



ADMINISTRATION POLICY # A- 02- 20

Supersedes # C-07-02, C-02-05, HR Policy 5.02.10.03

Town of Drumheller Workplace Violence and Harassment Policy and Program

PURPOSE:

The Town of Drumheller recognizes the potential for violence and harassment to occur in the workplace. The purpose of this policy is to outline the Town of Drumheller's commitment to preventing acts or threats of workplace violence and harassment and familiarizing all workplace parties about the behaviors that constitutes workplace violence and harassment, and their responsibilities as defined by the Alberta Occupational and Safety Act ("OHS Act") to upholding these responsibilities to ensure a safe, healthy and supportive work environment promoting the physical, physiological and social well-being of all workers.

POLICY STATEMENT:

The Town of Drumheller believes in the prevention of violence and harassment and is committed to providing an abuse-free environment in which all people respect one another and work together to achieve common goals. We will therefore make every reasonable effort to identify all potential sources of such risk to eliminate or minimize them through our workplace violence and harassment prevention program. Any act of violence or harassment committed by or against any worker or member of the public within the workplace or during work- related activities is unacceptable and **will not be tolerated under any circumstances.**

Everyone is obligated to uphold this policy and to work together to prevent workplace violence and harassment. Violation of this policy by an employee or contractor may result in disciplinary action up to and including immediate termination or forfeit of contract.

The Town of Drumheller will investigate and take appropriate corrective actions to address all incidents and complaints of workplace violence and/or harassment in a fair, respectful and timely manner.

In the event of an incident, the Town of Drumheller pledges to respect the privacy of all concerned as much as possible. We will not disclose the circumstances related to an incident of harassment or the names of the parties involved (including the complainant, the person alleged to have committed the harassment, and any witnesses) except where necessary to investigate the incident, to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, or as required by law.

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 violence and/or harassment. This violence and harassment prevention policy is not meant to discourage an employee from exercising their rights under any other law, including:

- report an incident of harassment or violence to a law enforcement agency;
- pursue a concern under any applicable legislation, including the Alberta Human Rights Act and the Occupational Health and Safety Act (Alberta);
- pursue a concern or comply with the provisions of a professional or government association;
- file a grievance in accordance with an applicable collective agreement; or
- exercise any other legal rights the worker may be entitled to.

DEFINITIONS:

Worker:

All workers engaged in work at the Town of Drumheller worksites are protected from workplace violence and harassment regardless of who pays or employs the workers, including:

- Full or Part-time workers employed by the Town of Drumheller;
- Temporary employees placed by an outside agency to work at the Town of Drumheller;
- Volunteers and Students who work at a site for free; and
- Contract labour or workers employed by contractors and/or subcontractors to perform work at the site under a contract with the Town of Drumheller;

Workplace:

Any location where a worker is, or is likely to be, engaged in work for the Town of Drumheller, including any vehicle or mobile equipment.

Workplace Harassment:

Harassment under the *Alberta Human Rights Act* occurs when an employee is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation. Alberta human rights law prohibits workplace harassment based on these grounds. Under Alberta Human Rights the behaviour need not be intentional in order to be considered harassment.

The OHS Act defines harassment as any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affects the worker's health and safety, and includes:

- conduct, comments, bullying or actions because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation, and
- a sexual solicitation or advance, any unwanted sexual act done by one person to another.

Workplace harassment is any behaviour intended to intimidate, offend, degrade or humiliate a particular person or group. It is a serious issue and creates an unhealthy work environment resulting in psychological harm to workers. Harassing behaviour can include, but are not limited to:

- unwelcome conduct, comments, gestures or contact which causes offense or humiliation (e.g. name calling, harassing phone calls, spreading rumours);
- deliberate mis-gendering (i.e. referring to a person using terms or pronouns that do not align with the person's affirmed gender);
- physical or psychological bullying which creates fear or mistrust or which ridicules or devalues the individual (e.g. fist shaking, yelling);
- exclusion or isolation of individuals;
- intimidation (i.e. standing too close or making inappropriate gestures/comments);
- cyber bullying (e.g. posting or sending offensive or intimidating messages through social media or email);

- deliberately setting the individual up to fail (e.g. making unreasonable demands, setting impossible deadlines, interfering with work);
- intentionally withholding information or giving the wrong information;
- taking away work or responsibility without cause; and
- displaying or circulating offensive pictures or materials in print or electronic form.

