
6.5 VIOLENCE PREVENTION POLICY

The purpose of this policy is to support a respectful workplace that prevents and/or minimizes violence in the workplace and protects the safety and security of Compassion HomeCare employees, clients, visitors and contractors to our offices. To this extent, Compassion HomeCare has developed a companywide policy intended to prevent incidents of violence and to deal quickly and effectively with any incident that might occur. This policy applies to not only employees and clients but to visitors and contractors as well.

This policy applies during any activities on or off of company premises which could reasonably be associated with the workplace.

Definition of Workplace Violence:

- ✦ Incidents in which persons are abused, threatened or assaulted in circumstances related to their work, including all forms of harassment, bullying, intimidation, physical threats or assaults, robbery or other intrusive behaviors, whether the incident involves a direct or indirect challenge to the person's safety, well-being, or health. Such behavior could originate from clients or their family members, co-workers, visitors to our offices or worksites, or by any member of the agency at any level.

Workplace Violence can be classified in four categories:

- ✦ Type I (Criminal Intent): Perpetrator has no relationship to the workplace.
- ✦ Type II (Client/Customer): Perpetrator is a client, visitor or family member of the client at the workplace, who becomes violent toward a worker or a client.
- ✦ Type III (Worker-to-worker): Perpetrator is an employee or past employee of the workplace.
- ✦ Type IV (Personal Relationship): Perpetrator has relationship with an employee (e.g. domestic violence in the workplace).

Workplace 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.
- ✦ A statement or behavior 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.
- ✦ Any behavior that constitutes harassment or bullying.

Dealing with Complaints of Workplace Violence:

- ✦ Every incident must be reported immediately to a supervisor and will be investigated as quickly as possible.

- The supervisor shall immediately make the appropriate inquiries of the victim and/or witnesses to determine if the incident is minor or serious and whether there is any immediate danger of harm to anyone present at the scene.

If the incident is minor (meaning that no one was physically harmed in any way) Human Resources will:

- Determine if mediation is appropriate and if so, will mediate or arrange for mediation of the situation.
- Conduct the appropriate investigation.
- Submit a report of the findings of the investigation to the Manager of Human Resources and the Health and Safety Committee.

If the incident is serious (meaning an incident in which someone was physically harmed, or a situation which is continuing to escalate towards the potential that someone could be physically harmed), the following steps must be taken:

- The supervisor must first ensure the safety of employees and him/herself and any other employees or others, who may be affected.
- The supervisor must ensure proper medical treatment is obtained.
- The supervisor must contact their OH&S Representative, as soon as possible, to assess who should be involved in the investigation.
- The required authorities will be contacted (police or Ministry of Labour, where appropriate) to report the incident.
- An investigation will be conducted.

A detailed report of the incident and outcome of the investigation will be submitted to the Operations Manager and any other parties required by law.

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