



## Workplace Violence and Harassment Prevention Policy and Program

Program/Dept:	Occupational Health and Safety Human Resources	Document Category:	Occupational Health and Safety Human Resources
Developed by:	Occupational Health and Safety Human Resources	Original Approval Date:	June, 2010
Approved by:	Senior Management Committee	Reviewed Date:	November, 2017
Review Frequency:	Annually	Revised Date:	November, 2017

### Purpose

Halton Healthcare is committed to providing a safe, healthy and supportive working environment for all by treating our employees and clients, for whom we provide care, with dignity, respect, fairness and sensitivity.

Halton Healthcare is also committed to the principles set out in the Ontario Human Rights Code that every employee has a right to freedom from violence and harassment in the workplace. The management of Halton Healthcare will make every reasonable effort to identify potential sources and to eliminate or minimize these risks through the development of a Workplace Violence and Harassment Prevention Policy and Procedure.

### Scope

This policy applies to all Halton Healthcare employees, persons with practicing privileges (physicians and professional staff), volunteers, students, contractors and all individuals who represent Halton Healthcare. The scope applies to all activities and places where Halton Healthcare business occurs. This includes all sites, including but not limited to travel, training and social functions that are endorsed by Halton Healthcare. Any act occurring outside the workplace but having adverse repercussions in the work environment is addressed by this policy.

### Policy

Halton Healthcare commits to, in consultation with the joint health and safety committee, developing and maintaining a written program to implement its policy with regards to workplace violence and harassment. Halton Healthcare will address the issue of workplace violence and harassment by:

- Defining behaviour that constitutes both workplace violence and harassment (see Appendix A)
- Creating and fostering a work environment that is free from workplace violence and harassment
- Ensuring all workplace parties are familiar with the definitions of workplace violence and harassment and their individual responsibilities for prevention and corrective action
- Conducting workplace violence risk assessments
- Defining procedures for reporting, investigating and resolving incidents of workplace violence and harassment

Halton Healthcare will investigate and deal with complaints or incidents of workplace violence and harassment in a fair, respectful and timely manner. Information about an incident or complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise directed by law.

This policy has been established in consultation with the Joint Health and Safety Committees and the following legislation governing workplace violence and harassment in Ontario:

# Workplace Violence and Harassment Prevention Policy, Program and Procedure

- The Occupational Health and Safety Act (OHSA)
- The Criminal Code of Canada
- The Ontario Human Rights Code
- The Workplace Safety and Insurance Act (WSIA)
- The Compensation for Victims of Crime Act
- The Regulated Health Professions Act

Halton Healthcare commits to reviewing its workplace violence and harassment program annually or sooner, if opportunities for improvement are identified as a result of a workplace incident.

## Program Requirements

### Reporting:

- 1) Where appropriate, all employees must inform the person inflicting the behaviour that it is unwanted/unwelcome.
- 2) Any individual who believes they are subject to harassment or violence as identified in this policy are required to report it to their immediate supervisor.
- 3) If the concern is against an employee's immediate supervisor, then the issue should be reported to his/her manager/director at the next highest level. The receiving manager/supervisor uses the incident investigation process to document the report, ensure that measures are taken to safeguard employees, curtail the violence and warn all staff who may be impacted.
- 4) If the employer is the alleged harasser, the employer will designate a person who is not under the direct control of the alleged harasser.

This report can be made confidentially, at the employee's request, with the exception of the steps to ensure the safety of others and prevention of recurrence. The reporting worker may indicate the need for confidentiality to their direct manager or supervisor, or in their absence, to another manager or supervisor. Individuals also have the option of directly reporting issues to the Human Resources Department if they are not comfortable approaching their immediate supervisor. In circumstances when an employee does not feel comfortable report the incident to Human Resources, they can request that the employer (Human Resources) designate an objective 3<sup>rd</sup> party to receive the complaint.

Depending on the incident of reported harassment or violence it may be considered necessary to involve appropriate members of the Senior Management Team. Where it is not possible to contact one's immediate supervisor, the employee should seek out another supervisor/manager or Security personnel to provide assistance. If this is not practical and the employee is in imminent danger, the employee should call 9-1-1 for help. Attached are the following Appendices and respective Flow Charts that outline the Reporting Processes based on individual situations:

- Appendix B: Where the complaint is against an employee, medical and professional staff, volunteer, student or contractor of Halton Healthcare
- Appendix C: Where the complaint is against a patient of Halton Healthcare
- Appendix D: Where the complaint is against a visitor to Halton Healthcare
- Appendix E: Domestic Violence

If a violent incident results in a critical injury to a worker, the JHSC representative or worker designate may investigate the incident or injury and report to the Ministry of Labour and JHSC. In addition to the outlined processes, the employer will report all injuries to the MOL and WSIB as required under the Occupational Health and Safety Act and Workplace Safety and Insurance Act.

