

<p>Worker support (Assistance to worker after an incident)</p>	<p>(What supports are available to workers?)</p> <ul style="list-style-type: none"> • advise worker to consult a health professional of the worker's choice for treatment or referral • information about the employee assistance program (EAP) as a source of support • workers are entitled to wages and benefits for the time they receive treatment)
<p>Worker communication and training (Who gets what training, when?)</p>	<p>(How are the workers trained? Does the training include policy and procedures, recognizing hazards, controlling hazards, reporting incident, obtaining worker assistance/support, investigating and documenting incident?)</p> <ul style="list-style-type: none"> • workers may be trained during orientation in the company's workplace harassment prevention policy and procedures • ongoing training is provided, as new work processes or conditions arise, or when new hazards are identified)
<p>Program administration and continuous improvement (Document, review and revise of the harassment prevention plan)</p>	<p>(Are all aspects of the harassment prevention plan tracked and maintained? What is the process for reviewing and revising of the plan?)</p> <ul style="list-style-type: none"> • the harassment prevention plan is readily available to workers • record-keeping of incidents, investigations, worker training, etc. • have a process to review and revise the plan • involve the health and safety committee or representative when review and revise the plan • if the work site is exempt from having a committee or representative, involve workers in the process • consider monitoring trends for continuous improvements to the plan)

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Sample workplace violence prevention policy

The management of insert company name is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from the potential hazards associated with workplace violence. Violent behavior or threat of violence in the workplace is unacceptable from anyone. This policy applies to list who this policy applies to, especially if it applies to people other than workers such as visitors, clients, delivery persons and volunteers, etc..

insert company name as the employer is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of violence. Everyone is obligated to uphold this policy and to work together to prevent workplace violence.

Violence, whether at a work site or work-related, is the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm, and includes domestic or sexual violence.

In support of this policy, we have put in place workplace violence prevention procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents or raise concerns. (Consider specifying and expanding upon the components of the workplace violence procedures here.)

Employer will ensure this policy and the supporting procedures are implemented and maintained. All workers and supervisors will receive relevant information and instruction on the contents of the policy and procedures.

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

Every worker must work in compliance with this policy and the supporting procedures. All workers are required to raise any concerns about workplace violence and to report any violent incidents or threats. (Consider providing more information about how to report incidents and other procedures here.)

Employer will investigate and take appropriate corrective actions to address all incidents and complaints of workplace violence in a fair and timely manner. (Consider providing more information about how incidents and complaints will be investigated and/or dealt with here.)

Employer pledges to respect the privacy of all concerned as much as possible. Employer will not disclose the circumstances related to an incident of violence or the names of the complainant, the individual alleged to have committed the violence, and any witnesses, except where necessary to investigate the incident or to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, to inform workers of a specific or general threat of violence or potential violence, or as required by law. Employer will disclose only the minimum amount of personal information required that is necessary to inform workers of a specific or general threat of violence or potential violence.

No workers can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving workplace violence. This violence prevention policy does not discourage a worker from exercising the worker's right under any other law.

Signed: (Signature of the highest management level)

Date:

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Workplace violence prevention procedures - template

This worksheet may help to develop the violence prevention procedures for your workplace.

Company name: Date:	
Elements of violence prevention	Procedures <i>(Use the questions and tips below to help develop effective procedures)</i>
Hazard identification and assessment <i>(Hazard identification and assessment is at the foundation of preventing injuries and illness - it is also a requirement under the Alberta OHS Code, part 2)</i>	<p><i>(Is the health and safety committee or representative involved in the hazard assessment and control process? If your work site is exempt from having a committee or representative, are workers involved in the process? As part of the company's hazard assessment process, are existing and potential hazards relating to violence identified?)</i></p> <ul style="list-style-type: none"> • review the hazard assessment and control forms completed for each job or position, while considering the hazard of violence • include all forms of workplace violence, such as physical assault/aggression, threat of violence, domestic violence, sexual violence. • include information related to the risk of violence presented by members of the general public which is likely encounter by the workers • include information related to specific or general threats of violence or potential violence)
Identify controls to prevent workplace violence <i>(Using the results of the hazard assessment, determine possible controls for the hazards identified)</i>	<p><i>(Are measures put in place to eliminate or control each hazard identified in the company's hazard assessment?)</i></p> <ul style="list-style-type: none"> • refer to the hazard assessment and identify measures to eliminate or control each hazard • information of hazards and controls can be used to develop safe work procedures for each job or position)

