## WORKPLACE HARASSMENT PREVENTION POLICY

[Organization Name] is committed to ensuring a workplace free of harassment, bullying, and discrimination. In pursuit of this, [Organization Name] will not tolerate any harassment, bullying, or discrimination within the workplace. [Organization Name] is further committed to investigating any complaints regarding workplace harassment, bullying, and/or discrimination, using the method of progressive discipline, up to and including the point of termination of employment for the perpetrator(s).

Canada’s Criminal Code specifically lays out matters such as violent acts, sexual assault, threats, and behaviours such as stalking. In the event of any of the above, [Organization Name] will immediately contact the police.

DEFINITIONS

Harassment is defined by the *Ontario Occupational Health and Safety Act* as “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.” This definition includes sexual harassment, personal harassment, psychological harassment, and bullying.

Workplace harassment does not include reasonable actions taken by an employer or supervisor relating to the management or direction of workers in the workplace.

Sexual Harassment under the Occupational Health and Safety Act is defined as: “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 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.”

Note that this Anti-Harassment Policy is administered in conjunction with [Organization Name]’s Human Rights Policy and includes freedom from discrimination under any of the grounds established by the *Ontario Human Rights Code*, including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, gender identity, gender expression, age (18 and over), marital status (including same sex partners), family status, disability, and record of offences.

Common harassing behaviours can include (but are not limited to):

* Rumour spreading;
* Jokes about sex;
* Email chains with jokes about specific individuals;
* Excluding individuals from work-related activities;
* Reviewing work unfairly or trivial fault-finding; and
* Belittling behaviour or comments.

Harassment can either occur over a period of time, or in a specific instance, depending on the specific situation.

POLICY

[Organization Name] encourages any of its employees who witness or who are victim to harassment, bullying, or discrimination to bring forward the information as soon as possible so that an investigation may immediately commence.

In pursuit of a harassment-free environment, [Organization Name] is committed to fully preventing and/or addressing any instances of harassment, including sexual harassment, by:

* Providing education and training in order to ensure that all employees understand their rights and responsibilities regarding harassment;
* Ensuring that supervisors understand how to respond to incidents of harassment, including how to collect information, how to take action, how to deal with confidentiality, how to document, and how to keep records;
* Methodically monitoring or adjusting [Organization Name]’s systems for any barriers, including any barriers regarding any protected grounds laid out in *the Ontario Human Rights Code* and [Organization Name]’s Human Rights Policy;
* Reviewing their Anti-Harassment program with the Health and Safety Representative
* Providing a procedure for complaints (outlined below) that is fair, timely, and effective; and
* Ensuring to promote appropriate standards of conduct.

This policy also prohibits any person at [Organization Name] who is able to grant or deny a benefit to another employee from sexually soliciting or making advances on that person. This could include co-worker to co-worker, or supervisors and managers to employees. Further, any reprisals for the rejection of these advances are not permitted.

[Organization Name] will also not permit the creation of a poisoned work environment, as created by comments or any forms of conduct that are known to be unwelcome. [Organization Name] will investigate all complaints in order to prevent this poisoned environment.

In addition, any employees who experience harassment while in the course of work for [Organization Name] have the right to file a complaint without any fear of reprisal. [Organization Name] will ensure that an investigation is conducted into any incidents or complaints of workplace harassment, as appropriate.

Employee and Supervisor Responsibilities

All [Organization Name] employees have the responsibility to adhere to the contents of this policy and refrain from enacting or condoning any form(s) of harassment. Further, all employees have the responsibility of fully cooperating in any investigations into complaints of harassment.

All [Organization Name] supervisors or managers have an additional responsibility of acting immediately upon either receiving a complaint of harassment or witnessing it themselves. Supervisors and managers are responsible for the creation and maintenance of a harassment-free workplace and must immediately investigate as soon as any forms of harassment become known in the workplace.