# Workplace Violence and Harassment Prevention Policy, Program and Procedure

## **Investigation**

Human Resources will lead investigations appropriate in the circumstances for complaints or incidents of workplace violence and/or harassment. Investigations will be completed within 90 business days unless there are extenuating circumstances warranting a longer investigation (e.g. multiple witnesses, key witnesses unavailable due to illness). The employee (complainant) who has allegedly experienced workplace harassment and the alleged harasser (if he/she is a worker of the employer), shall be notified in writing of the outcome of the investigation (including resultant corrective actions), within 10 calendar days of the investigation being concluded. All information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless the disclosure is necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint, or is otherwise required by law.

## **No Retaliation/Protection from Reprisal**

Halton Healthcare prohibits retaliatory action or intimidation (whether directly or indirectly or encouragement of others to do so) against any individual who, in good faith, reports wrongdoing. Any individual who retaliates will be subject to disciplinary action up to and including termination of employment or services.

## **Right to Refuse Work**

An employee may refuse unsafe work if they have reason to believe that workplace violence is likely to endanger them. In the case of healthcare workers, there is a limited right to refuse unsafe work due to workplace violence under the Occupational Health and Safety Act. This limited right to refuse is based on specific situations which may be inherent in the work or a normal condition of employment or that the refusal to work would endanger the life, health or safety of another. Until the investigation into a work refusal is complete the employee must remain in a safe place as close to the workstation as possible, unless assigned other work. Refer to the Halton Healthcare Work Refusal Policy and Procedure.

## **Emergency Response Measures**

In addition to response plans laid out in this policy, Halton Healthcare also provides emergency response measures specific to escalating circumstances in healthcare for workers to summons immediate assistance when workplace violence occurs or is likely to occur. Refer to the organization's Emergency Measures procedure for Code White - Violent Person, Code Black - Bomb Threat, or Code Purple - Hostage Taking.

## **Supports for Employees Affected by Workplace Violence**

Victims or witnesses of Workplace Violence issues or violations may also need the immediate support of their Manager/Supervisor to assist them to deal with what has occurred. Additional supports in place for employees may include:

- Ensuring injured staff receive immediate medical attention and treatment either through Occupational Health and Safety during regular hours or after-hours at the Emergency Department at the respective sites.
- Encouraging offsite staff to seek the most accessible and appropriate medical care available.
- Referral to the Halton Healthcare Employee Assistance program (EAP) - Guidance Resources.
- Informal debriefing sessions or group and individual counselling sessions may be provided depending on the nature of the incident and as may be deemed necessary by the manager.

# Workplace Violence and Harassment Prevention Policy, Program and Procedure

- Reporting to police (as may be required).

## Risk Assessment

Management (with employee involvement) assesses the risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work. Risk assessments for workplace violence will be completed on an annual basis or as often is as necessary to ensure that the policy and related program continues to protect workers from workplace violence. Patients presenting for admission or treatment will be screened and necessary flags, including behaviours, potential triggers and prevention/safety measures and procedures, will be initiated/charted to alert staff.

## Information and Instruction

All Halton Healthcare employees will receive training and a site-specific orientation on the Workplace Violence and Harassment Prevention Policy, program and procedure. Supervisors will receive instruction and information on how to recognize and handle a complaint of workplace harassment. Investigators (for example, managers, supervisors, human resource representatives), will receive information and instruction on how to conduct workplace investigations appropriate in the circumstances, including not to disclose identifying information unless it is necessary to conduct the investigation, take corrective action or otherwise required by law.

As appropriate, workers will be provided with information related to the risk of violence from a person with a history and/or potential of violent, aggressive or responsive behaviours.

Note: this duty only applies only when:

- a) The worker can be expected to encounter the violent person in the course of their work; and
- b) The risk of workplace violence is likely to expose the worker to physical injury.

There shall not be disclosure of more information than is reasonably necessary for the protection of a worker from physical injury.

## Records

All records of reports and investigations of workplace violence and harassment are kept for five years by Human Resources and/or Occupational Health and Safety, depending on the type of incident.

## Roles/Responsibilities

### Employer:

- Take reasonable preventative measures to protect employees and others from workplace violence and harassment.
- Ensure that a workplace violence risk assessment is conducted and communicated, including identifying risk factors, and development of action plans to minimize risk.
- Ensure that measures and procedures identified in this policy are carried out and that management is held accountable for responding to and resolving complaints of violence.
- Ensure all employees are aware of and understand the policy, including determining further training and education dependent on their needs.
- Ensure policy is communicated to all persons who have a relationship with the organization such as physicians, contractors, volunteers, etc.
- Ensure all reports of actual or threats of workplace violence and harassment are addressed in a prompt, objective and sensitive manner.

