

<b>Title:</b>	Preventing Workplace Violence Policy
<b>Adopted on:</b>	April 5, 2024
<b>Adopted by:</b>	City Manager
<b>Jurisdiction:</b>	Safety Coordinator
<b>Revision Date:</b>	April 5, 2024

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## **1. INTRODUCTION AND PURPOSE**

The City of Weyburn (the City) is committed to the prevention of violence and providing a violence-free workplace as required by *The Saskatchewan Employment Act* (“Act”) and *Occupational Health and Safety Regulations 2020* (“Regulations”).

In consultation with its employees, the City has identified the risks of violence in its facilities and developed procedures to eliminate and minimize the risks to workers, contractors, volunteers and council members. Furthermore, the City has adopted this Policy as part of a wider prevention program which includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process to report incidents or raise concerns. The City of Weyburn strictly prohibits violence in the workplace. If the City is aware that domestic violence is likely to expose an employee to a workplace physical injury, every reasonable precaution will be implemented to protect the individual. Everyone at City of Weyburn facilities or while representing the City is expected to behave in a professional, respectful manner and work together to achieve common goals.

All employees, volunteers, contractors, committee, and Council members are personally accountable and responsible for enforcing this policy and must make every effort to prevent and eliminate violence in the work environment and to intervene immediately by advising the manager or director if they observe a problem or if a problem is reported to them.

The purpose of this policy is to ensure that:

- All workers are protected from acts or threats of workplace violence in accordance with the requirements of the “Act” and “Regulations”.
- Individuals are aware of and understand that acts of workplace violence are considered a serious offence for which necessary action will be imposed.
- Those subjected to acts of workplace violence are encouraged to access any assistance they may require in order to pursue a complaint; and
- Individuals are advised of available recourse if they are subjected to, or become aware of, situations involving workplace violence.

The City of Weyburn is committed to:

- Training all workers in recognizing violence hazards and how to protect themselves;
- Investigating reported incidents of workplace violence in an objective and timely manner;
- Taking necessary action to respond to those incidents; and
- Providing support for complainants.

## 2. DEFINITIONS

For purposes of this Policy:

- **“Administrative controls”** means the provision, use, and scheduling of work activities and resources in the workplace, including planning, organizing, staffing, and coordinating, for the purpose of controlling risk;
- **“Competent”** means possessing knowledge, experience, and training to perform a specific duty safely and effectively;
- **“Discriminatory action”** means any action or threat of action by the City of Weyburn or its representative(s) that does or would harm a worker with respect to any terms or conditions of employment or opportunity for promotion, including dismissal, layoff, suspension, demotion, or transfer, discontinuation or elimination of a job, change of a job location, reduction in wages, change in work hours, reprimand, coercion, intimidation, or imposition of any discipline or other penalty as a reprisal for reporting workplace violence or exercising any other right under the “Act” or “Regulations”
- **“Engineering controls”** means the physical arrangement, design, or alteration of workstations, equipment, materials, production facilities, or other aspects of the physical work environment, for the purpose of controlling risk;
- **“Violence”** means the threatened, attempted or actual conduct of a person, including but not limited to a co-worker, customer, client, contractor, vendor, visitor, member of the public, that causes or is likely to cause physical or psychological injury or harm, including domestic or sexual violence.

Examples include but are not limited to:

- Brandishing a weaponing, shaking fists in front of, or pushing a worker;
  - Any expression of intent, written or verbal, to inflict physical force that could cause physical injury;
  - Body language or behaviours that leave little doubt in the mind of the worker that the perpetrator intends to cause physical injury; and
  - Physical attacks like hitting, shoving, pushing, kicking, biting, pinching, or inciting an animal to attack.
- **“Workplace”** any location where a City of Weyburn worker is, or likely to be, engaged in work for the City, including any vehicle or mobile equipment.

