

## Workplace Violence and Harassment Prevention Programs

<b><i>What the law says</i></b>	<b><i>What should the employer do?</i></b>
<ul style="list-style-type: none"> <li>• Employers must develop a program to support the workplace violence policy. [OHSA s. 32.0.2]</li> <li>• The workplace violence prevention program must include:</li> <li>• Controls for risks identified in the workplace assessment [OHSA s. 32.0.3(1)]</li> <li>• Procedures for summoning immediate assistance</li> <li>• A procedure for workers to report incidents of workplace violence to management</li> <li>• Investigation procedures to deal with complaints or incidents of workplace violence.</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Review completed risk assessment</li> <li><input checked="" type="checkbox"/> Develop procedures for controlling, reporting, and investigating workplace violence</li> <li><input checked="" type="checkbox"/> Monitor program for effectiveness</li> <li><input checked="" type="checkbox"/> Modify program if required</li> </ul>
<b><i>Workplace Violence Program – Procedures</i></b>	
<ul style="list-style-type: none"> <li>• Many employers may already have procedures such as incident reporting and incident investigation procedures that can be used as part of a workplace violence prevention program.</li> <li>• If a procedure already exists, it should be reviewed and modified, if required, to make it suitable for the workplace violence prevention program.</li> </ul>	

## ***Procedures for Controlling Identified Risks***

All risks identified in the risk assessment require effective controls for protecting workers from workplace violence.

These may include:

- Developing safe work procedures specific to the identified risk
- Providing workers with appropriate personal protective equipment
- Designing or modifying the physical layout of the workplace such as , installing alarm or security systems, rearranging furniture to allow better access and egress, placing barriers between workers and the public , ensuring adequate interior and exterior lighting etc.
- A method of informing workers of potentially violent situations
- Implementing a workplace violence training program for all employees.

## ***Emergency Response Procedures***

Each workplace is required to have, as part of their workplace violence program, a procedure for summoning immediate assistance and a way of keeping workers safe during a violent incident.

This may include:

- Directions and procedures for workers to follow in the event of an emergency
- Compiling emergency telephone numbers and ensuring that they are readily available
- Communications equipment such as telephones, cell phones, two way radios, or tracking systems.
- Security equipment such as building or vehicle alarms, panic buttons, personal alarms, cameras, mirrors, or safe rooms.

## ***Procedures for Reporting Incidents of Workplace Violence and Harassment***

An employer may already have an incident reporting structure in place which could be used with some modification to include workplace violence incidents.

The procedure should include:

- When, how and to whom a worker should report incidents or threats.
- Which form or method should be used to record the incident
- The involvement of the employer, supervisor, worker, joint health and safety committee / health and safety representative in the reporting process
- Information on when and how to report violent incidents to outside organizations such as the police, Workplace Safety and Insurance Board, Ministry of Labour, social services etc.

## ***Procedures for Investigating Incidents of Workplace Violence and Harassment***

An employer does not have to develop a separate procedure for investigating violence in the workplace if the company currently has a method or procedure for investigating incidents or accidents in the workplace.

- An investigation procedure should contain information about:
  - When and how an investigation will be conducted
  - What will be included in the investigation such as, type of documentation, interviewing of witnesses etc.
  - The involvement of the employer, supervisor, worker, joint health and safety committee / health and safety representative in the investigation process
  - Actions to be taken as a result of the investigation
  - Timeframes for implementing action items
  - Record keeping requirements

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