## **Workplace Violence and Harassment Prevention Policy, Program and Procedure**

- Provide response measures including medical attention and support for all those directly or indirectly involved and take corrective action.
- Ensure reporting of incidents including any reports to WSIB and the Ministry of Labour as may be prescribed within required timelines. In addition, reporting must occur within four days of the occurrence to the JHSC and trade union, as required by the OHSA.
- Ensure an annual review of this policy is conducted and that it is posted in the workplace.
- Develop measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur.

### **Managers/Supervisors:**

- Enforce measures and procedures identified in the Workplace Violence Prevention Program and monitor worker compliance.
- Understand and abide by the policy and procedures and monitor worker compliance.
- Identify and alert employees to known violent patients and hazardous situations.
- Maintain confidentiality wherever possible.
- Take steps required to prevent, educate and address threatening/violent acts related to cognitive impairment and/or mental health disorders in order to minimize risk to workers.
- Investigate and report all incidents of workplace violence and/or harassment and contact the police department as may be required.
- Police should be contacted to report matters such as violent acts, threats and behaviour such as stalking as they fall under Canada's Criminal Code.
- Facilitate medical attention for employee(s) as required.
- Ensure that employees are debriefed and understand plans in place to effectively manage these situations, including contacting human resources and/or occupational health and safety to receive further counselling. (e.g. legal services or employee assistance plan)
- Ensure employee incidents are reported and corrective action identified to prevent further injury.
- Take appropriate action when made aware of concerns about the potential for violence in the workplace
- Take steps to ensure that a safe environment is restored following a workplace violence incident.
- Track and analyses incidents for trending and prevention initiatives.

### **Employees:**

- Understand and comply with the Workplace Violence and Harassment Prevention Policy and related procedures.
- Participate in education and training programs.
- Report all incidents of violence or harassment immediately to their supervisor.
- In the event you are confronted with abuse or threats of violence ask the person to stop and seek support.
- Seek medical attention as necessary.
- Raise concerns about the potential for violence in the workplace with your manager.

### **Occupational Health and Safety:**

- The Occupational Health and Safety department reviews all incident reports, monitors trends and makes recommendations for prevention and enhancements of the Workplace Violence and

# Workplace Violence and Harassment Prevention Policy, Program and Procedure

Harassment Prevention Program to senior level management. These findings are shared with the JHSC.

## Joint Health and Safety Committee (JHSC):

- Be consulted about the development and implementation of workplace violence and harassment prevention measures and procedures.
- Be consulted and make recommendations to the employer in the development of training.
- Participate in an annual review of the policy.
- Receive and review reports of violence within four days where any person is disabled from performing his or her usual work or requires medical attention.

## Security

- When requested, ensure that appropriate security provisions are in place to protect staff from violence and potential threats of violence.

## Related Documents

- Code of Conduct
- Code Black - Bomb Threat - Emergency Measures
- Code Purple - Hostage Taking - Emergency Measures
- Code White - Violent Person - Emergency Measures
- Communication of Wrongdoing: Whistle Blowing
- Freedom from Abuse and Harassment
- Medical Staff - Physician Code of Conduct
- Medical Staff - Physician Code of Conduct - Behaviour Management Process
- Patient Rights and Responsibilities
- Progressive Discipline
- Workplace Responsibilities and Worker Rights
- Work Refusal Policy and Procedure

## Key Words

Workplace, violence, workplace violence, prevention, abuse, harassment, sexual harassment, assault, threat, behaviour, aggression, sexual, risk, conduct, harm, injury, concerns, complaints, discrimination, safety, safe, prevention, code black, code purple, code white, JHSC.

## Reviewed by/Consultation with

- Occupational Health and Safety
- Human Resources
- Workplace Violence Task Force
- Joint Health and Safety Committees
- Senior Management Committee
- Fiscal Advisory Committee

Signed by:

\_\_\_\_\_

(Archived Copy Only)

Title

President and CEO

# Workplace Violence and Harassment Prevention Policy, Program and Procedure

## Appendices

Appendix A: Definitions

Appendix B: Where the complaint is against an employee, medical and professional staff, volunteer, student or contractor of Halton Healthcare

Appendix C: Where the complaint is against a patient of Halton Healthcare

Appendix D: Where the complaint is against a visitor of Halton Healthcare

Appendix E: Situations of Domestic Violence with Potential Impact in the Workplace