## 3. SCOPE OF POLICY

The intent of this Policy is to ensure that all City workers, contractors, volunteers (including committee members), and members of Council while conducting City business, are protected from workplace violence.

### 3.1 Workplaces This Policy Is Intended to Cover

The intent of this Policy is to protect the aforementioned individuals from acts or threats of violence occurring anywhere in the workplace, which includes any location where the individual does or can be reasonably expected to carry out work or representation for The City of Weyburn, including but not limited to:

- Within City of Weyburn facilities, premises and work sites;
- Inside City of Weyburn vehicles and equipment; and

- At off-site locations where individuals are required to perform their duties, including but not limited to client offices, sites of business conferences, and City of Weyburn-sponsored retreats, affairs, and social events.

#### **4. PROHIBITED CONDUCT**

No employee or any other individual affiliated with City of Weyburn shall subject any other person to workplace violence or allow or create conditions that support workplace violence.

An employee, volunteer, independent or dependent contractor or council member that subjects another employee or contractor to workplace violence may be subject to disciplinary action commensurate to the incident up to and including dismissal.

It is also a violation of the City's Violence Policy for anyone to knowingly make a false complaint of violence, or to provide false information about a complaint. Individuals who violate this Policy are subject to disciplinary and/or corrective action, up to and including termination.

This Policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

#### **5. RESPONSIBILITIES**

##### **5.1 Directors and Managers**

As "employer" under the "Act", the City of Weyburn and its Directors and managers are responsible for providing the resources, support and oversight necessary to implement this policy in a fair, timely and consistent manner.

Directors and Managers are responsible to:

- Act respectfully towards other individuals while at work and while participating in any work-related activity;
- Develop workplace arrangements that minimize the risk of workplace violence;
- Promote a non-violent workplace;
- Ensure that this policy is explained to all employees under their supervision;
- Identify training needs for employees;
- Ensure that employees understand who to contact regarding concerns about the policy or when reporting an incident;
- Ensure their own immediate physical safety if an incident of workplace violence occurs, then report criminal behaviour to the appropriate law enforcement agency; and
- Ensure the security and safety of all parties involved during an investigation of workplace violence.

##### **5.2 Supervisors**

Supervisors will adhere to this Policy and are responsible for ensuring that required measures and procedures are followed by workers and that workers have the information they need to protect themselves.

### **5.3 Employees, volunteers, Council members and Sub-contractors**

Every worker must work in compliance with this Policy and report any incidents or threats of workplace violence they experience or witness to their supervisors or Managers/Directors in accordance with Section 8.3. below. In addition, workers should notify their supervisor, manager or City official if they are threatened with or feel they are at risk of domestic or family violence and that their spouse, partner, family member, friend or other relation is likely to attempt to engage violence against them *in the workplace*.

Employees and subcontractors are responsible to:

- Act respectfully toward other individuals while at work and participating in any work-related activity;
- Ensure their own immediate physical safety in the event of workplace violence, then report the incident to the police or a supervisor or manager as the situation warrants; and
- Cooperate with any efforts to investigate and resolve matters arising under this policy.

### **5.4 Occupational Health & Safety Committee/Occupational Health & Safety Representative**

The City of Weyburn will advise and consult with the occupational health and safety committee (“OHC”) or Occupational health and safety representative (“Rep”) for the workplace in carrying out the workplace violence hazard assessment and selecting the appropriate control measures provided for in this Policy, as well as in monitoring and reviewing the hazard assessment and control measures.

## **6. WORKPLACE VIOLENCE HAZARD ASSESSMENT**

The policy statement and Safe Work Practices and Procedures for each facility/location has been reviewed in consultation with workers as well as the OHC for each facility/location. The policy statement and practices and procedures will be reviewed every three years, or whenever there is a change of circumstances that may affect the health or safety of workers, contractors, volunteers and/or Council members including but not limited to:

- When incidents of workplace violence occur;
- When a new work process involving risks of workplace violence is introduced;
- When a work process or operation changes in such a way as to create new violence risks; and
- Before construction of significant additions or alterations to the work site.