Sexual Harassment falls under the OH&S Act under Workplace Harassment, as well as under Alberta Human Rights. Sexual harassment is often interpreted as objectionable comments or conduct of a "sexual" nature. In the broader context sexual harassment includes unequal treatment based on gender, may refer to instances where the behavior is not overtly sexual in nature, but is related to the person's gender, and demeans or causes personal humiliation or embarrassment to the recipient. Examples include: degrading words, rude jokes or sexual comments, name calling, physical contact, sexual demands, insulting remarks about the person's sexual orientation, race, culture, ability, and/or income. The Alberta Human Rights Act prohibits discrimination based on the ground of gender. Protection from sexual harassment is included under the ground of gender. Unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- submission to, or rejection of, such conduct by an individual affects that individual's employment.
- Sexual harassment can include such things as pinching, patting, rubbing or leering, "dirty" jokes, pictures or pornographic materials, comments, suggestions, innuendoes, requests or demands of a sexual nature.

Any incidents of Workplace Harassment, inclusive of Sexual Harassment will be addressed immediately following the process outlined later in this document.

Workplace Violence:

Violence, whether at a work site or work related, is defined by the OHS Act as the threatened, attempted or actual conduct of a person, including but not limited to a co-worker, customer, client, contractor, client, vendor, visitor, member of the public, that causes or is likely to cause physical or psychological injury or harm and includes domestic or sexual violence.

Violence includes:

- Physical attack or aggression (e.g. hitting, shoving, pushing or kicking a worker; throwing an object at a worker; kicking an object the worker is standing on, such as a ladder);
- Threatening behaviour (e.g. shaking a fist in a worker's face, wielding a weapon at work, trying to hit a worker, trying to run down a worker using a vehicle or equipment such as a forklift, destroying property or throwing objects);
- Verbal or written threats (e.g. verbally threatening to attack a worker, leaving threatening notes or sending threatening emails to express an intent to inflict harm on a worker); A direct threat is a clear and explicit communication distinctly indicating that the potential offender intends to do harm, for example, "I am going to make you pay for what you did to me." A conditional threat involves a condition, for example, "If you don't leave me alone you will regret it." Veiled threats usually involve body language or behaviors that leave little doubt in the mind of the victim that the perpetrator intends to harm
- Body language or behaviours that leave little to doubt in the mind of the worker that the perpetrator intends to cause physical injury, often referred to as "veiled threats";
- Domestic Violence is a pattern of behavior used by one person to gain power and control over another with whom a person has or has had a personal relationship. Examples include physical violence, sexual abuse, financial control, emotional and psychological intimidation, verbal abuse, stalking and using electronic devices to harass and control. Domestic violence becomes a workplace hazard when it occurs or spills over into the workplace, potentially putting the worker or co-workers at risk.; and

- Sexual violence refers to any sexual act, attempt to obtain a sexual act, or other act directed against a worker's sexuality. Sexual violence exists on a continuum from obscene name calling to rape and includes online forms of sexual violence and sexual exploitation.

What Is Not Workplace Harassment:

- Any reasonable conduct of an employer or supervisor related to the normal management of workers or a work site. Reasonable actions include changing work assignments, scheduling, assessing and evaluating work performance, inspecting workplaces, implementing health and safety measures and taking disciplinary measures such as dismissing, suspending, demoting or reprimanding with just cause.
- Differences of opinion or minor disagreements between co-workers are generally not considered to be workplace harassment, however if not resolved can turn into harassment.
- Difficult conditions of employment such as professional practice limitations, organizational changes or financial restrictions are also not considered harassment.
- Work-related stress on its own does not constitute harassment, however an accumulation of stress factors resulting from harassing behaviours may result in a harassment situation.