## References

- Occupational Health and Safety Act
- Workplace Violence
- Violence and Harassment in Health Care Workplaces
- Public Services Health and Safety Association (PSHSA)
- Fast Facts: Workplace Violence: Complying with the OH&S Act
- Ontario Safety Association for Community and Healthcare (OSACH)
- A Guide to the Development of a Workplace Violence Prevention Program
- Implementing the Program in Your Organization - Book 1 - Appendices
- Trillium Health Centre, Workplace Violence Prevention Protocol, December 2009
- Heenan Blaikie - Template for Workplace Violence and Harassment Prevention Policy
- Heenan Blaikie - OHS & Workers' Compensation Management Update - May 17, 2010
- Bill 132: An Act to amend various statutes with respect to sexual violence, sexual harassment, domestic violence and related matters.
- Ministry of Labour: Code of Practice to address Workplace Harassment under Ontario's Occupational Health and Safety Act

## Appendix A Definitions

### Violence

- a. The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. This includes, but is not limited to physical acts such as: punching, hitting, kicking, pushing, damaging property or throwing objects; Incidents in which a person is threatened, abused or assaulted in circumstances related to their work.
- b. An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
- c. A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

### Domestic Violence

Domestic Violence is a pattern of coercive behaviour that is used by one person to gain power and control over another. This may include any use of physical or sexual force, actual or threatened, in an intimate relationship, including emotional/psychological abuse or harassing behaviour. Domestic violence may occur between current or former intimate partners, living together or separately, married or unmarried, in short-term or long-term relationships. It can directly or indirectly affect the workplace when:

- The abuser harasses/assaults the victim on the job
- The victim is absent from work due to injuries
- The victim is less productive due to stress and distraction

### What are the Four Major Types of Violence?

Workplace Violence can occur between different parties, including employees, patients/families, managers/supervisors, volunteers, physicians, visitors and contractor/vendors.

#### Type I - Criminal Intent

- Person usually has no legitimate relationship to the workplace.
- Person who commits a violent act such as theft, physical assault, hostage taking/kidnapping.

#### Type II - Client / Customer (reactive violence)

- Person receiving care/services.
- Person is a visitor or family member of a client at the workplace who becomes violent towards a worker or another client; or a worker who becomes violent towards a client, visitor or family member of a client.

#### Type III - Worker based

- Worker to worker, including management, supervisors, physicians, volunteers or contract workers (physical or verbal assault of employee; includes harassment, stalking and bullying).

#### Type IV - Personal Relationship (Domestic violence)

- Relationship violence (employee or client/patient) which carries over to the workplace.

### Workplace Harassment

Workplace Harassment means:



## Workplace Violence and Harassment Prevention Policy, Program and Procedure

- a) Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or
- b) Workplace sexual harassment.

This is distinguished from the definition of Harassment in Employment. Examples of Workplace Harassment include, but are not limited to:

**Verbal:** The use of vexatious or other comments that are known, or ought to be known, to be unwelcome, embarrassing, offensive, threatening, or degrading to another person. This includes swearing, insults or condescending language.

**Psychological:** Any act that instils fear or diminishes an individual's dignity or self-worth, intentionally inflicting psychological trauma on another person. This includes ostracism, marginalization, polarization, and stereotyping.

**Sexual:** Any unwelcome verbal or physical advance with sexual undertones between two or more individuals. This includes sexually explicit statements, jokes, displays or pornographic material, pinching, brushing against, touching, patting or leering that makes a person feel humiliated, intimidated or uncomfortable.

**Workplace Bullying:** A repeated pattern of intentional, inappropriate behaviours, direct or indirect (aggressive or passive), whether verbal, physical or otherwise, performed by one or more persons against another person or group of people which could reasonably be regarded as undermining the individual's right to dignity at work.

A reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

**Workplace Sexual Harassment** means:

- a) Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

The definition of "Harassment in employment" under the Ontario Human Rights Code is a form of discrimination based on race, ancestry, place of origin, colour, citizenship, creed, sex, sexual orientation, age, record of offense, marital status, family status, or disability.

# Workplace Violence and Harassment Prevention Policy, Program and Procedure

## APPENDIX B

### WHERE THE COMPLAINT IS AGAINST AN EMPLOYEE, MEDICAL AND PROFESSIONAL STAFF , VOLUNTEER, STUDENT OR CONTRACTOR OF HALTON HEALTHCARE

