



WORKPLACE VIOLENCE PREVENTION POLICY

PURPOSE

The Rural Municipality of Milton No. 292 (the "RM") is committed to minimizing and eliminating the risk of workplace violence. Every employee is entitled to employment free of violence. The maintenance of such an environment is a responsibility shared by each Council member, worker, supervisor, and the RM.

Violence will not be tolerated in the workplace or any work-related setting, including work-related conferences, travel, and RM-sponsored social events. The RM will make every reasonable effort to ensure that no individual is subjected to workplace violence. The RM will investigate any incidents of violence and take corrective action to address the incidents.

DEFINITIONS:

Violence – as defined in section 3-26(1) of *The Occupational Health and Safety Regulations, 2020*, as: Violence means the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behaviour that gives a worker reasonable cause to believe that the worker is at risk of injury.

Violence includes:

- 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; and,
- 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.

Some types of violence include, but are not limited to verbal abuse, pranks, arguments, property damage, vandalism, sabotage, pushing, hitting, stalking, theft, physical assault, psychological trauma, anger-related incidents, and utterance of threats of violence.

Administrator – the Administrator of the Rural Municipality of Milton No. 292 appointed pursuant to Section 110 of

The Municipalities Act (or section 49 of the Northern Municipalities Act).

Contractor – an individual or company retained under a contract to perform services for the RM.

Employee – an individual employed by the RM, including an individual retained under a contract to perform services for the RM.

The Complainant – is the person who makes the complaint.

The Respondent – is the person who has allegedly committed violence.

Worksite – means a location where a worker is or is likely to carry out their responsibilities of employment. This includes work-related settings such as work-related conferences, travel, RM sponsored social events and any vehicle or mobile equipment used by a worker in the course of their employment.

SCOPE

This policy applies to all Council members, full-time, part-time, seasonal, temporary, hourly and salaried employees, independent contractors, agents, applicants and representatives of the RM when conducting business or performing duties or services on behalf of the RM (regardless of location).

While attending an RM workplace, members of the public, visitors, and individuals conducting business with the RM, including but not limited to contractors, consultants, vendors, or delivery persons, are expected to refrain from any form of violence.

Worker Rights

Every worker has the right to a violence-free work environment.

RM And Worker Responsibility

No individual shall participate in or encourage violence of another individual. All individuals must cooperate with violence complaint investigations and keep all information confidential in accordance with this policy.

RM Responsibility

The RM, Council members, the Administrator, the Foreman, and any other managers or supervisors, will take all complaints of violence seriously. The RM is committed to implementing a violence-free environment and will make every reasonably practicable effort to ensure that no individual is subjected to violence, whether from a Council member, supervisor, co-worker, or non-employee such as a member of the public.

General Procedures

When dealing with the general public always:

- Keep active and alert at all times. Don't be a target.
- Greet everyone who enters your workplace with respect and kindness.
- Be friendly and look directly in their eyes.

When dealing with Irate public always:

- Focus on emotions first. Remain calm. This may help them settle down.
- Avoid escalating the situation.
- If the customer refuses to leave and becomes increasingly agitated or threatening, text your supervisor and or call or text 911

When dealing with Suspicious Persons always:

- Look directly at suspicious loiterers, this may deter them and they will leave. When they leave, fill out a suspect and vehicle identification report. Give the form to the Foreman.
- Do not approach a suspect alone.
- If the suspects does not leave, call 911 and the Foreman.

When Working Alone outside regular hours:

- Ensure that the Foreman, or someone designated by the Foreman, is in contact with any workers who are working alone. Contact will be at scheduled intervals to ensure worker safety.
- If there is a person or a group of people who are suspicious or look to be stealing the worker must use their cell phone to call for help.
- If there is a violent incident, call for help with your emergency response transmitter and sound the alarm if available.
- When driving alone, ensure everything needed is on the front seat.
- Drive onto the parking lot with vehicle doors locked and windows rolled up and scan the area for suspicious persons when entering the parking lot.
- Scan the area for suspicious persons before getting out of the car.
- Exit the vehicle when ready and safe.

Making Deposits

Workers responsible for making deposits must observe the following rules:

- Deposits are only made during the day when at all possible.
- The time the deposit is made must vary.
- Two workers must make the deposit whenever possible.
- Do not take deposits home.
- If someone grabs the deposit, do not resist and do not chase the thief.

When working alone or after hours, lock the doors.

- Walk directly and quickly to your vehicle. If possible, leave with other workers.
- Alert other workers in the building of your departure. Exit while other workers watch you walk to your vehicle.
- Once in your vehicle, lock all doors and keep windows up.

What to Do During a Robbery

Most robberies last less than two minutes. The longer a robbery takes, the more nervous a thief becomes.