RESPONSIBILITIES:

The Town of Drumheller (Employer) is responsible for:

- Developing and implementing a violence and harassment prevention plan.
- Developing and implementing procedures for reporting and investigation reported incidents.
- Ensuring that the violence and harassment policy and prevention plans and procedures are shared with Worker's and available to them on the worksites.
- Establishing and delivering training and education for all employees related to this Policy.
- Ensure compliance by Managers, Worker's and all who have a relationship with the organization, such as: contractors, volunteers, etc.
- Investigating reported incidents of violence and harassment in an objective and timely manner, and taking corrective action to address the incidents;
- Protecting the confidentiality of individuals and information related to the investigation;
- Addressing the rights and responsibilities of both the victim and the alleged abuser
- Facilitating appropriate medical support for victims as required
- Immediately reporting a death or critical injury to an MOL inspector, the police (as required), JHSC, H&S representative and trade union, and investigate with JHSC. Report the circumstance to all parties in writing within 48 hours. Include information and particulars prescribed by the regulations.
- Issue a report to WCB on all lost-time accidents where a worker requires healthcare, earns less than regular pay for regular work, requires modified work at less than regular pay or performs modified work at regular pay for more than seven days. Copies of accident information where there is no critical injury must be provided to the JHSC and the trade union within four days of the occurrence, as prescribed by the Occupational Health and Safety Act.
- Ensure the workplace violence and harassment prevention program is reviewed at least once a year in consultation with the JHSC. Which includes reviewing risks and control measures.

Supervisors are responsible for:

- Adhering to and enforcing this policy and procedures and monitoring worker compliance.
- Assisting in assessing the risk of workplace violence and harassment for employees under their supervision.
- Ensuring workers have the information they need to protect themselves
- Identifying and alerting staff to violent persons and hazardous situations
- Receiving reports of violence and/or harassment, and relaying information to Human resources and/or management in a timely manner
- Investigating or participating in investigations of all reports of workplace violence and / or harassment.
- Cooperating with police, company investigators or authorities as required during any investigation related to workplace violence or harassment

- Facilitating appropriate medical support for victims as required

Workers are responsible for:

- Working in compliance with these policies
- Treating co-workers, clients and the public with respect and dignity
- Participating in education and training opportunities
- Participating in completion of risk assessments and review of this policy annually
- Reducing incidents of violence and harassment by practicing principles of prevention
- Reporting incidents of violence, threats of violence and harassment against themselves or others to their supervisor, manager or the Human Resources Department immediately
- Notifying their supervisor, manager, HR or Town of Drumheller official if they are threatened with or feel they are at risk of domestic or family violence and that their spouse, partner, family member, friend or other relation is likely to attempt to engage in violence against them in the workplace.
- Being aware of the procedure for filing an incident
- Consulting with a medical professional for treatment or referral for an injury or adverse symptom is suffered from an incident of workplace violence or from exposure to workplace violence.
- Cooperating with policy, company investigators or authorities as required during any investigation related to workplace violence or harassment

Contractors, Subcontractors, Volunteers and Students are responsible for:

- Working to the same standard as Town of Drumheller employees, ensuring they comply with all aspects of applicable legislation and this policy and associated procedures while completing work for / volunteering for the Town of Drumheller.

The Joint Health and Safety Committee (JHSC) is responsible for:

- Consulting with the Town of Drumheller in the development of a policy and procedures to protect workers from the hazards of workplace violence and harassment.
- Supporting the implementation of violence and harassment prevention program and reporting procedures
- Reporting incidents of violence, threats of violence and harassment against themselves or others to their supervisor, manager the Director of Protective Services or the Human Resources Department immediately
- Aiding the Town of Drumheller with the identification of violence and harassment as a potential workplace hazard during the hazard assessment development and review processes, and selecting and monitoring appropriate control measures as provided for in this policy
- Making recommendations to the Town of Drumheller regarding training in violence prevention measures and procedures.
- Participate in investigations and reporting measures as required. Which may include investigating critical violence-related injuries, and/ or reviewing reports of critical injury or death.