The City will ensure that a worker survey (see [Appendix A](#)) violence hazard assessment (see [Appendix B](#)) will be conducted by the Safety Coordinator in consultation with the OHC and the workers at the work site. Workers will be consulted whenever this policy is being reviewed and will be informed when changes have been planned or made. Re-training will occur as required.

## **7. WORKPLACE VIOLENCE NOTIFICATION, INSTRUCTION & TRAINING**

Where the workplace violence hazard assessment finds that there are workplace violence hazards, The City of Weyburn will ensure that workers are properly notified, instructed and trained.

### **7.1 Notification of Workplace Violence Hazards**

Where workplace violence hazard assessments finds hazards may occur, notification will consist of, at a minimum:

- Indication of workplace locations where workplace violence is likely to occur;
  - Indication of job classifications or operations at high risk of workplace violence; and
  - Warnings about individuals with a history of violent behaviour that workers are likely to encounter at the workplace, subject to the privacy rights of those co-workers.
- The City will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

### **7.2 Instruction and Training Program**

The City will ensure that workers receive proper notification and training (See [Appendix C](#)) necessary to protect themselves from workplace violence hazards that covers, at a minimum:

- How to detect and respond to the warning signs of workplace violence;
- Where the potential for violence may exist (based on risk assessments conducted);
- The procedures, work practices, administrative arrangements and engineering controls in place to eliminate or minimize those risks, including but not limited to:
  - The safe work procedures for carrying out jobs involving risk of workplace violence;
  - The emergency response procedures for workplace violence;
  - The methods of summoning immediate help in case of workplace violence;
  - The procedures for reporting incidents of workplace violence;
  - The procedures used to investigate and respond to reports of workplace violence;
  - The support available to workers who report or are victimized by workplace violence; and
  - The means to understand their legal obligation to refrain from participating in or carrying out acts of violence.

Site specific training will be applied as per the Safe Work Practices and Procedures for each facility. New workers will also receive training in workplace violence as part of their safety orientation training.

### **7.3 No Loss of Pay or Benefits**

As required by the Act and Regulations, the time a worker spends receiving training and instruction and/or post-incident treatment or counselling under this Policy will be credited as time at work and will not result in the worker's loss of pay or benefits.

## **8. WORKPLACE VIOLENCE PREVENTION MEASURES**

The City has implemented practices, procedures, policies, and work environment arrangements to eliminate, or where total elimination is not possible, minimize hazards that were identified in the hazard assessment for each facility. Specific risks and preventative measures identified in the hazard assessment are included in the Safe Work Practices and Procedures for each facility and/or location.

### **8.1 General Principles for Selecting Controls**

In selecting appropriate controls for eliminating or minimizing risks of workplace violence, The City follows the hierarchy of controls, including use of:

- Engineering controls, including but not limited to physical barriers, alarms, panic buttons, surveillance cameras, and lighting;

- Administrative controls, including but not limited to safe work procedures for performing job tasks involving risks of violence, such as handling cash, working alone or in isolation, and dealing with irate customers; and
- Personal protective equipment and communications equipment.

### **8.2 System for Summoning Help and Emergency Response**

The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, contractor, visitor or vendor, than an immediate call to “911” is required. City employees also have access to a SolusGuard Working Alone App on their on-call city phones.

### **8.3 System for Reporting Workplace Violence**

All individuals are required to immediately notify their supervisor, manager or a City of Weyburn official if they experience or witness workplace violence by filling out the Violent Incident Report form in [Appendix D](#) and if Suspect and Vehicle Identification Report in [Appendix E](#) applicable.