#### **A. PROCEDURE:**

- a) Any individual who believes he or she is being treated in a manner consistent with the definition of violence and harassment contained in this policy should immediately make their objection clearly known to the offender and ask them to stop. Assistance with this issue is available from the person's immediate Manager/Supervisor, Human Resources or Director.
- b) The affected individual must provide written details of the incident to include the following information:
  - i. Name(s) of the complainant(s) and contact information
  - ii. Name(s) of the alleged harasser(s), position and contact information (if known)
  - iii. Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known)
  - iv. Details of what happened including date(s), times(s), frequency and location(s) of the alleged incidents, factual and objective description of behaviour(s), action taken
  - v. Any supporting documents the complainant or witness (es) may have that are relevant to the complaint.
- c) Any witnesses to such behaviour are also responsible for reporting details of the incident witnessed to a Manager/Supervisor, Human Resources or Director.
- d) If the behaviour continues, or if the person is not willing or able to confront the offender directly, the person should make a written complaint, as soon as possible, to any of the following:
  - His/her own manager/supervisor or
  - The Human Resources Department
- e) Incidents and/or complaints involving Medical and Professional staff are managed through the Medical Staff Office and aligned with their policies:
  - Medical Staff - Physician Code of Conduct
  - Medical Staff - Physician Code of Conduct Behaviour Management Process.
- f) A contractor making a complaint will do so to the Halton Healthcare management person to whom they are accountable to for the project.
- g) The person receiving the complaint will contact Human Resources directly who will ensure that a review is initiated with a view to resolving the complaint at an early stage.

#### **B. REVIEW / INVESTIGATION:**

- a) No complaint will be regarded as substantiated until it has been properly reviewed.
- b) The complainant, the person alleged to have violated this policy, as well as any witnesses or individuals who intervened will be interviewed separately in the course of the review/investigation. Written records of these interviews will be made and retained.

## Workplace Violence and Harassment Prevention Policy, Program and Procedure

- c) The primary goal of the review is to understand each person's position/perspective in an endeavour to develop an agreement between the complainant and the respondent about future working relationships. If this is not possible, the investigator will make findings of fact regarding the complaint in a timely fashion. The investigation may be conducted by someone contracted by Halton Healthcare for this purpose. At the conclusion of the review/investigation, appropriate action will be taken by Halton Healthcare. Disciplinary sanctions will be imposed for violations of this policy, as appropriate, up to and including termination of employment or termination of the contractual relationship.

