

SAHTU HEALTH AND SOCIAL SERVICE AUTHORITY
Policy

ADMINISTRATION POLICY

**WORKPLACE VIOLENCE
ZERO TOLERANCE POLICY**

INDEX:	ADM.204
DATE OF ORIGIN:	28 SEPTEMBER, 2005
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ORIGINATED BY:	SHSSA

POLICY:

The Sahtu Health and Social Services Authority, (SHSSA) prohibits acts of violence or intimidation of any kind between co-workers, clients and visitors, irrespective of who initiates the acts.

PURPOSE:

- To provide a safe environment for staff and clients, free of intimidation, threats and acts of violence
- To provide staff with the definitions of intimidation, threats of violence and acts of violence
- To describe specific processes and procedures for staff
- To outline individual roles and responsibilities
- To foster a culture of safety within the organization

DEFINITIONS :

1. Intimidation:

Intimidation is an intentional act towards another person, causing that person to reasonably fear for his/her safety or the safety of others. Examples of such acts include but are not limited to: physically threatening others, using obscene gestures, unwelcome name-calling, shouting, obscene language and fist shaking.

2. Threats of Violence:

Threats of violence are intentional acts that threaten bodily harm to another person or damage to the property of another.

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3. Acts of Violence:

Acts of violence that cause bodily harm, however slight, to another person or damages to the property of another person, including, but not limited to, such acts as physically touching another person in an intimidating, malicious or harassing manner, hitting, slapping, poking, kicking, pinching, punching, grabbing and pushing.

PROCESS:

- Any staff member who is the subject of, or witness to a suspected violation of this policy has the right and responsibility to enforce this policy when, in their judgement, it is necessary to do so.
- Anyone in the employ of SHSSA found to be in violation of this policy shall be subject to disciplinary action, up to and including termination pursuant to applicable sections of Personnel Policies or the Collective Bargaining Agreement.
- Where warranted, reporting to professional sanctioning bodies and/or prosecution under the Criminal Code of Canada will be sought.

PROCEDURE(S):

- All reports of workplace intimidation or violence will be investigated promptly, impartially and as confidentially as possible.
- Employees are required to cooperate in any investigation.
- Any form of retaliation against employees for making a bone fide report concerning workplace intimidation or violence is prohibited and such retaliation must also be reported.
- If after investigation, it is determined that a report was falsely or maliciously made, the employee making the report will be subject to disciplinary action up to and including termination, as well as prosecution under the Criminal Code of Canada.
- Employees who are victims of domestic or non-work related violence, or who believe they are potential victims of such violence, and fear it may enter the workplace, are encouraged to notify their supervisor.
- In exceptional circumstances, employees can choose to make a complaint to a senior staff member other than their supervisor.

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ROLES AND RESPONSIBILITIES:

EMPLOYEE

1. Employees are responsible for ensuring their own personal safety.
2. Employees are responsible for protecting the safety of clients, visitors and co-workers.
3. Employees who experience, observe or have knowledge of actual or threatened intimidation or violence, have a right and responsibility to report the situation as soon as possible.
4. An Incident Report on any workplace violence zero tolerance issue must be completed within 24 hours or sooner. The Manager, Quality and Risk Management is available to assist with completion of the Incident Report if needed.
5. For a case of an actual or imminent violent act or threat of violent behaviour, the immediate supervisor, and/or the RCMP should be called.
6. Staff are responsible for contacting their supervisor at all reporting stages of any issue.

IMMEDIATE SUPERVISOR

1. Immediate supervisors are responsible for ensuring the safety of employees and clients.
2. Immediate supervisors are responsible for contacting their managers or directors.
3. Immediate supervisors are responsible for ensuring staff complete the Incident Report.
4. Immediate supervisors are responsible for investigating and initiating appropriate action.
5. Immediate supervisors are responsible for forwarding concerns to the Joint Worksite Health and Safety Committee.

MANAGER/DIRECTOR

1. Responsible for requesting Workplace Violence Zero Tolerance Policy Letter (*Appendix A*) from Chief Executive Officer

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2. Coordinates investigation and subsequent action, in collaboration with Manager, Quality and Risk Management.

CHIEF EXECUTIVE OFFICER (CEO)

1. Sends “Workplace Violence Zero Tolerance Policy” Letter with copies to appropriate parties, including the Joint Work Site Health and Safety Committee, appropriate supervisors, and Manager, Quality and Risk Management. Letters are handled on a case-by-case basis. Where the abusive behaviour is repeated, the individual is advised that services will henceforth be modified or withdrawn by the worker’s supervisor, until the person is able to prove that the behaviour will not re-occur.
2. Consults on investigation and subsequent action.
3. Reviews with Joint Worksite Health and Safety Committee as needed.
4. Monitors and tracks violations of the Workplace Violence Zero Tolerance Policy.
5. Audits adherence to the Policy.
6. Recommends policy and procedure changes as necessary.

JOINT WORKSITE HEALTH AND SAFETY COMMITTEE

1. Monitors and tracks violations of the Workplace Violence Zero Tolerance Policy.
2. Audits to ensure all parties acted in conformance with the Policy.
3. Recommends policy and procedure change as necessary.

MANAGER , QUALITY AND RISK MANAGEMENT

1. Maintains copies of all concerns, complaints, incidents, occurrences and violations, assists in the investigation and provides the CEO with reports and recommendations to be acted upon.
2. Refers the concern, complaint, incident, occurrence or violation to the appropriate person or group for investigation.
3. Encourages complainants to formally submit their concerns in writing.
4. Receives, monitors and follows up Incident Reports.
5. Assists staff as needed with completion of Incident Reports.

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6. Ensures adequate follow-up of events in a timely manner with the appropriate person or group.

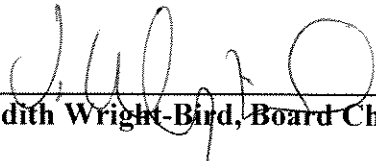
ATTACHMENTS :

1. Workplace Violence Zero Tolerance Policy Letter/ Format CEO, Appendix "A"

REFERENCES :

1. *Consolidation of Safety Act, R.S.N.W.T 1988, c. S-1 As amended by S.N.W.T. In force April 16, 1996 Section 4 (a) (b)*
2. IRHSSA Workplace Health and Safety Policy, June 2005

Approved by:



Judith Wright-Bird, Board Chair