FORMAL HAZARD IDENTIFICATION, ASSESSMENT AND CONTROL

Management (with worker involvement) assesses workplace violence hazards in all jobs, and in the workplace as a whole. It reviews risk assessments annually, as well as when new jobs are created or job descriptions are changed substantially.

Formal and Field Level Hazard Assessments will be used as tools to assess the risk of violence and harassment at the workplace. These hazard assessments are to be conducted by competent personnel and consider the following risk factors:

- Previous Experience: The history of violence and/or harassment in the particular workplace and the occupational experience in similar workplaces;
- Vulnerability of Workers: Which workers are at risk of violence and/or harassment based on personal characteristics such as gender, size, race, religion, etc., as well as duties, work

location, etc.;

- Sources of Threat: What persons or groups of persons that workers come into contact with are likely to pose a threat of violence and/or harassment—members of the public, customers, clients, etc.;
- Work Processes: Whether the work involves an unusually high degree of risk, e.g., handling money or valuables, working with mentally unstable people, direct contact with irate customers, etc.;
- Work Conditions: Whether work conditions contribute to the danger of violence, e.g., working at night, working alone, working in dangerous neighbourhoods, etc.; and
- Workplace Characteristics: How physical conditions of the workplace affect the danger, e.g., are doors and windows secured, is security nearby, if workers deal with the public, are they in the open or behind secure barriers, etc. The competent person will use, at a minimum, the following data to assess violence hazards:
- Internal reports of workplace violence and/or harassment submitted by workers or other personnel;
- Police reports of violence and/or harassment in the neighbourhood of the particular work site;
- JHSC meeting minutes and recommendations pertaining to violence and/or harassment hazards.

Where hazard assessments identify workplace violence and/or harassment as a potential hazard to workers, the Town of Drumheller will implement procedures, policies, and work environment arrangements to eliminate, or where total elimination is not possible, minimize those hazards.

In selecting appropriate controls for eliminating or minimizing risks of workplace violence, the Town of Drumheller will follow the hierarchy of controls as outlined in Part 2 of the Alberta Occupational Health and Safety Code 2009, including use of:

- Engineering controls, including but not limited to physical barriers, alarms, panic buttons, surveillance cameras, and lighting;
- Administrative controls, including but not limited to safe work procedures for performing job tasks involving risks of violence, such as handling cash, working alone or in isolation, and dealing with irate customers; and
- Personal protective equipment and communications equipment.

TRAINING

New employees will receive both general and site-specific orientation to the workplace violence and harassment prevention program within the first week of employment that will include:

- Indication of workplace locations or job classifications where workplace violence and/or harassment has been identified as a potential hazard;
- How to recognize workplace harassment and violence and early warning signs;
- The policy, procedures and workplace arrangements that effectively minimize or eliminate workplace violence and harassment;
- The appropriate response to workplace harassment and violence, including how to obtain assistance; and
- Procedures for reporting incidents of workplace harassment and violence.

Individuals working in supervisory or managerial roles, or working in areas identified as high-risk as determined during the hazard assessment process may receive additional training including, but not limited to:

- Investigation and response to reports of workplace violence and/or harassment training
- Mediation training

In addition, all employees will receive a review of the program's general and site-specific components every three years or earlier if required.

Any training developed, established and provided will be done in consultation with, and in consideration of, the recommendations of the JHSC.

REPORTING AND INVESTIGATION PROCEDURES

Workplace Violence

Incident Reporting

During an incident of violence, individuals should first work to ensure the safety of themselves and others in the area and that proper medical treatment is provided or sent for. Incidents of workplace violence should then be reported immediately to a supervisor, management or the police as appropriate.

The worker making the report will need complete the Workplace Violence Incident Report form, and should be prepared to provide details of the event including, but not limited to, what happened; when it happened; where it happened and whether any witnesses were present. This form should be completed within hours of the event or as soon as possible. A report may be made by the worker that experienced the incident or a witness to the event. At times the worker that experienced the incident may be fearful or have been threatened about filing a report...so if you see something, say something!