COMPLAINT PROCEDURE

At [Organization Name], complaints regarding harassment, bullying, or discrimination may be brought forward to:

* (Insert Title) at (Insert contact info) or (Insert Title) at (Insert contact info).
* An alternate report may be made to (Insert Title) at (Insert contact info) if either of the above are the alleged harasser(s).
* Immediately upon receipt of a complaint, an investigation will be started and additional information and context will be sought. The investigation may include:

o   A review of the details of the incident;

o   Separate interview(s) with the parties involved and any witnesses;

o   Examination of any relevant documents, emails, notes, photographs, or video;

o   A decision about whether the complaint constitutes workplace harassment; and

o   The preparation of a report which summarizes the incident, the steps of the investigation, the evidence collected, and any findings

* [Organization Name] will take appropriate measures to ensure that employees and/or witnesses involved in filing the complaint are protected, as necessary. This may include temporary reassignments or shift changes. [Organization Name] will ensure that these changes do not penalize any employee who brought forward a complaint, or any witness to the complaint.
* [Organization Name] will not disclose any information regarding a complaint of harassment (including any identifying personal information of any of the individuals involved), unless the disclosure is necessary. The disclosure may become necessary for the purposes of investigating the complaint, taking disciplinary action, or as required by law.
* The employee who disclosed the complaint, as well as the alleged harasser (provided they are both employees of [Organization Name]), will be kept up to date on the investigation and will be notified of the results of the investigation and any subsequent actions to be taken.

Any reports resulting from an investigation into complaints of harassment, discrimination, or bullying are not considered to be Occupational Health and Safety reports and will not be shared with the safety representative.

Note: This policy will be in written form and posted in a conspicuous place at [Organization Name]. It will be reviewed as often as necessary, but at least annually.

Signature: Date:

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## WORKPLACE VIOLENCE PREVENTION POLICY

This policy and program are intended to:

1. Ensure that [Organization Name] maintains a work environment that is free from workplace violence.
2. Establish measures and procedures to control the risk of workplace violence.
3. Communicate the procedure for summoning immediate assistance in the event of an incident of workplace violence or where an incident is imminent.
4. Establish a procedure for reporting incidents of workplace violence.
5. Establish how reports of workplace violence will be dealt with and investigated by the organization.

DEFINITIONS

“Workplace Violence” as defined by the *Ontario Occupational Health and Safety Act*, means:

1. The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
2. An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
3. A statement or behaviour that it 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.

“Workplace” refers to any land, premises, location or thing at, upon, in or near which a worker works including the organization's offices, off-site locations where work is performed, social events related to work or away from work but resulting from work (i.e., a threatening phone call to your home or other personal electronic contact from co-workers or clients).

POLICY

[Organization Name] is committed to providing a healthy, safe and supportive work environment for all employees that is free from workplace violence and will not tolerate any such incidents that are perpetuated by or against an employee, client, volunteer, vendor or visitor.

In pursuit of this commitment, [Organization Name] will take all reasonable steps to prevent workplace violence and will deal with incidents and complaints made in good faith, in a fair, consistent, and timely manner.

Employee Responsibilities

* Understand what constitutes workplace violence as defined in this policy and adhere to the organization’s zero tolerance requirement.
* Immediately report any incident of violence one is subject to or witnesses in accordance with the organization’s anti-violence program.
* Participate as required in internal and external investigations concerning incidents of workplace violence.
* Refrain from any retaliatory acts against any individual who has brought forward a complaint of violence.
* Attend and actively participate in training and education sessions regarding workplace violence.

Employer and Management Responsibilities

* Assess the risk of workplace violence and implement procedures, response plans and other controls to help minimize identified risks.
* Educate and train employees on this policy and program, response plans and other controls established to protect employee health and safety.
* Ensure a copy of this policy is available to all employees.
* Review the Workplace Anti-Violence Policy and Program annually or as often as necessary to properly protect employees from the risk of violence. This policy and program will be reviewed after any violent incident to determine if changes are necessary.
* Take appropriate action(s) upon receipt of a complaint of workplace violence or when aware that workplace violence is occurring.
* Impose appropriate disciplinary measures in response to substantiated claims of workplace violence.

All members of management who are aware, or who ought to reasonably be aware that incidents of workplace violence are occurring or are thought to be occurring are obligated to take appropriate action to stop the offending behaviours and actions, even in the absence of a formal complaint.

WORKPLACE ANTI-VIOLENCE PROGRAM

**Reporting Incidents of Workplace Violence**

* In the event you are directly affected by, or witness to an act of violence or a threat of violence in the workplace, it is imperative that the incident be reported immediately. Reports are to be made to your direct supervisor, their designate or other relevant party.
* For the health and safety of everyone, employees are encouraged to request an informal meeting with their supervisor/manager or their designate to discuss issues concerning or related to workplace violence.
* Employees should also notify their supervisor/manager or their designate if any restraining order affecting them is in effect or if they are aware of a non-work-related situation that could result in violence in the workplace including concerns regarding the potential for domestic violence to occur in the workplace.

