

## **Workplace Violence and Harassment Policy**

### **North Bay Food Bank**

#### **Mission**

The North Bay Food Bank is committed to providing a safe, healthy and supportive work environment by treating our employees and clients with respect, fairness and sensitivity.

#### **Workplace Violence is:**

- the exercise of physical force by a person against a worker/volunteer, in a workplace, that causes or could cause physical injury to the person
- an attempt to exercise physical force against a worker/volunteer, in a workplace, that could cause physical injury to the worker/volunteer; or,
- a statement or behaviour that it is reasonable for a worker/volunteer to interpret as a threat to exercise physical force against a worker/volunteer, in a workplace, that could cause physical injury to the worker/volunteer.

#### **Workplace Harassment**

Engaging in a course of an aggressive comment or conduct against a worker/volunteer in a workplace that is known or ought reasonably to be known to be unwelcome; or workplace sexual harassment .

#### **Workplace Sexual Harassment is:**

- a. Engaging in a course of an aggressive comment or conduct against a worker/volunteer in a workplace because of sex, sexual orientation, gender identity, or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome or,
- b. Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker/volunteer and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

#### **Purpose of the Policy**

The North Bay Food Bank is committed to preventing workplace violence and harassment. This policy defines behaviour that constitutes workplace violence and harassment, and explains procedures for reporting and resolving such incidents. The North Bay Food Bank is committed to providing a working environment that is free of violence and harassment by familiarizing all workplace parties with the related terminology as well as their individual responsibilities for prevention and corrective action.

#### **Policy Statement**

The management of North Bay Food Bank recognizes the potential for violence and harassment in the workplace. We will therefore make every reasonable effort to identify all potential sources of such risk to eliminate or minimize them. The North Bay Food Bank will not tolerate any type of violence or harassment within the workplace or during work-related activities. The North Bay Food Bank is committed to allotting reasonable time, attention, authority and resources necessary to ensure a safe and healthy working environment for all employees and volunteers.

## **Definitions Associated with Workplace Violence and Harassment**

Violence means any attempt, gesture, threat, act or communication that causes, or is likely to cause, physical harm, injury or illness. It includes threatening statements or behaviours that reasonably cause a person to believe that they are, or someone else is, at risk of injury, regardless of whether an overt action has occurred. It also includes intentional damage to, or threats to damage, North Bay Food Bank property or the property of an employee, volunteer, client or visitor in the workplace.

Violence includes but is not limited to the following:

- physical attacks;
- aggressive, intimidating or hostile behaviour that creates a reasonable fear of injury to another person (e.g., throwing objects, shaking fists);
- possession of a prohibited weapon or an object that appears to be a weapon;
- acts related to personal situations that are likely to transition into the workplace; abuse of power or authority to coerce behaviour; oral or written threats, including:
  - threats made in person or through any medium, including print or the internet; and
  - threats to harm or injure oneself in the workplace.

## **Roles and Responsibilities of Workplace Parties**

### **North Bay Food Bank Board of Directors:**

- Ensure that measures and procedures in the violence and harassment policy are upheld. Hold management accountable for responding to and resolving complaints of violence.
- Integrate safe behaviour into day-to-day operations.
- Develop a reporting process for incidents of workplace violence and harassment.
- Investigate all reports or threats of violence/harassment in a prompt, objective and sensitive way (Board of subcommittee)
- Take corrective action. Provide response measures

### **Managers/supervisors:**

- Post a copy of this policy in the workplace.
- Facilitate medical attention and support for those involved directly or indirectly.
- Enforce policy and procedures and monitor staff/volunteers compliance.
- Identify and alert staff/volunteers to violent persons and hazardous situations.
- Investigate all workplace violence using the organization's procedure, and contact the police as required.
- Debrief those involved in the incident either directly or indirectly, and report to the Board
- Track and analyze incidents for trending and prevention initiatives.
- Engage in on-going risk assessments.

### **Volunteers:**

- Participate in training in order to respond suitably to any incident of workplace violence or harassment.
- Understand and comply with the violence and harassment policy and related procedures.
- Report all incidents or injuries of violence/harassment or threats of violence/harassment to your supervisor immediately. Complete the Workplace Violence Incident Report.
- Seek support from supervisor when confronted with violence/harassment or threats of

violence.

