

P O L I C Y



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Policy Title WORKPLACE VIOLENCE		

Council Resolution No. C/310/07	Date: April 11, 2007	Cross Reference Health and Safety Manual	Effective May 10, 2007
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Policy Statement

Lacombe County is committed to the prevention of violence and promotes a violence free work place in which all people respect one another and work together to achieve common goals. Any act of violence committed by, or against, any worker or member of the public is deemed unacceptable and will not be tolerated.

Guidelines / Procedures

Alberta Occupational Health and Safety defines violence whether at a work site or work related, means: the threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury.

Acts of violence can take the form of physical contact or verbal abuse. Violence of any form erodes the mutual trust and confidence that are essential to Lacombe County's operational effectiveness. Acts of violence destroy dignity, lower morale and break down work unit cohesiveness.

Acts of violence may occur as a single event or may involve a series of events. Violence is not gender specific and may be directed by, or towards, Lacombe County's workers or members of the public.

Under no circumstances shall any employee or individual affiliated with Lacombe County subject any other person to violence.

Workplace Violence can be broken down into four categories:

- a) verbal abuse (emotional / psychological abuse)
- b) harassment: Any behavior that demeans, humiliates or alarms someone including sexual connotations
- c) physical aggression: (Shaking fists, destroying property, or throwing things)
- d) physical assault

Anyone who believes they have been subjected to violence or harassment has the right to get assistance in communicating their objections and if warranted, pursuing the complaint formally.

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To address subtle forms of abuse you should make your feelings known verbally to the alleged offender, directly or with assistance of a third party. Carefully record details of the incident including date and time, nature of the behavior and names of anyone who witnessed the behavior.

The following altercations are examples of what may be considered as Workplace Violence under this policy:

- People refusing to leave property
- Failure to abide direction by county employee
- Verbal threats, foul language by anyone
- Not following flagpersons signals
- Excessive speed through work zones

Employee under their discretion shall:

- Notify their supervisor
- Reporting incidents of violence and harassment
- Maintain confidentiality while investigations are in process
- Provide moral support to co-workers who are victims of abuse
- Treat co-workers and the public with respect and dignity
- Reducing incidents of violence and harassment by practicing principles of prevention. Refer to Health and Safety Manual for guidelines and procedures to follow

Supervisor shall evaluate altercation/occurrence and may do one or all of the following:

- Call 911 and ask for RCMP assistance
- Request assistance of our enforcement department
- Ensure Workplace Violence report be completed. Forms are available in Health and Safety Manual

Enforcement Department duties may include:

- Call individual of concern to discuss the occurrence
- Inform individual of operational procedures
- Suspend or revoke individuals right to access site
- Recommend further course of action as result of the occurrence
- Supply report to supervisor in charge/Safety Department

Corrective Actions

The following conditions will be considered when determining corrective action:

- a) Impact of the incident on the complainant
- b) Nature of the incident
- c) Degree of aggressiveness and physical contact
- d) Period of time and frequency of the incidents
- e) Vulnerability of the complainant.

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The following corrective actions may be considered depending on the particular incident and factors in previous paragraph:

- a) Apology
- b) Training
- c) Referral to an assistance program
- d) Reassignment or relocation
- e) Report to a professional body
- f) Suspension
- g) Discharge and or legal action

All employees are to receive training on workplace violence at the time of their orientation.