- Do not resist or attempt to delay the thief. Obey their instructions.
- Do not be a hero. Do not fight or use weapons. These actions may jeopardize your safety or the safety of others.
- Remain calm. Give thieves anything they want. Do not argue or attempt to stop them.
- Do not attempt to catch or capture a thief. Let them leave.
- Avoid sudden or unexpected movements. Keep actions short and smooth and make sure the robber is aware of the movement.
- Observations are important. Make note of the following: Height, weight, hair colour and any identifying or visible features like tattoos, scars, unique haircuts or visible piercings, type of clothing and colour, size and type of weapons. If you speak to them - pay attention to what is said and how. Unique aspects of speech like an accent or slang, slurred speech or difficulty speaking, etc. may help police.

What to Do After a Robbery

- Call for help, but only when it is safe to do so. Dial 911 immediately after the thief leaves.
- Provide police with the following information:
 - If anyone is injured at the scene.
 - The direction the thieves took when they left.

- Vehicle description, if any.
- What the robbers looked like and clothing description.
- What kind of weapons they used, if any.
- What time the robbery occurred.
- Stay on the phone until the police arrive or tell you it is okay to hang up.
- Protect the crime scene. Be careful not to damage any fingerprints left by the thieves. Do not touch anything that may be evidence.
- Ask witnesses to wait for the police. Get their names and addresses.

PROCEDURE

Informal Process

An individual who believes that they have been the subject of conduct that violates this policy is encouraged, where possible to complete a suspect and/or vehicle identification report and a violent incident report as soon as you can after the incident. The forms can be accessed through your Administrator.

- a. to clearly and firmly make it known to the offending individual that the conduct is unwelcome and must stop; and
- b. to attempt to resolve the issue by direct discussion with the offending individual; and may report the matter to the Administrator or the Foreman. If the Administrator or the Foreman is the accused, the matter may be reported to the Council. Depending on the nature and severity of the alleged conduct and subject to the consent of the individual reporting the violence, the RM may first try to resolve the issue informally.

Formal Process

Where the informal process is unsuccessful, or the individual does not feel comfortable addressing the issue directly, the individual should complete a suspect and vehicle identification report and a violent incident report as soon as you can after the incident. The forms can be accessed through your Administrator and submit a written report to the Administrator or the Foreman. If the Administrator or the Foreman is the accused, the written report may be submitted directly to the Council. The individual receiving the written report or designate will notify the alleged of the written report and provide the alleged with information concerning the circumstances of the written report.

If there is a sufficient basis in the written report or if the RM otherwise deems it necessary, the Administrator, Foreman, or designate will conduct a formal investigation into the conduct contained in the written report in a prompt, fair, and impartial manner. The investigation process may include interviews with the individual reporting the alleged, the alleged, and, as and to the extent determined by the investigator, others with information relevant to the matters in question. All written reports, response statements, witness statements, interview notes, and other documentation gathered as part of an investigation will be securely stored in a confidential investigation file.

All violent incidents will be investigated by the occupational health and safety committee (OHC). The OHC, will make recommendations for corrective actions to prevent similar incidents from recurring. The Administrator will document deficiencies and the appropriate changes will be made. Workers in affected areas will be informed of the results of the investigation and of any changes in the policy and prevention plan that result. If changes require worker re-training, the training will be provided. The OHC will decide on any action to be taken as a result of the findings of an investigation. The individual who reported the alleged and the alleged will be informed as to the outcome of the investigation.

Where violence is substantiated, the RM will take appropriate corrective action and/or disciplinary action, up to and including termination of employment. Where violence is not substantiated, no action will be taken against an individual who made the allegation of violence in good faith. Where a complaint is fraudulent, malicious, or otherwise made in bad faith, the individual who made the allegation of violence may be subject to disciplinary or other action.

Council Member Process

If the alleged is a Council member, please refer to the Rural Municipality of Milton No. 292 Code of Ethics Bylaw for the procedure to be followed and available sanctions.

Temporary or Interim Measures

In the event of an allegation of violence, the RM has full discretion to take whatever temporary interim measures that it deems appropriate to ensure the workplace remains a safe and productive environment and/or helps to facilitate an investigation into said violence, including, but not limited to, removing an individual from the workplace.

Variation From the General Procedure

The steps set out above and how an investigation is carried out are intended to be flexible to permit the RM to respond to the specific circumstances at issue in each case. The RM reserves the right to engage in a different procedure as it deems appropriate in any given circumstance. If an individual does not proceed with a formal report of violence or decides to withdraw a written report later, the RM may still initiate a formal investigation of the conduct reported if the RM determines it is necessary to ensure the health and safety of individuals at the workplace or to comply with applicable laws.

Retaliation And Fraudulent / Malicious Reports

The RM does not condone acts of retaliation against an individual who has reported violence, either informally or formally, or participated in the investigation or resolution of a report of discrimination or violence. However, a report of violence that is fraudulent or malicious (as distinct from unfounded) may itself be regarded as major misconduct subject to corrective action and/or disciplinary action, up to and including termination of employment.

Seeking Medical Aid for Injury and Post-Traumatic Stress

Medical aid and counselling is available to any worker who is a victim of violence. An offer of medical aid and counselling will be made by the RM (respectfully). The offer will be documented and every effort will be made to ensure the worker understands this offer at that time.

