

Purpose:

- 1 To ensure violence prevention practices are established to create and maintain a respectful and safe work environment, free from violence.
- 2 To support The City of Red Deer's cornerstone value of Respect.
- 3 To comply with the Occupational Health & Safety Code of Alberta.

Policy Statement(s):

- 4 Workplace violence is a hazard that must be identified and assessed. The City is committed to eliminating, or if not practical, controlling this hazard in the workplace.
- 5 Violence in the workplace, committed by or against any City employee, volunteer, contractor, or member of the public is unacceptable conduct and will not be tolerated.
- 6 City employees have the right and responsibility to ensure that their work environment is safe and secure.
- 7 Employees must report any violent acts occurring or that may occur in the workplace, including threats and warning signs of violent behaviour.
- 8 The City will investigate reported incidents of violence in an objective and timely manner and take corrective action to address the incident(s) ensuring the violence or harassment stops and reoccurrences are prevented.
- 9 The City 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:
 - (1) to investigate the incident or to take corrective action;
 - (2) to inform the parties involved in the incident of the results of the investigation and corrective action taken;
 - (3) to inform workers of a specific or general threat of violence or potential violence; or
 - (4) as required by law.
- 10 No action will be taken against an individual for making a complaint unless the complaint is made frivolously, maliciously or without reasonable and probable grounds.
- 11 The City provides support for victims of violence (e.g. Employee Assistance Program counselling).
- 12 The City will train employees who work in positions where the potential for violence has been identified through a hazard assessment.

- 13 The City's violence prevention practices will be in accordance with the Alberta Occupational Health and Safety Act.
- 14 This policy does not discourage a worker from exercising the worker's right to make a complaint under any other law.
- 15 Harassment and/or discriminatory behaviours are addressed in The City's Respectful Workplace Policy and Issue Resolution Procedure.

Definitions:

- 16 It is not possible to define every instance of threats or violence in the workplace that employees must be aware of and refrain from and that The City will take steps to prevent, assess, investigate, and resolve. Workplace Violence includes but is not limited to:
 - (1) 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 at a work site or work related.
 - (2) Workplace violence encompasses a range of threats and/or violent behaviours that may cause injury, damage to property, impede the normal course of work or make employees fear for their safety. Incidents may involve, but are not limited to employees, members of the public, contractors, domestic partners, and family members. Examples may include:
 - (a) threatening behaviour, such as shaking fists, destroying property or throwing objects, verbal or written threats;
 - (b) any expression of an intent to inflict harm;
 - (c) behaviour that demeans, embarrasses, humiliates, alarms or verbally abuses a person, and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities;
 - (d) verbal abuse such as swearing, insults, or condescending language;
 - (e) physical attacks such as hitting, shoving, pushing, or kicking;
 - (f) when workers, and any other people at the work site who may be affected, become aware that a worker may be exposed to domestic violence at the work site.
 - (g) violence that occurs at off-site business-related functions (e.g. conferences, trade shows), at social events related to work, in clients' homes, or away from work but resulting from work (e.g., a threatening telephone call to your home from a client).

References/Links:

- 1 Part 27 of the Occupational Health and Safety (OHS) Code of Alberta
- 2 2201-CP Hazard Assessment, Elimination, and Control

- 3 2211-CA Bomb and Other Threat
- 4 2211-CP Threat Response
- 5 2024-CA Respectful Workplace
- 6 2024-CP Respectful Workplace Issue Resolution Procedure

Scope/Application:

- 1 This policy applies to all departments.

Authority/Responsibility to Implement:

- 1 The Human Resources Manager ensures this policy is maintained and updated as required.
- 2 Individual departments assess workplace violence risks and implement and monitor procedures and guidelines to support this policy.
- 3 Department managers ensure workers (employees, volunteers, contractors, consultants working for/on behalf of The City) are informed of this policy.
- 4 Workers follow procedures for responding to, reporting incidents of violence and harassment, and preventing workplace violence.

Inquiries/Contact Person(s):

- 1 Human Resources Manager
- 2 HR Team Leader – Wellness & Safety

Policy Monitoring and Evaluation:

- 1 This policy will be reviewed and evaluated at least every three years with amendments made as required.

Document History:

Date:	Signature:	Title:
Approved: October 3, 2005	"Norbert Van Wyk"	City Manager
Revision: July 11, 2009	"Craig Curtis"	City Manager
Reviewed: April 10, 2012	"Marge Wray"	Human Resources Manager
Revised: April 29, 2019	"Tara Lodewyk"	Interim City Manager
Reviewed: September 13, 2019	"Kristy Svoboda"	Director of Human Resources
Reviewed: October 9, 2020	"Tracy Bruce"	Human Resources Manager