If the incident involves a fatality, or results in an individual being admitted to a hospital ensure that:

- The area where the incident occurred is cordoned off and not disturbed except to attend to an injured or deceased person,
- The CAO or designate is notified after the worker has been attended to
- The proper investigative parties are contacted; which may include RCMP and Alberta Health and Safety

Investigation

The Town of Drumheller will ensure that reports of workplace violence submitted by workers/witnesses are taken seriously and investigated in a prompt, thorough, fair, and objective manner by individuals who possess appropriate training and experience. The investigation will consist of the following steps:

- Written report received by Manager/Human Resources
- Investigation meeting with the worker who filed the report
- Investigation meeting with the alleged harasser
- Investigation meetings with witness provided by both parties
- HR/Investigation review of documents and investigation notes. If required additional meetings may be scheduled to clarify any conflicting information or gaps in information
- HR/Investigator will provide a written summary report of findings and corrective actions and preventative steps to prevent reoccurrence.
- Meetings with both parties will be conducted to review the outcome and discuss next steps.

The Town of Drumheller will take steps to protect the identity and personal information of the worker who reports workplace violence as well as of the individuals involved in the incident except where disclosure is necessary to perform the investigation or otherwise permitted or required by law.

Retaliation in any form by those involved in the investigation will be grounds for discipline up to and including termination.

Resolution and Discipline

Subsequent to the completion of an investigation, the investigator's report will be provided to the Town of Drumheller management and other involved parties.

Any workers found by the investigation to have engaged in workplace violence will be subject to discipline in accordance with the Town of Drumheller's progressive disciplinary procedures and procedures.

The Town of Drumheller will ensure that workers who report workplace violence are notified of the findings of the investigation as soon as reasonably possible and that necessary corrective actions are taken to ensure that problems that led to the incident are adequately addressed.

Workplace Harassment

Incident Reporting

Incidents of workplace harassment should be reported immediately to a supervisor, management or the police as appropriate. Incidents should be reported no later than one year after the last incident of perceived harassment unless there are circumstances that have prevented the individual from doing so. Complaints can be issued verbally or in writing using the Workplace Harassment Incident Report form.

If the harasser is a supervisor or manager, report the problem to their supervisor or the human resource manager.

The worker reporting the incident should be prepared to provide details of the event including, but not limited to, what happened; when it happened; where it happened; the frequency of the event(s) and whether any witnesses were present. This information will be collected by way of completion of the Incident Report and through investigative discussions.

Subsequent to an incident being reported, the person that the complaint has been filed against will be notified, in writing, of the harassment complaint, including details of the allegations that have been made against him or her.

Mediation

Wherever appropriate and possible, the parties of the harassment complaint may be offered mediation prior to proceeding with the harassment investigation process. Mediation is **both** voluntary and confidential. It is intended to assist the parties to arrive at a mutually acceptable resolution to the harassment complaint.

A neutral mediator will be appointed by the employer and agreed upon by both parties.

Investigation

If mediation is inappropriate or does not resolve the issue, a harassment investigation will proceed. Investigations will be completed by an individual who possesses the necessary training and experience. In some cases, an external consultant may be engaged. The investigation will consist of the following steps:

- Written report received by Manager/Human Resources
- Investigation meeting with the worker who filed the report
- Investigation meeting with the alleged harasser
- Investigation meetings with witness provided by both parties
- HR/Investigation review of documents and investigation notes. If required additional meetings may be scheduled to clarify any conflicting information or gaps in information
- HR/Investigator will provide a written summary report of findings and corrective actions and preventative steps to prevent reoccurrence.
- Meetings with both parties will be conducted to review the outcome and discuss next steps.

The Town of Drumheller will take steps to protect the identity and personal information of the worker who reports workplace harassment as well as of the individuals involved in the incident except where disclosure is necessary to perform the investigation or otherwise permitted or required by law.

Retaliation in any form by those involved in the investigation will be grounds for discipline up to and including termination

Substantiated Complaint

If a harassment complaint is substantiated, the Town of Drumheller will decide what remedial action is appropriate for the worker who was harassed.

