs or is likely to occur
- Store away objects or equipment (e.g., sharp objects) that could be used to hurt people
- Use special rooms for meeting (e.g., rooms with windows in the door, rooms close to other employees, rooms with easy exit in case of emergency)
- Be familiar with warning signs of a potentially violent person

Working Alone

- Know how to summon immediate assistance when an emergency occurs or is likely to occur
- Carry a communication device (cell phone etc.)
- Know your environment (location of exits, neighbours etc.)
- Make sure someone knows where you are and your plans (when you plan to leave etc.)

Appendix C - Workplace Violence Reporting Form

This form assists the Manager in documenting a complaint reported by a Worker. If informal resolution is not possible, the Manager shall forward the completed form to the Human Resources Manager to initiate a formal investigation.

Report Initiation Date: _____

Was police or any other emergency services involved? ☐ Yes ☐ No

Worker/Complainant Information:

Reported by (Full Name): _____

Reported Date/Time: _____

Department: _____

Job/Position: _____

Telephone No.: _____

Incident Occurrence Date/s:

Incident date(s) (Can be specific date or set of dates or over a certain period of time, e.g., three times in the last month.):

Description of Incident:

Exact date and time of incident:

Exact location of incident:

Exact location of Complainant, Respondent and witness:

Activities of Complainant, Respondent and witness/participant before, during and after incident:

Workplace Violence Reporting Form

Complainant's detailed explanation of events in order of sequence of occurrence:

Respondent's physical and mental state prior to and at the time of the incident:

Unusual activity or behavior that may have contributed to the incident:

Relationship between Complainant and Respondent, if any:

Witness(es) (if any):

1. Name: _____ Dept: _____ Phone : _____

2. Name: _____ Dept: _____ Phone : _____

Action Taken by Manager: 1st Incident:

Resolutions Discussed:

Action Taken by Manager: 2nd Incident:

Next Steps:

Support Services Recommended (Performance Management, EAP, Training, and Professional Support):

Report completed :

Name:
Department:
Phone No:
Signature:

Submit to: Human Resources Manager

Date of submission: