
VIOLENCE AND HARRASSMENT POLICY

Purpose

Stanford & Green has zero tolerance for workplace violence or harassment of any kind and will be proactive in the prevention of workplace violence and harassment. Stanford & Green is committed to:

- Investigating reported incidents of violence and harassment in an objective and timely manner, taking necessary action; and providing appropriate support for victims.

Policy

To ensure that employees at Stanford & Green have a work environment that is free of violence or harassment of any kind, whether it arises from another employee or any other person visiting the workplace or interacting with staff.

This policy will ensure that:

- Individuals are aware of, and understand that, acts of violence or harassment are considered a serious offence for which necessary action will be imposed;
- Those subjected to acts of violence or harassment are encouraged to access any assistance they may require in order to pursue a complaint; and
- Individuals are advised of available recourse if they are subjected to, or become aware of, situations involving violence or harassment.

Definitions

Workplace harassment means:

- Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known, or ought reasonably to be known, to be unwelcome.
- This includes unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers. It includes behaviour that intimidates, isolates or discriminates against the targeted individual.

Workplace violence means:

- The exercise or attempt of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker,
- A threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

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The types of violence will be defined as:

Type	Definition
Criminal Intent	Involves a person with no relationship to the workplace, who commits a violent act (e.g. theft, hostage taking/kidnapping, physical assault)
Customer/Client	A client with wilful intent to cause harm to the employee
Employee Related	Employee who engages in repeated and persistent negative acts towards one or more employees resulting in the creation of a toxic or unhealthy work environment
Personal Relationship	Relationship violence that occurs at the workplace (e.g. family member that commits a violent act against a worker within the workplace)

If any employee engages in workplace violence or harassment, an investigation will take place immediately. The employee involved will face discipline which may include up to and including immediate termination.

Responsibilities

President

It is the responsibility of the Director of Stanford & Green to ensure that:

- All reasonable preventative measures to protect employees and others at Stanford & Green from workplace violence and harassment;
- A workplace violence risk assessment is conducted;
- Advise the Joint Health & Safety Committee of the assessment results and provide a copy in writing;
- Establish procedures, policies and work environment arrangements to eliminate the risk to employees from violence;
- Proper maintenance and testing of all security systems including, but not limited to, surveillance cameras, lighting, panic button, intercom, etc.
- Ensure all employees are trained on this policy;
- Review the policy annually with the Joint Health & Safety Committee to ensure any new violence hazards are identified;
- Reporting procedures are established with respect to workplace violence and harassment;

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- Process is in place for responding to, and investigating incidents of workplace violence and harassment; and
- This policy and procedure is posted and communicated to all staff.
- This policy shall be reviewed after any violent or harassment events take place to determine if changes need to be made.

Managers/Supervisors

It is the responsibility of Managers and Supervisors at Stanford & Green to ensure that:

- This policy is properly enforced and communicated to the employees;
- All employees are adequately trained in procedures addressing workplace violence and harassment risk factors;
- Encourage employees to report complaints or incidents of workplace violence and harassment;
- All reports/complaints/incidents of workplace violence and/or harassment will be addressed in an appropriate and timely manner; and
- All complaints or incidents of workplace violence and/or harassment will be reported promptly to senior management and investigated immediately.

Employees

It is the responsibility of every employee or contract personnel to:

- Comply with this policy and all related procedures at all times for their own protection and the protection of others within the workplace;
- Immediately report any violent or potentially violent incident to their manager. In the event of an extreme or imminent threat of physical harm to themselves or any person, the worker should contact Emergency Services; and
- Fully cooperate in any investigation of complaints or incidents of workplace violence or harassment as indicated within this policy.

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Procedure

Risk Assessment for Workplace Violence

Besides taking into consideration the general layout/environment of the workplace, the following risk factors will be taken into consideration as well when Stanford & Green completes their workplace violence risk assessment.

- Working in a community-based setting
- Working with unstable or volatile customers
- Handling cash
- Mobile workplaces
- Contact with customers
- Working in a high-crime area
- Securing/protecting valuables
- Transporting people and/or goods
- Working alone or in small numbers

Zero Tolerance

Stanford & Green will not tolerate any incidents of workplace violence or harassment perpetrated against or by any employee, customer, vendor, contractor, visitor, or any other person at Certificate of Recognition. With respect to workplace violence and harassment as defined by this policy, any contravention may result in the following:

- Removal from the property;
- Discipline or dismissal;
- Police involvement.

All physical assaults involving an employee or occurring at Stanford & Green will be reported to the police. Threats of physical violence will be reported to the authorities, as appropriate.