<p>Disclosing information (Procedure for employer on what information can be disclosed)</p>	<p>(Do the procedures provide details on what can be disclosed? Do the procedures include guidance on confidentiality and disclosure of information in line with the established policy?)</p> <ul style="list-style-type: none"> • will not disclose the circumstances related to an incident of violence or the names of the complainant, the individual alleged to have committed the violence, and any witnesses, except where necessary to investigate the incident or to take corrective action, to inform the involved parties of the results of the investigation and corrective action taken, to inform workers of a specific or general threat of violence or potential violence, or where it is required by law. • will disclose only the minimum amount of personal information required that is necessary to inform workers of a specific or general threat of violence or potential violence)
<p>Develop safe work procedures (Detailed work procedures provide workers information they need to stay safe in a violent workplace situation)</p>	<p>(Do the safe work procedures address the hazards and controls identified for each job or position?)</p> <ul style="list-style-type: none"> • refer to the company's hazard assessment and control when developing or updating safe work procedures • how to respond in a violent workplace situation • include measures and procedures for workers to summon immediate assistance when an incidents occurs (e.g. alarms, cell phones, positioning workers within distance to readily offer each other assistance)
<p>Report incidents (Procedure for how, when and to whom)</p>	<p>(Do the procedures include details for workers to know how to report an incident, when they should report and to whom they report?)</p> <ul style="list-style-type: none"> • include information such as the company's incident reporting form or other reporting mechanisms • the type of information to be collected (e.g. the details of the incident, name(s) of the worker and others involved in or witness(es) to the incident, date of incident) • advise the worker to report to the police as appropriate)

<p>Investigate and document incidents</p> <p><i>(Who is responsible for follow-up and what that entails)</i></p>	<p><i>(Are all reported incidents of workplace violence documented and investigated? Do the procedures include guidance on confidentiality and disclosure of information?)</i></p> <ul style="list-style-type: none"> • <i>identify who is responsible to conduct the investigation</i> • <i>set timeframes for investigations</i> • <i>detail the investigation process</i> • <i>how are the corrective actions being implemented)</i>
<p>Informing parties involved</p> <p><i>(Procedures for how, when, what and to whom)</i></p>	<p><i>(How and when will the parties involved be informed of the results of the investigation and corrective action to be taken? Who will be informed? What information will be disclosed? Do the procedures include guidance on confidentiality and disclosure of information)</i></p> <ul style="list-style-type: none"> • <i>identify who the involved parties (e.g. the complainant, the person alleged to have committed the harassment, union officials who make the complaint)</i> • <i>will not disclose the circumstances related to an incident of violence or the names of the complainant, the individual alleged to have committed the violence, and any witnesses, except where necessary to investigate the incident or to take corrective action, to inform the involved parties of the results of the investigation and corrective action taken, to inform workers of a specific or general threat of violence or potential violence, or where it is required by law.</i> • <i>will disclose only the minimum amount of personal information required that is necessary to inform workers of a specific or general threat of violence or potential violence.</i> • <i>include guidance on what can be disclosed that is in line with the established policy)</i>
<p>Worker support</p> <p><i>(Assistance to worker after an incident)</i></p>	<p><i>(What supports are available to workers?)</i></p> <ul style="list-style-type: none"> • <i>Advise worker to consult a health professional of the worker's choice for treatment or referral</i> • <i>information about the employee assistance program (EAP) as a source of support</i> • <i>workers are entitled to wages and benefits for the time they receive treatment)</i>

<p>Worker communication and training</p> <p><i>(Who gets what training, when?)</i></p>	<p><i>(How are the workers trained? Does the training include policy and procedures, recognizing hazards, controlling hazards, reporting incident, obtaining worker assistance/support, investigating and documenting incident?)</i></p> <ul style="list-style-type: none"> • workers may be trained during orientation in the company's workplace violence prevention policy and procedures • ongoing training is provided, as new work processes or conditions arise, or when new hazards are identified)
<p>Program administration and continuous improvement</p> <p><i>(Document, review and revise of the violence prevention plan)</i></p>	<p><i>(Are all aspects of the violence prevention plan tracked and maintained? What is the process for reviewing and revising of the plan?)</i></p> <ul style="list-style-type: none"> • the violence prevention plan is readily available to workers • record-keeping of incidents, investigations, worker training, etc. • have a process to review and revise the plan • involve the health and safety committee or representative when review and revise the plan • if the work site is exempt from having a committee or representative, involve workers in the process • consider monitoring trends for continuous improvements to the plan)

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Contact Us

OHS Contact Centre

Throughout Alberta

- 1-866-415-8690

Edmonton & Surrounding area

- 780-415-8690

Deaf or hearing impaired:

- 1-800-232-7215 (Alberta)
- 780-427-9999 (Edmonton)

Website

[work.alberta.ca/ohs-contact us](http://work.alberta.ca/ohs-contact-us)

Get Copies of OHS Act, Regulation and Code

Alberta Queen's Printer

qp.gov.ab.ca

Occupational Health and Safety

work.alberta.ca/ohs-legislation

Acknowledgment

Portions of this publication have been adapted from Ontario Ministry of Labour, [Health and Safety Guidelines – Workplace Violence and Harassment: Understanding the Law](#)

For more information

Alberta Occupational Health and Safety

- [Do I need a joint work site health and safety committee or a health and safety representative?](#) (LI037)
- [Hazard assessment and control: a handbook for Alberta employers and workers](#) (BP018)
- [Health and safety representatives](#) (LI040)
- [Joint work site health and safety committees](#) (LI036)
- [Role and duties of government occupation health and safety officers](#) (LI046)
- [Workplace violence prevention plan for retail fuel and convenience stores - employer guide](#) (BP031)

Alberta Human Rights Commission

- [Alberta Human Rights Commission: Harassment as a form of discrimination](#)

Canadian Centre for Occupational Health and Safety

- [Bullying in the workplace](#)
- [Violence in the workplace](#)

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