### **8.4 System for Investigating Reports of Workplace Violence**

The City of Weyburn takes reports of workplace violence seriously. Workplace violence reports will be investigated in a prompt, thorough, fair, and objective manner. The City of Weyburn will take steps to protect the identity and personal information of the worker who reports workplace violence as well as of the individuals involved in the incident except where disclosure is necessary to perform the investigation or otherwise permitted or required by law.

## **9. INVESTIGATION**

### **9.1 Confidentiality**

Strict confidentiality is required to properly investigate an incident and to offer appropriate support to all parties involved. Any individual who become aware of an incident of violence should not disclose the details of the incident to a third party without prior consultation with the complainant. Gossiping about an incident seriously undermines the privacy of all parties involved and will not be tolerated. Those with questions or concerns about an incident should speak to the Human Resources Manager.

### **9.2 Investigation Procedure**

Upon receipt of a formal complaint of workplace violence the Safety Coordinator, in conjunction with the Human Resources Manager will determine whether an investigation will be pursued, and will:

- Advise the respondent in writing of the investigation and nature and specifics of the complaint;
- Advise the complainant of the investigation; and
- Assign the investigation to an internal or external person to investigate.

The Safety Coordinator, in consultation with the OHC will investigate and review the incident, and recommend any corrective action required to prevent recurrence of violence in the workplace. The City will review and determine which (if any) corrective action is required.

**9.3 Resolution & Discipline**

Any City of Weyburn staff members found by the investigation to have engaged in workplace violence will be subject to discipline in accordance with The City of Weyburn Discipline Policy and the terms of any applicable collective agreement. The City will ensure that workers who report workplace violence are notified of the findings of the investigation as soon as reasonably possible and that necessary corrective actions are taken to ensure that problems that led to the incident are adequately addressed.

**10. SUPPORT FOR WORKERS VICTIMIZED BY VIOLENCE**

The City will provide support and access to counselling to workers who report incidents of violence and/or who suffer injuries or other adverse symptoms as a result of such incidents. The City recommends that any worker exposed to a violent incident consult their physician for treatment or referral for post-incident counselling, including advising them to consult a physician of the worker's choice for treatment or counselling and referral to The City of Weyburn Employee and Family Assistance Program. If a worker seeks medical aid or counselling, the Safety Coordinator must be notified and injury reports must be filed with the Saskatchewan Workers' Compensation Board (WCB).

**11. ASSISTANCE**

An employee or contractor with questions, concerns or a complaint regarding workplace violence may contact the Safety Coordinator or Human Resources Manager for help and advice. This information will be kept confidential except in the case of an imminent physical threat in the workplace.

**12. AVAILABILITY OF PREVENTION PROGRAM**

The City of Weyburn will make a copy of this Policy and the site-specific Safe Work Practices and Procedures readily available to workers at each facility/location.

**13. APPENDIX A – WORKER SURVEY**



The City of Weyburn recognizes the potential for violent acts and threats towards its workers and is committed to protecting their health and safety in the workplace. In order to develop a Workplace Violence policy, and procedures to eliminate and minimize the risks to workers, the City is consulting with employees to gather information on the working environment.

**Please provide your feedback by November 10, 2023.**

1. Have you ever been a victim of violence in this workplace?

- Yes
- No

If yes, what was the nature of the incident (e.g. verbal threats, hitting, offensive correspondence?)


2. Who was the offender?

- Patron
- Co-worker
- Contractor
- Manager/Supervisor
- Member of the public
- Other (e.g. animal)

Provide a name if known.

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3. Do you feel safe from violence at work?

- Yes
- No

If no, why?


4. Do you think violence is more likely to occur on certain days?

- Yes
- No

If yes, why and which days?


5. Do you think violence is more likely to occur at certain times of the day?

- Yes
- No

If yes, why and when?


6. Do you think violence is more likely to occur in certain places or locations?

- Yes
- No

If yes, why and where?


7. What do you think could be done to minimize the risk of violence in the workplace?


8. Are there any situations on the job where you feel particularly vulnerable?

- Yes
- No

If yes, what are they?


