

PLANTitle: *Workplace Violence & Sexual Violence Program***Type:** Administrative Plan or Program**Authority:** CEO**Staff Presentation:** October 26, 2017 All-Staff Meeting**Associated Documents:** POL-ADM.2018.48 HS4- Respectful Workplaces**Section I****Plan for Maintaining Security in Facilities**

1. BMPL staff will conduct a Worksite Assessment as often as necessary, but no less than annually, to ensure measures for violence prevention are effective. The assessment will:
 - 1.1. identify jobs or locations with the greatest risk;
 - 1.2. identify high risk factors;
 - 1.3. include a physical workplace security audit;
 - 1.4. evaluate the effectiveness of existing security measures.
2. The CEO will annually review the history of past incidents to identify patterns or trends.

Section II**Recognized areas of higher risk**

The following are deemed higher risk functions of staff:

1. The circulation desk where money is kept;
2. Contact with the public;
3. Roaming duties, especially those not in visual line of sight by other staff;
4. Closing the buildings at night;
5. Leaving the facilities at night;
6. Working alone or in small numbers.

Section III**Measures for reducing the risk****1. General**

- 1.1. Locked rooms with phones are considered safe rooms:

1.1.1. L.E. Shore

- **The CEO's office** is a safe room with lockable door and phone. Blinds should be closed. Be aware of windows.
- **The Dungeon** is a secondary safe room as it does not possess a phone, however this room is fully closed and has a secondary exit where one could escape the building of needed.

1.1.2. Craigleith Heritage Depot

- **Bathrooms** are safe rooms as they have lockable doors, providing one has a cell phone.
 - **Emergency Call Buttons** have been installed. This portable device should be behind the desk or on your person if alone.
 - The basement should be avoided as a safe room in a violence setting and only be used for Lockdowns.
- 1.2. Running from the building may not be the safest option. You may find yourself alone, without a phone and with nowhere to escape. Locking yourself in a safe room is always a better option;
 - 1.3. Keep all secondary entrance doors locked;
 - 1.4. The exterior lights around the building will be kept in good working order;
 - 1.5. Staff will not work alone in the buildings without being trained on the closing and safety procedures by the CEO or staff designate;
 - 1.6. All Staff will be aware of the Work Alone Policy and Plan.

2. **Recognize the Signs of Violence.** Early identification and prevention of violence in the workplace is encouraged. Potential threats of violence that should be reported could include the following:
 - 2.1. Threatening statements to do harm to self and/or others;
 - 2.2. Reference to other incidents of violence;
 - 2.3. Confrontational behaviour;
 - 2.4. Major change in personality, mood or behaviour;
 - 2.5. Substance abuse;
 - 2.6. Current injuries noticeable.
3. **Steps to Increase Your Personal Safety**
 - 3.1. Notice your surroundings and report any unsafe or dangerous situation to the CEO, your Health & Safety team, or managers;
 - 3.2. If you feel uncomfortable about a person who has entered the building, trust your instincts. If you feel threatened, make a scene – raise your voice so others on shift and members of the public will know you require assistance. You may also use a code phrase (e.g. Can you stay, I need help with the *Bayview Collection*”).
 - 3.3. Keep yourself adjacent to room exits or emergency buttons. Never place yourself in a corner;
 - 3.4. Use a buddy system when leaving work;
 - 3.5. If you ever find you are working alone, let the CEO or someone at home know the situation or call them while you are exiting the building;
 - 3.6. If you enter a space and suspect it is unsafe, do not call out. Back out, go to a safe, lockable place with phone and call for help;
 - 3.7. Know the nearest exit or room with a lock;
 - 3.8. When in doubt, call the police for assistance or press the panic button.

Section IV Sexual Violence

1. Sexual Violence will not be tolerated and shall be reported in the same manner as any other violence.
2. At any time, the employee may report sexual violence to the police or OSHA.

Section V Domestic Violence

1. Domestic Violence can follow you into the workplace. While it is your choice to report this matter to co-workers and your supervisor, having an aware staff will increase everyone’s safety.
2. Steps which will increase personal safety
 - 2.1. Tell someone at work about your situation;
 - 2.2. Make up a “code word” for co-workers so they know when to call for help;
 - 2.3. Ask your co-workers to screen your calls and visitors;
 - 2.4. Ask a co-worker to call the police if the abuser enters the facility or is bothering you.

Section VI Threatening Behaviour

1. Do not argue with a threatening person. Identify yourself as a staff member. Remain calm and keep your voice low and firm;
2. Do not put yourself or others in danger. Keep a distance of four feet;
3. Be friendly but firm, introduce yourself, look at the person while you talk to him/her, let the person talk, clarify the problem and offer solutions;
4. If sitting, stand. This shows authority and is a safer position if you need to move or escape;
5. Get assistance from another staff person;

6. Advise him/her that the police will be called if the behaviour does not stop;
7. Heighten your voice slightly without yelling so that other staff and patrons will be aware of the situation;
8. If the behaviour does not change, call the police;
9. Notify the CEO or designate;
10. Complete an Incident Report once the situation is safe.

Section VII Violence/Assault

1. If you hear raised voices or sounds of a scuffle investigate;
2. If you witness violence or an assault, call the police and describe the situation;
3. Recruit other staff to move others out of the way to a safer location;
4. Do not block exits with the intent to prevent a threatening/violent person from leaving the building;
5. Do not invade the personal space of the threatening person;
6. Do not get between two people fighting;
7. Notice details so you can describe the situation to the police;
8. Notify the CEO;
9. Complete an Incident Report once the situation is safe.

Section VIII How to Report

1. A report should be made as soon as possible after an incident or behaviour has occurred.
 - 1.1. Staff on Staff violence should use the Workplace Harassment Reporting Form; and
 - 1.2. Patron/Visitor on Staff/Visitor should use the Incident Report
2. An informal, verbal complaint may be brought forward to the CEO. It is in the best interest of all concerned that a report be written.
3. If a formal complaint is requested, the employee must file a written report with the CEO within 24 hours.
4. The report should include a brief statement of the incident, when it occurred, where it occurred, date and time it occurred, the person(s) involved and the names of any witnesses if any. An Incident Report is sufficient for most cases. The CEO may conduct an interview with the staff and witnesses in the event of a complaint.
5. If video surveillance is in place within the facility, note the time of the incident for easy retrieval.

Section IX Investigation and Dealing with Incidents or Complaints

1. After receiving a report, the CEO will complete an investigation as quickly as possible, depending on the nature and severity of the issue. This will include interviews with the employee, the alleged perpetrator, and any witnesses (as well as reviewing video surveillance when available).
2. The results of the investigation will be discussed with the employee in order to discuss the results and present recommended preventative actions and/or resolutions.
3. A separate meeting will be held with the alleged perpetrator, if a staff member.
4. If the findings do not support the allegations, the CEO will recommend that no further action is necessary and the matter is closed.
5. Should the investigation conclude that there is evidence of misconduct, the CEO will prescribe a resolution that may include police intervention.
6. If the CEO is the accused perpetrator, the matter may be taken to the Board Chair who will complete

the investigation.

7. At any point any individuals, including employees, may report incidents to the police and/or OSHA.
8. Staff who are found to have made false or malicious complaints will be subject to disciplinary action, which may include suspension or termination.

Section X Review Cycle

This plan will be reviewed biennially or as changes to the legislation dictates.

Original Approval: _____

Amended On: _____