



St. Lawrence Parks Commission Workplace Violence Prevention Program

In conjunction with the OPS Workplace Violence Prevention Policy, the management of the St. Lawrence Parks Commission (SLPC) 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 workplace violence from all sources.

Violent behaviour in the workplace is unacceptable from anyone. The OPS Workplace Violence Prevention Policy applies to all staff at SLPC. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements the OPS Workplace Violence Prevention Policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents or raise concerns. The components of our workplace violence prevention program include:

Prevention and Control of Risks

All employees receive information and instruction on the Workplace Violence Prevention Policy; our policy is posted in all staff areas. Employees are expected to be aware of the policy, know how to access it, understand their rights and responsibilities under the policy and ask for clarification if required.

Each area open to the public has clearly posted signage that advises visitors that SLPC does not tolerate violence or harassment of any kind.

Safe work procedures must be followed at all times; this includes:

- safe cash handling procedures;
- security and restricting access to the public in staff only areas;
- designated safe areas during emergencies where feasible;
- safe opening and closing procedures;
- site specific procedures used to de-escalate potentially violent situations; i.e. specific procedures related to Provincial Offenses Officer training for parks' staff

Assessment of Risk

Each workplace will conduct workplace violence risk assessments to assess potential risks; implementing control measures where necessary; reassessing as often as necessary. Risk assessments will include the nature of the workplace, an assessment of the physical environment and work processes and the type of work or the conditions of work.

Protection from Domestic Violence

Domestic violence can cross over into the workplace and it is important that all employees are able to recognize the signs of domestic violence.

Recognizing the signs of Domestic Violence

The victim may:

- have bruising that cannot be explained
- miss work on a regular basis or seem to be sick more often
- be sad, lonely, withdrawn and afraid
- have trouble concentrating on a task

- receive upsetting phone calls throughout the day from the abuser
- use alcohol or drugs to cope

The abuser may:

- repeatedly phone or email the victim
- stalk or watch the victim while they are at work
- show up at the workplace pestering co-workers with questions about the victim
- display jealous and controlling behaviours

If you have a concern that any individual is at risk within your work area, it is your responsibility to inform your supervisor or manager immediately.

Communication and Summoning Immediate Assistance in the Event of a Violent Situation

Call 911 immediately for emergency situations

If possible, call your immediate manager or supervisor after calling 911

If you are at risk, remain calm, try to withdraw from the violent individual and seek an immediate safe location or the designated safe location for emergency in your area. Employees should ensure they are aware of the specific safe locations and protocols in their area.

Working Alone

The law does not distinguish working alone as a distinct issue, however, the SLPC will do everything that is reasonable under the circumstances to ensure that their workers have a healthy and safe workplace, including ensuring that workers working alone are safe within the scope of the intent of the law.

Control measures to minimize the risk associated with working alone include:

- a “buddy” system where appropriate
- regular checks by another person
- periodic telephone contact
- use of walkie-talkies and cell phones as a means of communication in off-site areas
- conditions under which the work takes place will be assessed on a regular basis

Reporting Fatalities, Critical Injuries, Work Refusals

All incidents of workplace violence resulting in injury, including fatalities and critical injuries will be reported in accordance with WSIA and OSHA requirements. The right to refuse unsafe work includes workplace violence. An employee may refuse unsafe work if he/she has reason to believe that workplace violence is likely to endanger them. Until the investigation into a work refusal is complete, the employee must remain in a safe place, either close to their workstation or another location if reassigned to other work.

Investigating Incidents or Complaints

As per the OPS Workplace Violence Prevention Policy, managers must respond immediately upon becoming aware of workplace violence incidents including those related to domestic violence or the risk of violence from an individual with a history of violent behaviour. In the event of physical injury, management will ensure that any injured person is provided with immediate emergency treatment where required. Managers must follow ministry protocol in notifying police and contacting legal services. An immediate review of the facts will be conducted surrounding the workplace violence incident and findings will be reported to the General Manager & CEO along with a written recommendation for immediate intervention and workplace restoration. Employees found to have violated the WVP policy will be held accountable and may be subject to discipline, up to and including dismissal.