9. Have you received workplace violence prevention training?

- Yes
- No

If yes, what kind of training did you receive?




# SAFETY PREVENTING WORKPLACE VIOLENCE

## 14. APPENDIX B - RISK ASSESSMENT CHECKLIST



### CITY OF WEYBURN VIOLENCE RISK ASSESSMENT CHECKLIST

Location: \_\_\_\_\_ Date: \_\_\_\_\_

Inspected By: \_\_\_\_\_

Signatures: \_\_\_\_\_

<b>Note:</b> Security measures should not conflict with fire or other safety requirements. Do not do anything that could impede workers' and customers' ability to leave the building during an emergency.			
<b>Potential Risk Factors</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do employees acknowledge customers with a friendly greeting, smile and make eye contact?			
Are workers selected for night shifts based on age and demeanor?			
Are workers trained to recognize potentially violent situations?			
Are workers trained to safely handle irate customers, suspicious persons, shoplifters and thieves?			
Are violence prevention techniques built into daily tasks (e.g., cash handling and deposits, parking lot safety)?			
Are workers trained on what to do during a robbery?			
Are workers trained on post robbery procedures (e.g., reporting to police, suspect identification, their right to medical aid without loss of pay)?			
Do workers know they have a right to medical aid without loss of pay or benefits after a robbery?			
Do workers have a copy of the most recent version of the policy and know where a copy is located if they need to read it?			
Are workers informed and retrained when elements of the policy have changed?			
<b>Facility Appearance, Lighting, Organization and Signage</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Are workers and customers visible to potential witnesses outside?			
Is shelving low (e.g., five feet) so workers can see customers at all times?			
Do mirrors or video surveillance monitors help employees see the whole facility?			
Are cash registers at the front of the facility near windows?			
Are garbage bin and parking lot areas well lit?			
Are the video surveillance cameras visible to customers?			
Is there signage to indicate a small amount of cash and video surveillance on the premises?			
Is public access to washrooms controlled?			
Are anti-jump barriers fitted in front of cash-handling devices?			
Is access to employee-only areas locked?			
Are there door alarms to alert workers when someone enters the facility?			

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VIOLENCE RISK ASSESSMENT CHECKLIST**

Are backdoors and side entries locked and only accessible to workers with keys or security cards?			
Are emergency numbers and contact information close to the cash registers and facility phones where workers can quickly access the information?			
Is there a silent, hold-up alarm installed?			
Is the height strip at the front door in place and clearly visible from the cash register?			
<b>Employees Working Alone at Late Night Hours</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Does someone contact workers at regular intervals to ensure they are okay?			
Is there a check-in and check-out procedure?			
Are employees permitted to take garbage out alone at night? (If yes, this should stop.)			
Do employees assigned to work late night hours have personal emergency transmitters?			
Are personal emergency transmitters monitored by the police, employer, a security company, or other person designated by the employer?			
Are late night workers at least 19 years of age?			
Are the video surveillance cameras monitored by a security company?			
<b>Handling Money and Deposits</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Is there a procedure for cash handling and deposits? (If no, develop one.)			
Is it standard practice to keep as little cash in the till as possible?			
Are large bills put into a drop box, safe, or strong room that is out of sight?			
Do workers make deposits at night or alone?			
When workers make deposits together, do they face in opposite directions to keep an eye on the surroundings?			
Does the time and routine for making deposits vary from day to day to make it less predictable?			
Do workers transport cash in a bag that has the company logo or otherwise makes it obvious that they are carrying cash?			
<b>Opening and Closing</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do your written procedures for opening and closing emphasize personal safety?			
<b>Travelling To and From Work</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do employees have the option of asking for an escort to walk to their cars at night?			
Are evening or night parking spaces near the workplace available for employees?			
Do you provide free transportation home for workers who finish between 12:30 a.m. to 7:00 a.m. local time, if applicable? *This is an employment standards requirement for Saskatchewan hotels, restaurants, educational institutions, hospitals and nursing homes who are open overnight.			