### **Reporting and Investigation**

- Worker/volunteers are to report all violence-related incidents or hazards to their manager or supervisor. This report can be made confidentially at the employee's request. However, sharing information to ensure the safety of others and prevent recurrence may be necessary (e.g., contents of a police report).
- The reporting worker/volunteer may make the report confidentially indicating the need for confidentiality to her/his direct manager or supervisor (or in that person's absence, to another manager or supervisor).
- The manager or supervisor receiving the report investigates it and ensures that measures are taken to safeguard employees and curtail the violence or harassment. No report of workplace violence/harassment or risks of violence may be the basis of reprisal against the reporting employee.

### **Response Procedures**

- Using the incident investigation form, the manager or supervisor documents all reports of workplace violence/harassment, hazards and measures taken to address them.
- The General Manager reviews all incident reports, monitors trends and makes recommendations to the Board of Directors or equivalent for prevention and enhancements to the workplace violence and harassment policy.
- The Board of Directors or equivalent reviews reports of workplace violence/harassment.

### **Emergency response measures**

See Appendix

### **Support for employees/volunteers affected by workplace violence**

Management will respond promptly, assess the situation and ensure that these interventions are followed:

- facilitation of medical attention,
- completion of incident reports,
- team debriefing,
- follow-up with the Board of Directors, when required.

### **Risk assessment**

The General Manager (with staff/volunteer 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.

### **Onboarding Orientation**

New employees/volunteers will receive both general and site-specific orientation to the workplace violence and harassment process.

### **Accountability**

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

### **Records**

All records of reports and investigations of workplace violence and harassment are kept on file.

**Policy Review**

This workplace violence and harassment policy will be reviewed annually by the Board of Directors.

## **APPENDIX --- Workplace Violence Reporting Procedures**

Any staff/volunteer who believes that he or she is threatened or who experiences or witnesses any workplace violence as defined in the Workplace Violence and Harassment policy must promptly report it using the Incident Report. In the event of immediate danger, refer to steps outlined in the Emergency Response Procedure (TBDDeveloped)

When threatening or violent behaviour is connected to the North Bay Food Bank the employee/volunteer must report incidents immediately using the following procedure:

1. All staff/volunteers are responsible for reporting threats or violence to their manager. If the employee's direct supervisor is involved in the act, the employee contacts the Chair of North Bay Food Bank Board of Directors.
2. The North Bay Food Bank takes all reported incidents of violence seriously and will not ignore, condone or tolerate disruptive, threatening or violent behaviour by any member of the organization.
3. Managers/volunteers/clients/visitors engaged in such behaviour shall be removed from the premises as quickly as safety permits. They shall be banned from access to the North Bay Food Bank premises pending the outcome of an investigation. The investigation will be conducted at the direction of the Board of Directors.
4. The North Bay Food Bank will do its best to preserve and protect the confidentiality of those involved in the alleged case. However, it may not be possible to preserve confidentiality of those involved as it may be necessary for the North Bay Food Bank to take action, including consultation with others.

## **APPENDIX--Personal threat emergency action**

1. Quickly assess the situation.
2. Attempt to de-escalate in a non-confrontational manner (as appropriate).
3. Use the panic button as necessary.
4. Contact management when it is safe to do so
5. Follow the directions given by management.

# NORTH BAY FOOD BANK INCIDENT REPORT

REPORTED BY: \_\_\_\_\_ DATE OF REPORT: \_\_\_\_\_  
Staff Client Volunteer (circle one)

## WORKPLACE INCIDENT INFORMATION

DATE OF INCIDENT: \_\_\_\_\_ TIME OF INCIDENT: \_\_\_\_\_

NAME OF PERSON DEMONSTRATING PROHIBITED BEHAVIOUR: \_\_\_\_\_

NAME OF  
COMPLAINANT(S): \_\_\_\_\_

SPECIFIC LOCATION OF INCIDENT:

ADDITIONAL PERSON(S) INVOLVED:

WITNESSES:

SUPERVISORY STAFF MEMBERS:

INCIDENT DESCRIPTION INCLUDING ANY EVENTS LEADING TO OR IMMEDIATELY FOLLOWING  
THE INCIDENT:

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

ACTIONS TAKEN IN RESPONSE:

---

---

---

---

---

---

---

---

---

---

POLICE REPORT FILED? Yes No

REPORTING OFFICER:

POLICE ACTION TAKEN:

---

---

---

---

COMPLAINANT STAFF SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

SUPERVISOR NAME: \_\_\_\_\_

SUPERVISOR SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_