Corrective actions for the employee found to have engaged in harassment may include disciplinary action up to and including termination.

Support for Worker's Affected by Workplace Harassment or Violence:

The Town of Drumheller and/ or Manager/Supervisor will respond promptly, assess the situation and ensure that these interventions are followed as appropriate:

- facilitation of medical attention;
- debriefing (by skilled professional);
- referrals to community agencies, treating practitioner and employee assistance program;
- referral to union;
- completion of incident reports and WCB
- reporting to police (as required); and
- team debriefing.

ACCOUNTABILITY:

All workplace parties are accountable for complying with the policy, program, measures and procedures related to workplace violence and harassment.

CONFIDENTIALITY

All parties to a violence and/or harassment complaint are expected to respect the privacy and confidentiality of all other parties involved, and to limit the discussion of a violence and/or harassment complaint to those that need to know.

The Town of Drumheller and all individuals involved in the violence and/or harassment complaint process will comply with all requirements of the *Alberta Personal Information Protection Act*.

POLICY REVIEW

This Policy and Procedure is to be reviewed by management and the JHSC, and updated as necessary:

- After an incident.
- Upon recommendation of the health and safety representative.
- At least every three years.

Date: April 15, 2020

Signed


Chief Administrative Officer

To establish this policy, Town of Drumheller has consulted the joint health and safety committee (JHSC) and the following legislation governing workplace violence and harassment in Alberta

- Occupational Health and Safety Act (Alberta)
- Occupational Health and Safety Code (Alberta)
- Occupational Health and Safety Regulation (Alberta)
- Alberta Human Rights Act
- Alberta Personal Information Protection Act



Workplace Harassment & Violence Reporting Roles and Responsibilities

When an incident of workplace occurs, the following procedure must be used:

Imminent Danger – Immediate Reporting:

Any Employee who finds or considers themselves or someone else to be in imminent danger while on Town property or while engaged in any Town-approved activity can summon immediate assistance by contacting the RCMP. Once the incident has been de-escalated the Employee must report the incident following the general reporting requirements procedure outlined below.

Violent Incident/Threats:

Employee's who become involved in or witness a violent incident or a threat of violence or who receive a report of such an incident are required to:

- Ensure their own safety,
- If deemed necessary call 911 or 9-911 for assistance,
- Do what is safely possible to ensure a victim's safety,
- Provide or if required, call for medical assistance,
- Make a formal report/statement following the general reporting requirements procedure outlined below.

Non-Urgent Threats

Incidents involving statements or behaviours that do not present an immediate risk of physical harm, but make the worker feel threatened or otherwise concerned for his/her safety must be reported promptly to their Manager/Director using the Workplace Violence Complaint form. Examples of such unwanted activity include a threatening comment, note, email, voicemail, gesture or a behaviour such as stalking. Alternatively, the worker can contact Human Resources, another Manager or the Director of Protective Services. All non-urgent threats need to be reported following the general reporting requirements procedure outlined below.

Domestic Violence Section 390.3 of the Alberta OHS Code Part 27 states that when an employer is aware that a worker is or is likely to be exposed to domestic violence at the work site, the employer must take reasonable precautions to protect the worker and any other persons at the work site likely to be affected. Workers in a personal relationship involving domestic violence are encouraged to report their concerns to their immediate Manager. Alternatively, the worker can contact Human Resources, another Manager/Director or the Director of Protective Services and should do so if they feel the violence may extend to Town property or to a Town - sanctioned activity. Workers who become aware, or ought reasonably to be aware, of workers involved in domestic violence that would likely expose the worker to physical injury on the town's property must immediately inform their Manager/Director/Director of Protective Services or Human Resource's.