Domestic Violence

Any employee, or knowledge of another employee, experiencing violence outside of the workplace that may create a risk of danger to themselves or others in the workplace is encouraged to report such

violence to their manager so that necessary preventative precautions may be taken to protect all employees.

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Sharing Information

Where Stanford & Green acknowledges that a person employed has a history of violent behaviour, Stanford & Green will provide the necessary minimum information to any worker who is at risk if they may encounter this person and is at risk of likely physical injury. Stanford & Green will make every effort to respect the privacy of the potentially violent person as much as possible.

Response to a Violent or Harassment Event or Complaint

Any employee who observes workplace violence or harassment, or is a victim thereof, shall immediately go to a safe location and report it to their manager. At the discretion of management, the police may need to be contacted. In the event that the President is not available, staff shall contact the police if they feel it is necessary.

All complaints and incidents are to be recorded in writing using the Violence and Harassment Reporting Form, by the reporting person or employee, providing a copy to the supervisor/manager and the Human Resources Department.

One or more of the above managers will promptly carry out an investigation. All reports will be investigated, and information will be kept confidential, to the extent possible. The results of the investigation will be communicated to the complainant and the accused as soon as possible, but no later than 3 weeks from the time the complaint was made.

Management will undertake:

- A documented interview with the complainant and/or victim;
- A documented interview with the alleged perpetrator(s);
- A documented interview with any witnesses with relevant information to provide; and
- Any other step the investigator(s) deems relevant to the investigation of the complaint or incident.

At the conclusion of the investigation of a complaint or incident, the manager will provide a written report of the findings and provide any recommendations to prevent a recurrence, to senior management. Following the investigation, the appropriate corrective action will be determined by the Director and the manager(s) of the employee(s) involved. There will be no reprisal for any employee making a genuine complaint. However, if it is determined that a false accusation has been made in bad faith, appropriate measures will be taken.

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External Reporting

The police may also need to be contacted (if they have not been contacted already) if the conclusion of the investigation involves crimes that fall under the Criminal Code.

Support

Stanford & Green will provide support to victims of violence or harassment through an employee assistance program. Employees who are victims of violence or harassment are encouraged to seek assistance through this program and can be assured that any counselling and/or treatment administered are completely confidential.

Summoning Immediate Assistance

Follow Emergency Procedures for All Occupants under the Emergency Plan.

Reprisals

If any employee engages in workplace violence or harassment, an investigation will take place immediately. The employee responsible for the violence or harassment may face discipline, which may include immediate termination. The complainants and witnesses to the acts of violence or harassment will be protected from reprisals as long as they have acted in good faith.

Communication and Training

The Policy Statement shall be posted in the workplace on the Health and Safety Board. In addition, all employees including new or returning employees (leave of absence of six months or more) as well as managers at all levels will be trained on the contents of this violence prevention policy and program. Senior managers and directors need to make themselves aware of all legislation applicable to violence in the workplace in order to take the appropriate steps during and after violent situations.

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Monitoring of the Program

The Workplace Violence and Harassment Policy and program will be reviewed annually or as needed with the Joint Health & Safety Committee to ensure any new violence or harassment hazards are identified and employees are properly protected from these hazards. This policy should be reviewed after any violent events take place to determine if changes need to be made.

Identifying Risk Factors – Violence

Risk Factor	Definition	Examples
Working in a community-based setting	Workers are expected to work in the community and provide services in private homes and dwellings	Carers, home service/repair personnel, sales people
Working with unstable or volatile clients	Workers are providing service or products to persons with physiological, psychological, psychiatric condition and substance abuse issues	Caregivers, social service workers, receptionists
Handling cash	Workers required to handle cash in a fixed location who might become a target for theft or loss	Cashiers, or any other worker handling petty cash
Mobile workplaces	Workers required to travel in a vehicle most of their workday to provide a service at a client's company with limited communication with their own office	Sales people, consultants, contractors
Contact with clients	Workers required to provide a product or service to clients in a fixed location	Workers in retail stores, factories, manufacturing, industrial or office settings
Working in a high-crime area	Workers required to perform services in a fixed location that is located in a high-crime area	Areas defined ONLY by policy, insurance broker and/or estate agent statistics
Securing/protecting valuables	Workers required to secure or protect valuable goods in transport and/or in a fixed location which, if left unprotected or unsecured, might become a target for theft or loss	Enforcement Agents
Transporting people and/or goods	Workers required to transfer goods of all kinds in trucks and mid-sized vehicles	Enforcement Agents
Working alone or in small numbers	Workers required to work alone or with very few other workers at a fixed location	Enforcement Agents

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Identifying a Potentially Violent Person

Signs that a person is potentially violent may include, but are not limited to:

- Their face is turning red or white.
- Their expression is angry, sneering, or glaring.
- They are pacing, making nervous, repetitive, or violent movements, shaking, clenching jaw or fists, approaching too near, or perspiring heavily.
- They are using a loud voice and/or abusive language.
- Their breathing is shallow or rapid.
- If you notice these signs, TAKE ACTION. Get help from your manager immediately!