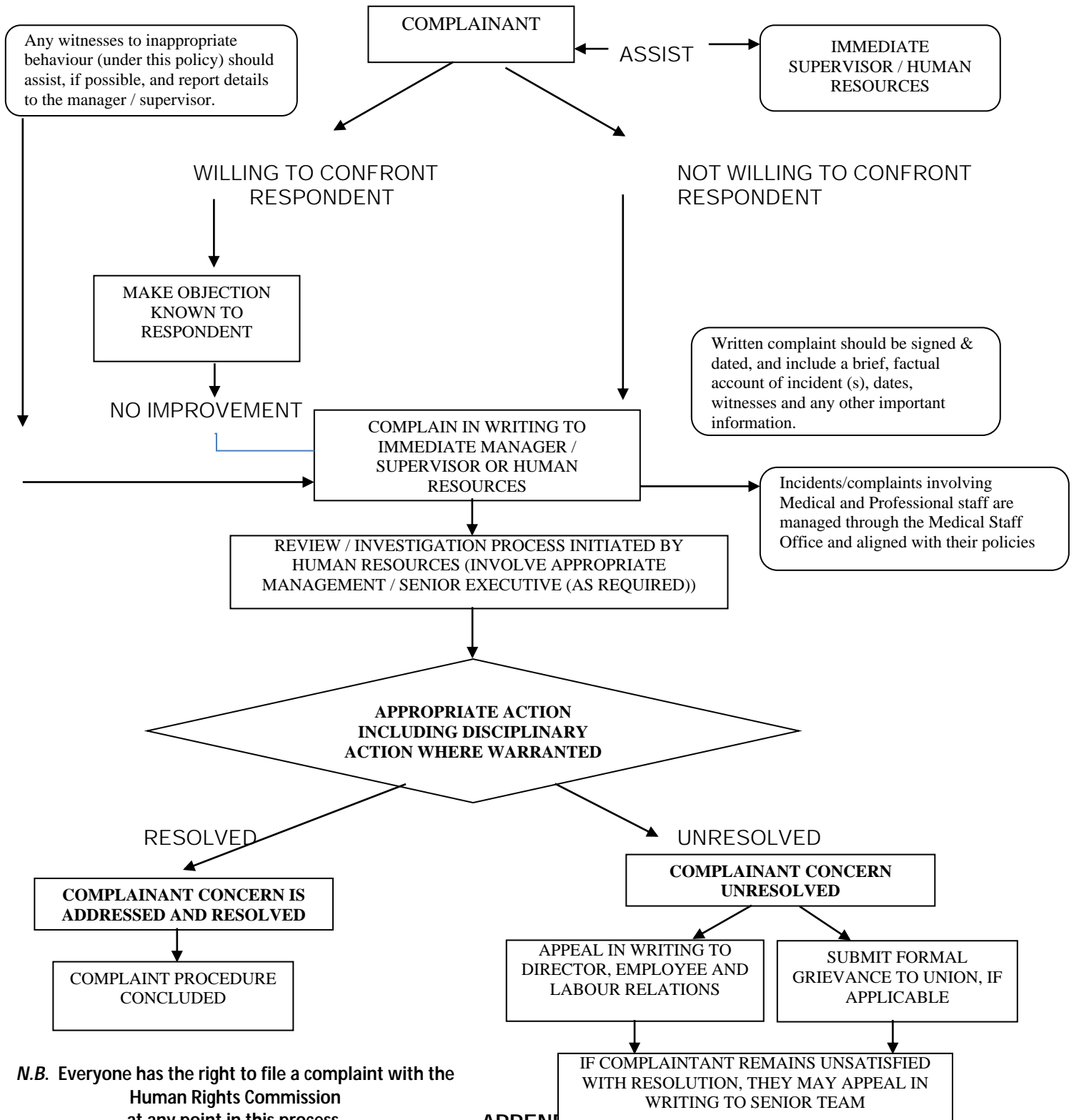
### **C. APPEALS:**

If the complainant or the person alleged to have violated this policy is not satisfied with the outcome of the review/investigation, she/he (the "appellant") may pursue either of the following courses of action:

- Request in writing to the Director, Human Resources, that the decision be reconsidered, such request to include the reasons for the request and outcome sought. The Director, Human Resources may cause a review to be conducted and will respond in writing to the appellant; and/or,
- If required, submit a formal grievance under an applicable collective agreement.
- If complainant remains unsatisfied with resolution through the Director, Human Resources, they may appeal in writing to members of the Senior Team.

# Workplace Violence and Harassment Prevention Policy, Program and Procedure

**Where the complaint is against an Employee, Medical and Professional Staff, Student, Volunteer or Contractor of Halton Healthcare**