Workplace Harassment & Violence Reporting Roles and Responsibilities

When an incident of workplace occurs, the following procedure must be used:

General Reporting Requirements:

1. Employees must report all incidents of workplace violence to their manager/director or Human Resources within hours of an incident or as soon as possible by completing the Workplace Violence Incident Form.
2. The Manager/Director receiving the report will investigate and ensure all measures are taken to safeguard employees and curtail the violence.
3. All reported incidents of workplace violence will be investigated within a reasonable timeframe.
4. All records of workplace violence reports and subsequent investigations are considered confidential and will not be disclosed to anyone except when required by law.
5. The Town of Drumheller will do everything it can to protect the privacy of the individuals involved and to ensure the Complainants and Respondents are treated fairly and respectfully.
6. The Town of Drumheller will protect their privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.
7. Disclosure in writing will be provided to the Respondent and the Complainant of the result of the investigation and corrective action(s) taken.

***Retaliatory behaviours by any parties during or thereafter an investigation will not be tolerated and will be considered grounds for disciplinary action up to and including termination of employment.



Workplace Harassment or Violence Incident Report

This incident report is to be completed by an employee/individual who has allegedly been the victim of Workplace Harassment or Violence. When completed, it must be submitted to your Supervisor, Manager or Director of Protective Services and Human Resources Manager. If your concern is regarding your direct supervisor/manager/director, then it may be submitted directly to Human Resources Manager only.

1. Complaint Information

Name: _____

Department: _____

Position Title: _____

Contact information: _____

2. Respondent Information

If your complaint has more than one Respondent, please complete a separate complaint form for each.

Name: _____

Department: _____

Position Title: _____

3. Description of Alleged Workplace Harassment or Violence

Please describe, in as much detail as possible, the incident(s) of alleged workplace harassment or violence, and attach to this completed form. Please include:

- Who was involved
- What was specifically said or done (words, tone, actions, etc.)
- When it happened (dates and times)
- Where it happened
- Any witnesses to the incident(s) describe (names and contact information, if possible)
- How the incident(s) impacted you
- If the incident(s) was reported to management (please provide details – who, when, what action was taken etc.)

4. Relevant Time Period

When did the alleged workplace harassment/ violence begin? _____

When did the most recent incident of alleged workplace harassment/ violence occur? _____

5. Summary Information

| | YES | NO | UNSURE |
|---|--------------------------|--------------------------|--------------------------|
| Involves multiple incidents of alleged workplace harassment or violence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Involves a single incident of alleged workplace harassment or violence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Involves physical contact and/or assault | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Involves verbal abuse and/or threats | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Involves reprisal and/or retaliation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Involves abuse of authority (use of authority serving no legitimate work purpose) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Involves sexual harassment (harassment which is gender based/of a sexual nature) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Involves discriminatory harassment (based on prohibited ground of discrimination) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If "yes" above, what prohibited ground was the basis of the alleged workplace harassment or violence? | | | |

Where did the alleged workplace harassment / violence primarily occur? _____

6. Signature

I certify the information provided in the incident report to be accurate, true and complete to the best of my knowledge. I understand that I will not be subject to any adverse treatment as a result of making this complaint, provided that it has not been made for improper purpose and that I have not provided information that I know to be incorrect, untrue, or misleading. I acknowledge that, in order to preserve the integrity of the process and to protect the interests of all parties, I will maintain confidentiality and will not discuss this complaint with anyone other than those who need to know (i.e. management representatives, and union representative). I understand that the Town of Drumheller will maintain the confidentiality of any information gathered as a result of this complaint, but will share such information as necessary to pursue resolution, including disclosing the complaint and related information to the Respondent or as otherwise required by law.

(Name-Please Print)

(Signature)

(Date)

Reference Workplace Harassment Policy

TIPS FOR PREVENTING AND MANAGING INCIDENTS OF VIOLENCE OR HARASSMENT

Although no incident of abuse is deserved, there are steps that workers can take to reduce the incidents of violence or harassment on the job. The following practical suggestions are from a guide entitled “Violence in the Workplace” from the Canadian Centre for Occupational Health and Safety (1999).