Workers have a right to refuse medical aid and/or counselling at any time.

If a worker seeks medical aid or counselling, injury reports must be filed with the Saskatchewan Workers' Compensation Board (WCB). W1 / E1

Confidentiality

The RM will not disclose the name of the individual who reported the violence, the alleged, or the circumstances related to the report of alleged violence to any individual except where disclosure is necessary for investigation of the alleged violence report or taking corrective action, or where such disclosure is required by law.

All individuals involved with the investigation of an incident shall treat all information related to the matter as strictly confidential. Unwarranted or inappropriate breaches of confidentiality may be subject to disciplinary action, up to and including termination of employment.

Other Legal Rights

Nothing in this policy is intended to prevent or discourage an individual from exercising:

- a. his or her statutory rights as set out in Part III of *The Saskatchewan Employment Act*, including, but not limited to, the right to request the assistance of an occupational health officer to resolve a complaint of violence;
- b. his or her statutory rights as set out in *The Saskatchewan Human Rights Code* as it relates to discriminatory practices, including, but not limited to, the worker's right to file a complaint with the Saskatchewan Human Rights Commission; and
- c. any other legal rights pursuant to any other law.

Availability of the Policy

The RM will make a copy of this policy readily available for workers' reference and post it in a conspicuous place in the workplace.

VIOLENCE RISK ASSESSMENT

The RM will conduct a risk assessment annually to reconsider the following potential risks:

- Previous incidents of violence in the workplace;
- Situations where employees interact with members of the public;
- Integrity of site security, equipment, and lighting;
- Effectiveness of emergency procedures;
- Procedures used in cash handling; and
- Procedures for releasing contact phone numbers, names and addresses of employees only to authorized individuals.

When completed, the results of the risk assessment must be provided to the Occupational Health and Safety Committee. This reporting requirement also applies to any repeated risk assessments performed to assess and prevent workplace violence incidents.

The Occupational Health and Safety Committee shall review the risk assessment and approve the safeguards or control.

VIOLENCE RISK REDUCTION

The RM will further take the following actions to minimize or eliminate the risk of violence in the workplace:

- Ensuring employees have access to appropriate personal protective equipment;
- Reviewing and updating emergency procedures, site security, and applicable administrative processes;
- Upgrading site security equipment when required;
- Arranging for sufficient staff levels to carry out the work safely;
- Training and education so that employees understand the risks and the controls which must be followed for preventing exposure and responding to workplace violence; and
- Monitoring the effectiveness of control measures through safety inspections.

The RM recognizes that the following positions are at increased risk of being exposed to a violent situation:

1. Office Staff;
2. Foreman; and
3. Equipment Operators.

If an employee is at an increased risk of being subject to violence in the workplace, the RM will inform employees of the nature and extent of the risk from potential violence in writing, except if the disclosure is prohibited by law. The RM will disclose any information in its possession related to the risk of violence from persons who have a history of violent behaviour and whom employees are likely to encounter in the course of their work.

MEDICAL ASSISTANCE

In the event that an employee, as a result of a work-related violence, experiences injury or adverse symptoms, the employee is encouraged to consult the worker's physician for treatment or referral for post incident counselling. If an employee consults their physician for treatment or receives counselling that is related to the workplace violence, the RM shall credit the worker's attendance as time at work and ensure that the worker loses no pay or other benefits as a result of the workplace violence.

TRAINING

The RM is committed to providing a training program for employees that includes:

- the means to recognize potentially violent situations;
- procedures, work practices, administrative arrangements and engineering controls that have been developed to minimize or eliminate the risk to workers;
- the appropriate responses of workers to incidents of violence, including how to obtain assistance; and
- procedures for reporting violent incidents.

REVISIONS

The RM shall ensure that this policy is reviewed and, where necessary, revised every 3 years. A review will also be done whenever there is a change of circumstances that may affect the health or safety of workers.

Date of Policy: June 05, 2024
Resolution # 2024-207

THE RURAL MUNICIPALITY OF MILTON NO. 292
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ACKNOWLEDGMENT & AGREEMENT - EMPLOYEE

I, _____, an employee of the Rural Municipality of Milton No. 292 acknowledge that I have been provided with a copy of the Workplace Violence Prevention Policy (the "Policy") and have read and understood it and acknowledge that I will abide by the Policy. I understand that if I violate the rules set forth by this Policy, I may face disciplinary action up to and including termination of employment.

Date

Employee Signature

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ACKNOWLEDGMENT & AGREEMENT - COUNCIL

I, _____, a Council member of the Rural Municipality of Milton No. 292 acknowledge that I have been provided with a copy of the Workplace Violence Prevention Policy (the "Policy") and have read and understood it and acknowledge that I will abide by the Policy. I understand that if I violate the rules set forth by this Policy, I may face disciplinary action or sanctions.

Date

Council Member Signature