## Workplace Violence and Harassment Prevention Policy, Program and Procedure

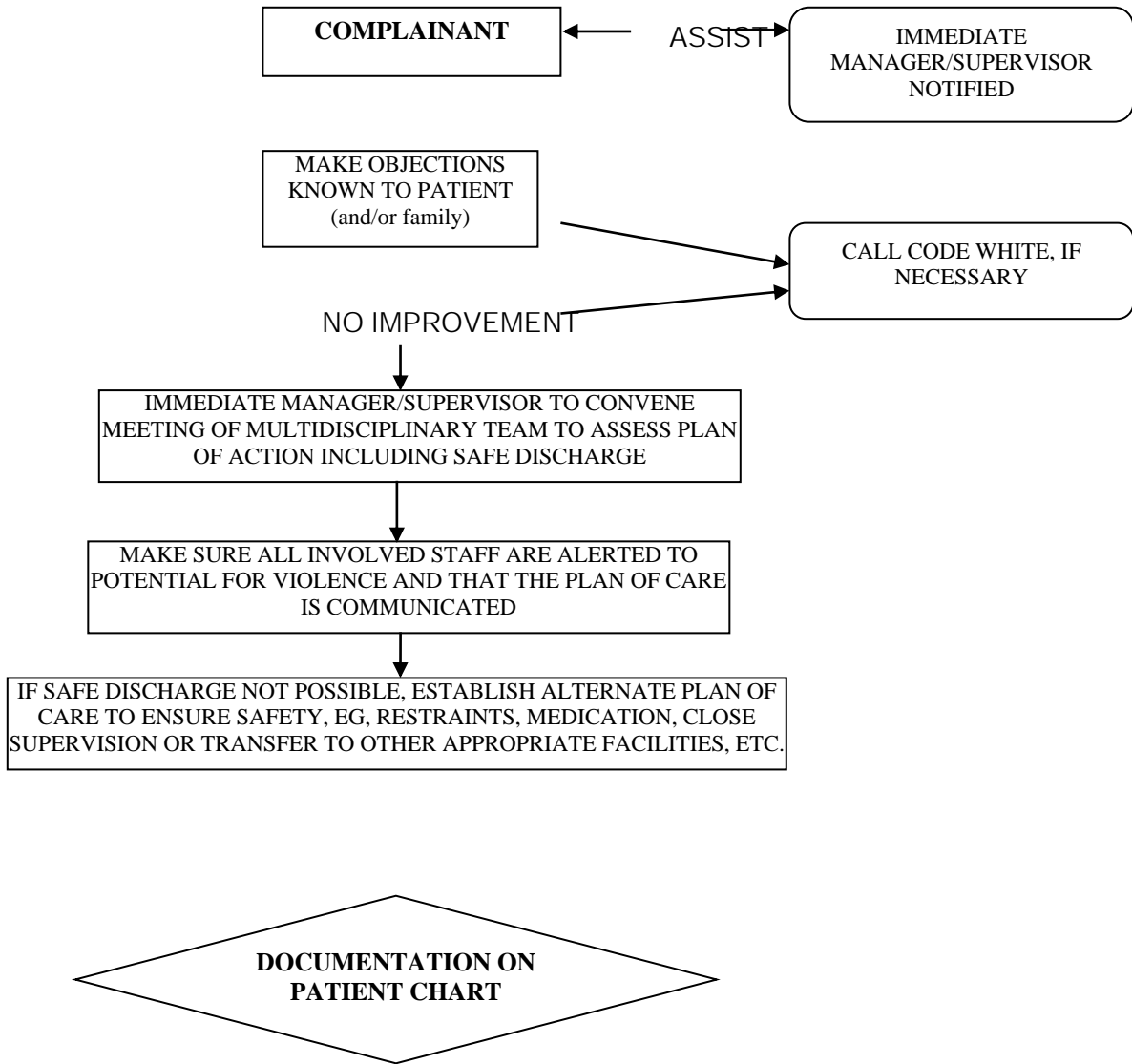
### WHERE THE COMPLAINT IS AGAINST A PATIENT OF HALTON HEALTHCARE

#### A. PROCEDURE:

- a. An individual who believes he/she is being treated in a manner not consistent with this policy should immediately inform the patient that his/her behaviour is unacceptable and ask him/her to cease this behaviour. The patient should be informed that Halton Healthcare has a policy for dealing with workplace violence. In the event the patient is cognitively impaired, as assessed by the most responsible clinician, then this communication may take place with the patient's legal guardian with the intent of working together to find a solution.
- b. The individual should discuss this issue with his/her manager/supervisor or designate as soon as possible and complete a report on the Risk Monitor Incident Reporting System (IRS). The manager/supervisor or designate should intervene immediately if available to do so.
- c. If the behaviour continues, the manager/supervisor or designate will call together members of the interdisciplinary team, including the most responsible physician (and the family, if appropriate) to review the patient's behaviour and assess whether the patient can be safely discharged.
- d. If the patient cannot be discharged, the interdisciplinary team as above will establish a plan of care including alternative arrangements for patient care to ensure employee safety. This plan must include measures to eliminate or reduce the likelihood of further incidents of violence by the patient.
- e. If all modalities of care have been exhausted and the patient's inappropriate behaviour continues, consideration will be given by the physician to alternative health care settings or discontinuance of care of the patient.
- f. Documentation in the patient's chart is required to outline the decision- making process.

# Workplace Violence and Harassment Prevention Policy, Program and Procedure

Where the complaint is against a Patient of Halton Healthcare .