Dealing with a Potentially Violent Person

Tips for verbal communication

- Focus your attention on the other person to let them know you are interested in what they have to say.
- DO NOT glare or stare, which may be perceived as a challenge.
- Remain calm and try to calm the other person. DO NOT allow the other person’s anger to become your anger.
- Remain conscious of how you are delivering your words.
- Speak slowly, quietly and confidently.
- Speak simply. DO NOT rely on official language or complex terminology.
- Avoid communicating a lot of technical or complicated information when emotions are high.
- Listen carefully. DO NOT interrupt or offer unsolicited advice or criticism.
- Encourage the person to talk. DO NOT tell the person to relax or calm down.
- Remain open-minded and objective.
- Use silence as a calming tool.
- Acknowledge the person’s feelings. Indicate that you can see he or she is upset.

Tips for Non-Verbal Behaviour and Communication

- Use calm body language — relaxed posture with hands unclenched, attentive expression.
- Arrange yourself so that your exit is not blocked.
- Position yourself at a right angle rather than directly in front of the other person.
- Give the person enough physical space. This varies by culture, but normally 1-2 meters is considered an adequate distance.
- Get on the other person’s physical level. If they are seated try kneeling or bending over, rather than standing over them. DO NOT pose a challenging stance such as: standing directly opposite someone; putting your hands on your hips; pointing your finger; waving your arms; crossing your arms.
- DO NOT make sudden movements which can be seen as threatening.
- DO NOT fight. Walk or run away. Get assistance.

Responding to a Physical Assault

If you are attacked:

- If you are assaulted or in a physical confrontation, as soon as able, immediately call the RCMP by dialing 911 or 9-911.
- Make a scene, yell or scream as loudly as possible. Try shouting words like STOP, FIRE or HELP.
- If you are being pulled along or dragged, fall to the ground and roll making as much noise as possible.
- Blow a whistle, activate your personal security alarm or push the security alarm.
- Give bystanders specific instructions to help you. Single someone out and send them for help. For example, “You in the yellow shirt, call the police.”

- If someone grabs your purse, briefcase or other belongings, DO NOT resist. Throw the item to the ground several feet away from the thief and run in the opposite direction, yelling “help” or “fire”.
- DO NOT chase a thief.
- Run to the nearest safe place, a safe office or an open store.
- Call security or the police immediately after the incident.
- File an incident report.
- Be Prepared - Take a self-defense course. Try to imagine yourself responding successfully to different types of attacks and practice your responses.

Working Off-Site

If you work away from a traditional office setting you must exercise extra caution. In many cases you have less or no ability to control your work environment. Nevertheless, the following specific preventive tactics or procedures will minimize or prevent risks associated with working off-site:

- Have access to a cellular telephone or similar means of communication.
- Use an established check-in procedure that allows you to manage typical situations you may encounter off-site.
- Prepare a daily work plan so that you and others know where and when you are expected somewhere.
- Arrange to meet in a safe environment.
- Be alert and make mental notes of your surroundings when you arrive at a new or different setting.
- Use the “buddy system”, especially when you feel your personal safety may be threatened.
- Determine under which circumstances unaccompanied visiting would involve unacceptable risk.
- Exercise your right to refuse to work in clearly hazardous situations.
- Disclose any feelings of discomfort or apprehension about an impending appointment to your supervisor.
- DO NOT enter any situation or location where you feel threatened or unsafe.
- Carry hand-held alarms, noise devices or other effective alarm devices.
- When you are in unfamiliar premises:
 - Check for escape routes and position yourself near an escape route.
 - Mentally rehearse what you will do if an individual becomes aggressive or hostile.
 - Decide what your best preventive tactic will be.
 - Take control of the seating arrangements. If possible, seat yourself near the door.
 - Maintain a “reactionary gap” between you and the person — out of reach of the average person’s kicking distance. Increase the gap by sitting at a table.
 - Be aware of the person’s proximity at all times.
 - Be well prepared for an appointment. Review the available information about the individual(s) you are meeting.
- Terminate the appointment in a non-confrontational manner if the individual appears to be: intoxicated, under the influence of drugs, emotionally disturbed and threatening or out of control.
- DO NOT allow yourself to be backed into a corner. Leave a clear path to the exit.
- DO NOT venture too far into the premises e.g. remain near an exit.

DO NOT turn your back on the person or enter a room first.