
TITLE	Violence and Harassment in the Workplace Policy
POLICY NO:	2015-042

POLICY STATEMENT:

Superior EMS is committed to ensuring a workplace that is violence and harassment free. In the event of incident, established policies will be enforced to ensure the employee is protected from this inappropriate behavior.

SCOPE:

All Staff and Volunteers

POLICY:

Superior EMS is committed to building and preserving a safe working environment for its employees. In pursuit of this goal, Superior EMS does not condone and will not tolerate acts of violence against or by any Superior EMS employee. Superior EMS will take every reasonable precaution and implement measures to prevent violence and protect all employees from potentially violent situations. As such, this policy prohibits physical or verbal threats – with or without the use of weapons – intimidation, or violence in the workplace to minimize risk of injury or harm resulting from violence to Superior EMS employees.

Specifically if the Company 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.

It is also a violation of Superior EMS's Anti-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 of employment.

Superior EMS strictly prohibits violence in the workplace.

We are committed to providing a safe and healthy work environment free from violence, threats of violence, harassment, intimidation and disruptive behaviour for all our employees. Weapons are strictly prohibited from all company property; violators are subject to discipline and may be reported directly to the police. Superior EMS firmly believed that by working together with our employees, the risk of workplace violence can be eliminated.



Off-Site Superior EMS Activities and Functions

While attending off-site functions held by Superior EMS, attending training workshops, conferences, or attending off-site functions acting as a representative of the company, Superior EMS employees will conduct themselves in accordance with the regulations set forth in the Superior EMS Standards of Conduct Policy, and comply with the Superior EMS Workplace Anti-Violence Policy. As such, employees are prohibited from engaging in any form(s) of behaviour that is not conducive to the goals and ideals of Superior EMS.

Employees in attendance at Superior EMS sponsored events will remain subject to all Superior EMS policies regarding conduct, ethical behaviour, violence and harassment, and will remain subject to the disciplinary / corrective actions contained therein in the event of any misconduct / breach of policy.

Risk Assessment

The Company will conduct a risk assessment of the work environment to identify any issues related to potential violence that may impact the operation and will institute measures to control any identified risks to employee safety. T

The risk assessment may include review of records and reports i.e. security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records or other related records. Specific areas that may contribute to risk of violence may include: contact with public, exchange of money, receiving doors, working alone or at night etc. Research may also include a review of similar workplaces with respect to their history of violence.

Definitions

Workplace Violence means but is not limited to:

- 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 causes or could cause physical injury to the worker.
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in a workplace, that causes or could cause physical injury



to the worker.

- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault).
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property.
- Disruptive behaviour that is not appropriate to the work environment (e.g., yelling, swearing).

In the event that an employee is either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all Superior EMS employees that the incident be reported without delay.

- Report any violence or potentially violent situations immediately to your supervisor, or Senior Management.
- All reports shall be kept confidential.
- All reports shall be investigated, and dealt with appropriately.
- Any Superior EMS employee who threatens, harasses or abuses another employee, or any other individual at or from the workplace shall be subject to disciplinary action, up to and including termination of employment, and the pursuit of legal action.
- Violent action, threats and assault are serious criminal offences, and shall be dealt with appropriately.

The Company Shall:

- Ensure that all known incidents of workplace violence are investigated and to the extent appropriate based on the nature of each incident and the actual or potential threat it posed to worker safety:
 - consult with other parties (i.e. Legal Counsel, Health & Safety consultants, JHSCs, Employee Assistance Provider, Human Rights office, Local Police Services)
 - take all reasonable and practical measures to minimize or address risks identified by the incident
 - document the incident, its investigation, and corrective action taken
- Take all reasonable and practical measures to protect workers, acting in good faith, who report workplace violence or act as witnesses, from reprisal or further violence.
- Submit a report of the incident to the Ministry of Labour (Note: Ontario requirement) where



an employee incurs a lost time injury as a result of violence in the workplace.

- Review this policy and hazard assessments annually, or as changes to job responsibilities or environments occur, and revise the assessment as needed.
- Review annually, in conjunction with review of hazard assessments, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required.

The Company recognizes its duty to provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if:

- The worker can be expected to encounter that person in the course of his/her work, and
- The risk of workplace violence is likely to expose the worker to physical injury.

The Company will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

Workplace Coordinator

For the purposes of this policy the Safety Coordinator shall act as a Workplace Coordinator with respect to workplace violence and harassment issues.

Application of this Policy

This policy applies to all those working for the organization including front line employees, contract service providers, managers, officers or directors. The organization will not tolerate violence whether engaged in by fellow employees, managers, officers, directors, or contract service providers of the organization.

All Superior EMS employees 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 a member of management if they observe a problem or if a problem is reported to them.

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.

Disciplinary Measures



If it is determined by the company that any employee has been involved in a violent behaviour or unacceptable conduct related to another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning and could result in immediate dismissal without further notice.

This Anti-Violence Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded/frivolous allegations may cause both the accused person and the company significant damage. If it is determined by the company that any employee has knowingly made false statements regarding an allegation related to violence, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Special Circumstances

Should an employee have a legal court order (e.g. restraining order, or "no-contact" order) against another individual, the employee shall to notify his or her supervisor immediately. This will likely be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at Superior EMS, in direct violation of the court order. Such information shall be kept confidential.

If any visitor to the Superior EMS workplace is seen with a weapon (or is known to possess one), makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police, emergency response services, their immediate supervisor and/or Senior Management.

All records of harassment and violence reports, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Superior EMS will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.

Confidentiality

Superior EMS will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Superior EMS will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be



disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the Company and will be proportional to the seriousness of the behaviour concerned. Superior EMS will also provide appropriate assistance to any employee who is victim of discrimination or harassment.

Employee/Supervisory Roles in Maintaining a Positive & Safe Work Environment

As an employee of Superior EMS, you have the following responsibilities to our workplace:

- We trust that all of our employees will help us eliminate the threat of violence from our workplace.
- All employees are responsible for preventing and reporting acts of violence that threaten or perceive to threaten a safe work environment.

Co-worker's Role

If you are a co-worker who has witnessed an action related to violence in the workplace:

- Immediately report the incident to a member of Management.

Manager's and Management's Role

- Legally, management is responsible for creating and maintaining a safe and health workplace free from violence.
- Managers must be sensitive to the climate in the workplace and address potential problems before those problems become serious.
- If a manager becomes aware of violence in the workplace and chooses to ignore it, that Manager and the Company risk being named co-respondent in a complaint and may be found liable in legal proceedings brought about by the complainant and/ or government representatives.

When an employee has asked their manager to deal with a violent situation, the manager should:

- Support the employee without prejudging the situation.
- Work with the employee and document the offensive action(s) and have the employee sign a complaint.
- Contact their superior and/or senior management and provide details of the incident on behalf of the employee.



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