# Workplace Violence and Harassment Prevention Policy, Program and Procedure

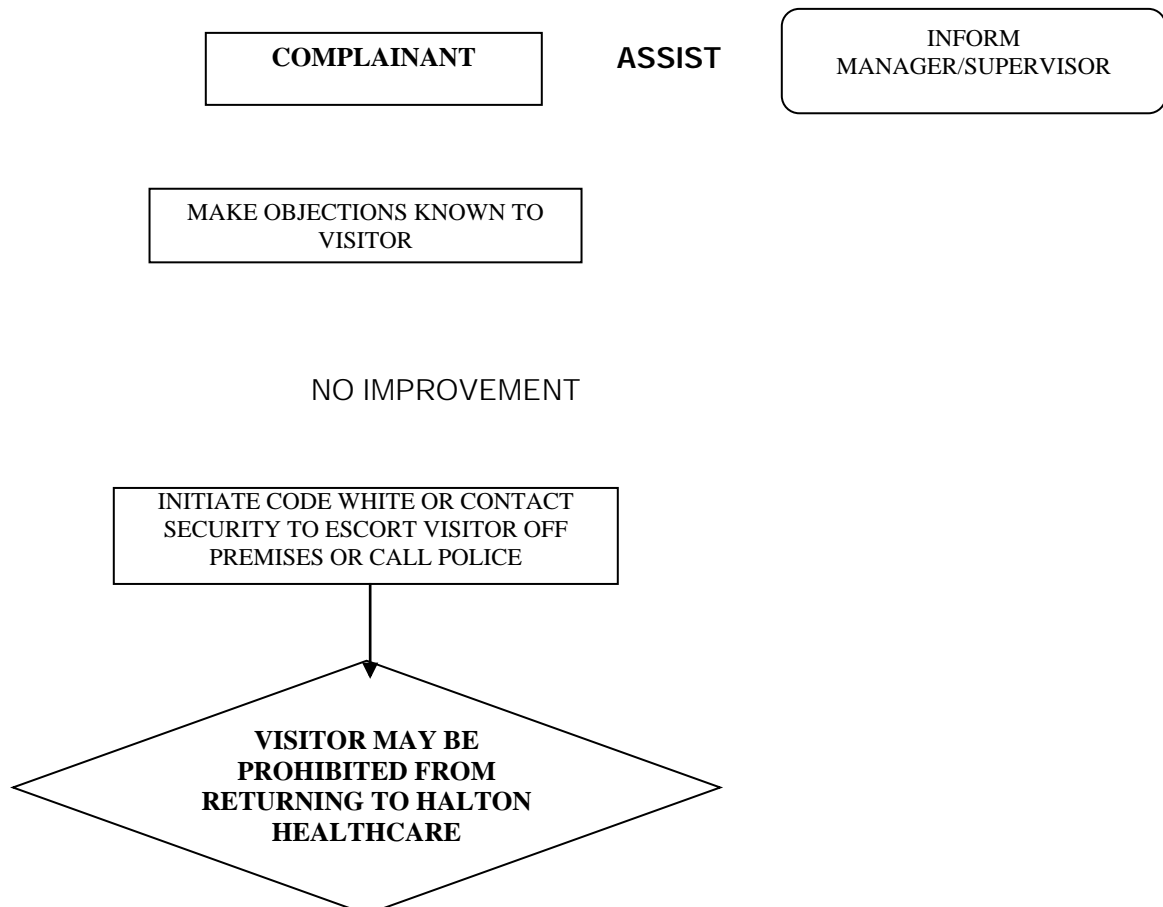
## APPENDIX D

### WHERE THE COMPLAINT IS AGAINST A VISITOR TO HALTON HEALTHCARE

#### A. PROCEDURE

- a) Any individual covered under this policy who believes he or she is being treated in a manner not consistent with this policy must immediately inform the visitor that his/her behaviour is unacceptable and ask him/her to cease this behaviour. If appropriate, the healthcare professionals should attempt to diffuse the situation with the visitor. The visitor should be informed that Halton Healthcare has a policy for dealing with workplace violence and harassment and if the behaviour continues he/she may be requested to leave the building.
- b) If the behaviour continues, the individual should initiate a Code White if necessary, or contact Security who will escort the individual off the premises. The Police may be contacted.
- c) The individual should discuss this issue with his/her manager/ supervisor or designate as soon as possible, and complete a report on the Incident Reporting System (IRS).
- d) In extreme circumstances, the visitor may be served with a Trespass Notice and prohibited from returning to any premises of Halton Healthcare. This is with the exception of seeking emergency treatment or scheduled medical attention and accompanied by Security, as required.

### WHERE THE COMPLAINT IS AGAINST A VISITOR TO HALTON HEALTHCARE



# Workplace Violence and Harassment Prevention Policy, Program and Procedure

## APPENDIX E

### SITUATIONS OF DOMESTIC VIOLENCE WITH POTENTIAL IMPACT IN THE WORKPLACE

#### A. PROCEDURE

- a) Any individual covered by this policy who is concerned about his/her safety, or the safety of a colleague, at work arising out of an actual or potential situation of domestic violence is encouraged to:
  - i. Notify his/her supervisor as soon as possible, or disclose this concern to a trusted co-worker, union representative, Human Resources Department or Security Department, who must notify the individual's immediate supervisor.
  - ii. Work with his/her supervisor and/or the Human Resources Department and/or the Security Department to develop a safety plan while at work. This safety plan could include changing the individual's work schedule or place of work within Halton Healthcare, referring the individual to appropriate internal and external resources, discussing personal leave options, offering security support while at work or other appropriate plans.
  - iii. Seek counselling assistance from the Employee Assistance Program.
- b) Immediate supervisors who are made aware of situations under (a) above, must document in writing the details of the situation including all offers of assistance provided to the individual.
- c) Any individual who suspects that an act of domestic violence is being perpetrated or may be perpetrated in the workplace, such as the use of workplace telephones, computers, faxes, email, copier, or any Halton Healthcare equipment or resources for purposes of performing any acts of domestic violence must bring this fact immediately to the attention of his/her supervisor.

#### B. REVIEW / INVESTIGATION

Halton Healthcare will review and/or investigate, as appropriate, any potential act of domestic violence suspected of being perpetrated in the workplace by any individual covered under this policy. The immediate supervisor who is made aware of a domestic violence situation being perpetrated in the workplace, or the potential thereof, by any individual covered under this policy, will consult with the Human Resources Department and the Security Department if necessary, and make appropriate plans/decisions. This may include disciplinary action up to and including termination.



# Workplace Violence and Harassment Prevention Policy, Program and Procedure

## Domestic Violence with Potential Impact in the Workplace