Communicating with a Potentially Violent Person

- DO NOT confront the person by glaring or staring.
- Remain calm and use a calm manner.
- Speak slowly and clearly in a sure tone.
- DO NOT attempt complicated explanations during a tense situation.
- Ask the person to talk and pay close attention.
- DO NOT advise the person to relax or be calm.
- Use silence to placate the person.
- DO NOT defy, criticize, insult, interrupt or patronize.
- DO NOT crowd the person. Allow them about 2 to 4 feet of space.
- DO NOT fight with the person. Leave the situation and if necessary, get help from the police.

Problem Solving with a Potentially Violent Person

- Try to see the situation from the person's point of view in order to figure out how to fix the problem.
- DO NOT take the situation lightly.
- Direct the person's attention to the issue.
- Ask the person how to fix the problem.
- Be positive about criticism. If you agree with it, admit this. If you disagree, try to discuss the situation.
- DO NOT lie or make unreasonable commitments.
- Make minor requests, such as taking the discussion to a quiet area.

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- Divide the problem into smaller chunks and deal with them one at a time.
- Be clear about the consequences of violence and provide other options.
- If the person is an employee, do not discuss discipline until the situation is more stable.
- DO NOT immediately turn down the person's request.
- DO NOT try to negotiate with someone who is making threats. End the conversation calmly and if necessary, get assistance.

Ending an Abusive Telephone Call

- Interrupt in a courteous but firm tone.
- Make it clear that abusive behaviour is not acceptable, and that you will end the conversation if they don't stop. Report the abusive call to your manager.
- Halt the call in a courteous but firm tone if the abusive person calls again.
- Make it clear that abusive behaviour is not acceptable, and that you will forward the call to your manager if they don't stop.
- Put the caller on hold.
- Report the holding caller to your manager.
- Forward the caller to your manager.

In The Event of a Robbery

- Stay calm;
- Do not argue;
- Listen;
- Do not follow or attempt to capture the thief as this puts you and others in great danger;
- Do not surprise the thief or move unexpectedly,
- Try to be observant and remember details:
 - What is he/she wearing;
 - What does he or she look like? How tall are they;
 - What colour hair does he or she have;
 - Does he or she have any unusual characteristics such as tattoos or piercings;
 - If he or she had a weapon, describe it, and;
 - After he or she leaves, try to avoid touching anything the thief has touched. Make a note of the items that were touched.

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After a Robbery

- If you can do so safely, record the license plate and the make and model of the vehicle the thief used;
- NEVER try to chase the thief;
- Notify police immediately by calling 999 and provide them with as much information as possible including the route the thief took when leaving (remember not to try to follow the thief);
- Record all information observed about the thief;
- Lock all doors and do not let anyone enter;
- Ask all witnesses to remain until police arrive;
- Contact your Supervisor or Manager
- Do not discuss the robbery with media or bystanders;
- Cooperate fully with the police investigation;
- If the thief was within sight of one of the cameras, advise the Supervisor or the President and they will check the recording system to see if the thief's image was captured, and;
- Report the incident following proper Incident Reporting Procedures immediately.

Road Rage Situations

Employees are reminded to avoid potential road rage situations. The following are some best practices for avoiding road rage:

- Plan your route in advance (frustration or erratic behaviour is more likely if you are lost);
- If you feel yourself getting upset, open the window, breathe deeply and listen to relaxing music;
- Consciously decide not to let traffic delays or other peoples' driving habits affect your driving;
- Acknowledge your mistakes which can reduce conflict;
- Be courteous and considerate;
- Do not compete or retaliate;
- Leave traffic enforcement to the police;
- Avoid heavy meals before driving which can make you lethargic;
- Avoid honking your horn unless necessary, and;
- Stay in your vehicle, lock the doors and call the police if you are being physically threatened,
- If you are being followed, do not drive to your home. Drive to the nearest service, police or fire station, remain in your vehicle and sound your horn repeatedly until someone assists you.

Document Management

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