If you are subject to workplace violence, you also have the option to pursue recourse through the Provincial Police or the Federal Criminal Code.

**Summoning Immediate Assistance**

* If you require immediate assistance following an act of violence, are being threatened, or consider yourself to be in imminent danger, contact the police/emergency services immediately by dialing “911” and follow department/facility emergency response procedures (where relevant).
* If you are unable to phone 911 right away, you should:
  + Yell for help.
  + If in a vehicle, honk the horn repeatedly, turn on hazard lights and lock all vehicle doors.
  + If possible, use the vehicle’s emergency alarm.
  + Immediately move to a safe location.
  + Contact a manager/supervisor.

**Right to Refuse Unsafe Work Due to Workplace Violence**

If you believe that you are being endangered by workplace violence, you have the right to refuse to perform the work you deem to be unsafe. If you are refusing to work because of workplace violence, you must immediately report the refusal to your supervisor/manager or their designate.

Once reported, an investigation into the refusal will commence.  During the investigation, you must remain in a safe place that is as near to your work location as reasonably possible and must remain available to the investigator for the purpose of the investigation.

**History of Violent Behaviour**

Under the Ontario Occupational Health and Safety Act, the organization may be required to provide information (including personal information) to its employees about a person with “a history of violent behaviour” if:

1. The employee can reasonably be expected to encounter that person in the course of their work; and
2. There is a potential risk of workplace violence as a result of exposure to the individual with a history of violent behavior.

Pursuant to this obligation, if the organization is of the view that there is a risk of workplace violence such that an employee is likely to be exposed to physical injury, information that is deemed reasonably necessary to protect employees from physical injury, including personal information and any known triggers of the individual’s potentially violent behaviours will be communicated.

When disclosing personal information, the organization will limit as much as possible the amount of personal information provided and will not release any medical information that is deemed protected.

Furthermore, the organization will not disclose any information to individuals who are unlikely to encounter the person with a history of violence or to those who are not at risk of physical injury from that person.

**Domestic Violence**

In the event the organization is aware that domestic violence could likely expose an employee to physical injury in the workplace, it will take every precaution reasonable in the circumstances for the protection of the affected employee(s). In such situations the organization will work with the employee to create a personal support plan which will identify safety measures and procedures for the protection of the individual.

**Violence Risk Assessment**

[Organization Name] will conduct a risk assessment of the work environment to identify any issues related to potential violence that may impact the organization and its employees and will institute measures to control those risks.

When conducting the risk assessment, [Organization Name] will take into consideration specific areas that may contribute to the risk of violence including:

* Working in a community-based setting
* Interaction with the public and/or working with unstable or possibly volatile clients.
* The exchange of money
* Working alone or in small numbers
* Working at night
* Working in a high crime area

As part of its assessment the organization may review records and reports (incident reports, health and safety inspection reports, etc.).

**Violence Investigation Procedure**

The investigation process will be initiated upon receipt of a formal complaint from an employee or at the discretion of the employer where workplace violence is known or is suspected to be occurring.

The organization will endeavor to complete investigations within 90 calendar days or less once the process has been initiated; unless extenuating circumstances warrant a longer investigation (for example where more than five witnesses must be interviewed or in the event a witness, Complainant or Respondent is unavailable due to illness).

Once initiated, the investigation procedure will generally adhere to the following steps/guidelines:

1. The organization will appoint an internal or external investigator(s) to promptly conduct and document an investigation into the incident in which all facts are examined in a manner that is timely, fair, and impartial.
2. No person shall be appointed to the role of investigator where they have been named within a complaint.
3. Any allegations against the (Insert title) will be investigated by a neutral third-party investigator.
4. The investigator(s) will review this policy, the submitted complaint and supporting documents, and will meet with the Complainant to gather additional details and information regarding the incident(s).
5. Individual(s) named in the complaint (known as Respondents) will be advised via written notification of the complaint that has been filed against them. The notification will inform the Respondent of the alleged offensive action(s)/behaviour(s) made against them.
6. The investigator will then meet with the Respondent to allow the individual to respond to the presented allegations and to gather facts and information.
7. Where warranted, the organization may issue a paid administrative leave to the Respondent, Complainant and any other party deemed necessary until the investigation is completed.
8. Employees on paid administrative leave pending the results of the investigation must remain available to meet with the investigator and to return to work as requested.
9. The investigator may also individually meet with witnesses and any other individual deemed necessary to provide additional evidence or context/information pertinent to the investigation.
10. Once the investigator is satisfied with the amount of factual information collected from all parties, they will make a determination as to whether or not the allegation(s) are substantiated based on a balance of probabilities and where substantiated, make recommendations on any remedial action to be taken.
11. The investigator will provide an investigation report which must include a summary of the steps taken during the investigation, the complaint and allegations of the Complainant, the response from the Respondent(s), the evidence of any witnesses, any additional evidence gathered, findings of fact, the conclusion of the investigation and any recommendations made.
12. If the investigator deems a breach of the policy has occurred, the organization will take necessary progressive discipline where deemed appropriate to do so.
13. If the results of the investigation do not substantiate that a breach of this policy has occurred, the allegations will be disregarded in any subsequent employment decision affecting the parties involved. This is the case except where there is repetition of the same allegation from the same or different parties, and in that case, further investigation and progressive discipline may occur. However, if after investigating any complaint the organization determines that the complaint is not genuine or that an employee has deliberately provided false information regarding the complaint, disciplinary action may be taken against the Complainant or the individual who gave the false information.
14. If the Complainant disagrees with the outcome of the investigation, they will have the option to pursue recourse through the applicable legislation (example: The *Human Rights Code* or the *Occupational Health and Safety Act*).
15. [Organization Name] will provide the Complainant and Respondent (where the Respondent is an employee) with a written outcome letter summarizing the investigation findings and any disciplinary action to be taken as a result of the investigation.
16. All parties involved in the investigation process, including the Complainants, Respondents, and witnesses are responsible for fully cooperating with the investigator(s) throughout the investigation process.

**Prohibition Against Retaliation/Reprisal**

[Organization Name] strictly prohibits any form of retaliation against an employee for filing a genuine complaint under this policy or for participating in the investigation process.

Specifically, no employee shall be demoted, dismissed, disciplined, or denied a promotion, advancement, or other opportunity because they have lodged a complaint in good faith or have participated in an investigation.

**Disciplinary Action**

Any employee who is found to have breached this policy by engaging in violence or a form of reprisal; who breaches confidentiality expectations; fails to cooperate with an investigation; makes a complaint in bad faith or supplies falsified information will be subject to appropriate disciplinary action.

Disciplinary action may range from training, counselling, written warning, suspension, work transfer and termination of employment, depending on individual circumstances. Additionally, the organization may pursue criminal charges where warranted.

**Confidentiality**

[Organization Name] will ensure that information and documents regarding a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take progressive discipline or as otherwise required by law.

All parties involved in a workplace violence complaint, including complainants, respondents, witnesses, managers, and support persons are expected to treat the matter and any information they become aware of as confidential. No party shall discuss the matter or associated details with other employees or witnesses. An employee may face disciplinary action if it is determined that they have failed to adhere to these confidentiality expectations.

All investigation notes and full reports will be retained in a separate file and are not to be saved in employee personnel files. Investigation outcome letters and disciplinary action will be saved in applicable employee files only when the complaint has been verified and is found to be in breach of this policy.

**Record Keeping**

[Organization Name] will securely retain records of all complaints or incidents of harassment including copies of:

* The complaint or details about the incident
* Records of the investigation including notes
* Witness statements, if taken
* The investigation report, if any
* Results of the investigation that were provided to the Complaint and Respondent
* Any progressive discipline taken to address the complaint or incident of workplace harassment

**Reports of Violent Incidents - Workplace Expectations**

The Organization Shall:

* Promptly investigate all reported acts and incidents of violence.
* Consult with other parties (i.e., legal counsel, Health and Safety Consultants, Health and Safety Representatives, Employee Assistance Providers, Human Rights, and local Police Services) as deemed necessary to address, resolve and mitigate incidents.
* Take all reasonable measures to identify and eliminate risks and root causes resulting from the incident.
* Comply with WSIB and OHSA violent incident reporting obligations by:
  + Immediately notifying the Ministry of Labour, and the JHSC (where relevant) of any incident resulting in the death or critical injury of an employee and providing the Director of the Ministry of Labour with a written report detailing the circumstances of the incident within 48 hours of its occurrence.
  + Providing written notification to the JHSC within four days of any violent incident which leaves an employee disabled from performing their job duties or which requires medical attention.
  + Providing notification to the WSIB within 24 hours of any violent incident in which an employee sustains a lost-time injury past the day of the incident or an injury that requires health care.

Signature: Date:

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