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Regular Checks of Policy	Yes	No	N/A
Do you conduct risk assessments for violence every three years and revise your policy accordingly?			
Do you revise your policy when there are significant changes to the workplace design and work procedures?			
Do you investigate violent incidents?			
Do you accept recommendations from the OHC, representative and/or workers, take corrective action and update your policy accordingly?			
Do you provide workers with an up-to-date copy of the policy and retrain them on its revised elements?			
Do you retrain workers on the revised elements in the policy?			





# SAFETY PREVENTING WORKPLACE VIOLENCE

## 16. APPENDIX D – VIOLENT INCIDENT REPORT FORM



### VIOLENT INCIDENT REPORT

General Information		
Occurrence Date: Month _____ Day _____ Year _____ Time: _____ a.m. <input type="checkbox"/> p.m. <input type="checkbox"/>		
Date Reported: Month _____ Day _____ Year _____ Time: _____ a.m. <input type="checkbox"/> p.m. <input type="checkbox"/>		
Last Name:	First Name:	Initial(s):
Department:	Job Title:	
Incident Location:		
Type: <input type="checkbox"/> Verbal <input type="checkbox"/> Threat <input type="checkbox"/> Pushed <input type="checkbox"/> Scratched <input type="checkbox"/> Bitten <input type="checkbox"/> Struck <input type="checkbox"/> Other _____		
Injury/Illness: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Type: <input type="checkbox"/> Fatality <input type="checkbox"/> Loss Time Accident <input type="checkbox"/> Restricted Work <input type="checkbox"/> Medical Aid <input type="checkbox"/> First Aid <input type="checkbox"/> Psychological		
Police Called: <input type="checkbox"/> Yes <input type="checkbox"/> No	Advised of right to consult a medical professional: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Medical attention/first aid obtained: <input type="checkbox"/> Yes <input type="checkbox"/> No	WCB Form Completed: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Describe the incident in detail: Use additional pages if required, provide diagrams, photographs and reports.		
Witness Information		
Name:	Phone Number:	
Name:	Phone Number:	
Name:	Phone Number:	
Name:	Phone Number:	
Witness Statement(s) Provided: <input type="checkbox"/> Yes (attached) <input type="checkbox"/> No		
Suspect Information		
<input type="checkbox"/> Customer <input type="checkbox"/> Current Employee <input type="checkbox"/> Former Employee <input type="checkbox"/> Delivery Person <input type="checkbox"/> Contractor		
<input type="checkbox"/> Other _____		
Was the subject involved in previous violent incidents: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Please Provide any other information you think is relevant:		
Investigator/Supervisor Signature		Date:
Involved Worker(s) Signature		Date:
Management Review Signature		Date:

**17. APPENDIX E – SUSPECT AND VEHICLE IDENTIFICATION REPORT**



**SUSPECT AND VEHICLE IDENTIFICATION REPORT**

Employees who have experienced or witnessed violence must complete a copy of this form along with the violent incident report form.

<b>1. General Appearance:</b>		
Gender	Age	Height
Weight/build	Hair (colour/type)	Complexion
Race	Scars/marks	Tattoos
Jewelry	Hat	Coat
Shoes	Shirt/tie	Pants/skirt
<b>2. Facial Features</b>		
Hair texture/style Skin/hair colour Shape of eyebrows Shape/size of eyes Shape of nose Mouth/lips Moustache/beard Wrinkles Ear shape/size cheeks Neck/Adam's apple	Include specific features you remember:	
<b>3. What did the suspect say?</b>		
<b>4. Tool or weapon seen?</b>		
<b>5. Vehicle:</b>		
Colour	Make	Model
Licence plate	Body style	Damage/rust
Bumper sticker	Wheel covers	Direction of travel