**PURPOSE** Just Junk Inc. is committed to workplace health, safety, and security for all employees, contractors, and customers. With this in mind, this company proclaims “zero-tolerance” for violence. To convey the commitment to non-violence, Just Junk Inc. has developed a workplace violence policy applicable to all areas. Just Junk Inc. is not considered a high risk for Violence in the workplace. But has a potential for Medium to Low risk. Therefore, it is important that this hazard be addresses for the protection of the employee’s safety. By evaluation of statistic and company processes it is determined that Just Junk Inc. could have potential risk to employees in Type I, II, III and IV (see listed below).

**SCOPE**

**Definition**

“**Workplace violence**” is defined as the exercise of (or an attempt to exercise) physical force by a person against a worker in a workplace that causes or could cause physical injury to a worker.

“**Workplace harassment**” is defined as 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.

Violence includes:

* Threatening behavior – such as shaking fists, destroying property or throwing objects.
* Verbal or written threats – any expression of intent to inflict harm.
* Harassment – any behavior that demeans, embarrasses, humiliates, annoys alarms or verbally abuses a person and that is know or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying or other inappropriate activities.
* Verbal abuse – swearing, insults or condescending language.
* Physical attacks – hitting, shoving, pushing or kicking.
  + **TYPE I --**The offender does not have a legitimate relationship with the business or its employees. Robbery is most often the motive. Most workplace violence falls into this category.
  + **TYPE II -** The victim is a service provider and the offender is receiving services
  + **TYPE III --** The offender has some type of relationship with the business or an employee. Most offenders in this type of violence are current or former employees, current or former friends of employees, relatives of employees, or current or former customers.
  + **TYPE IV –** The victim of domestic violence. Domestic violence becomes a form of WPV when it occurs in the workplace.

**Ways to deal with TYPE 1 – Med Risk for Just Junk Inc.**

1. Use physical barriers to protect yourself
2. Install silent alarm systems, panic buttons
3. Use mirrors, raised platforms and make sure that the area where money is exchanged can be seen
4. Use bright and effective lighting
5. Make sure that you have enough staff members
6. Use drop safes so that there is only a limited amount of cash on hand. Make sure that you post signs telling people that you only have a limited cash supply
7. Use height markers on exit doors
8. Use video surveillance equipment so that activity is always being monitored
9. Control or limit access to the facility
10. Install locks on doors that lead to staff-only areas

**Ways to deal with Type II – Low risk for Just Junk Inc.**

1. Make sure that workers never work alone or understand the companies “Working Alone Policy”.
2. As per the Working Alone Policy this company allows workers to carry pagers, mobile phones, etc.
3. Train workers so that they know what to do in a violent situation. Staff discussion and document
4. Rethink your policy on wearing of uniforms. [WHY?](http://crimeprevention.rutgers.edu/crime/violence/workplace/prevention_box.htm) If this becomes an issue?
5. Meet often with your employees so they can voice concerns about safety issues.

**Ways to deal with Type III – Medium risk for Just Junk Inc.**

1. Have close contact with employees. Make sure that everyone is feeling a part of the organization.
2. Review any act of violence that has occurred in the workplace, even if it is considered minor.
3. Have a WRITTEN policy explaining how violence in the workplace will not be tolerated.
4. State clearly what workplace violence is and what is and is not acceptable behavior.
5. Train all staff about what to do if violence occurs.
6. Set up a "Buddy" system so each employee has someone to go to in case they are having problems at work.
7. Remain calm when confronting an employee.
8. Look for [warning signs](http://crimeprevention.rutgers.edu/crime/violence/workplace/warningsigns.htm).

**Ways to deal with Type IV –Medium risk for Just Junk Inc.**

1. It’s important to deal with each situation on a case-by-case basis.
2. Develop a safety plan with the victims input.
3. This plan will need to look at increased safety measures that can implement in the workplace. See WPV safety manual for increased measures.
4. Communicate a need to know basis will ensure that information about a domestic violence situation is kept confidential or restricted to a minimum number of employees.
5. Provide information on a help that is available through Company Assistance program.
6. Be prepared to call the police if necessary.

**Some “Triggers” for potential Workplace Violence occurrences.**

Violent incidents in the workplace ordinarily follow some sort of "trigger" that pushes an already vulnerable person to take drastic action. Be wary of employees who start to behave in the ways listed below:

1. They say they've been treated unfairly
2. They say they're being forced to wait for something (a promotion, raise, etc.)
3. They show signs of mental instability
4. They begin to isolate themselves, are thought of as a? Loner?
5. They have recently been disciplined for something

**ROLES AND RESPONSIBILITIES**

***Safety Representatives****:*

* + - Evaluate all Incident / Accident / Near miss reports and make recommendation for controls. Represent the employee interests to the employer
* Respect the confidentiality of employee information and proposed actions
* Defend contractual rights and obligations
* Provide guidance and interpretation
* Educate on the Preventing Workplace Violence Policy
* Bring threats and violent acts to the employer's attention

***Supervisors/ Manager /Owner***

* Take the prescribed steps to prevent and protect against violence in the workplace as documented in the procedures.
* Respond to reported incidents
* Ensure employees can report threats or violence without fear of repercussion
* Respect the confidentiality of information and proposed actions
* Educate on the Preventing Work Place Violence Policy

***The Employee***

Work in a safe, healthy and non-violent way

* Report immediately all incidents of violence/harassment or threats
* Respect the confidentiality of proposed actions

***Collective responsibilities***

* Respect confidentiality (Confidentiality cannot be guaranteed where the law requires reporting.)
* Be receptive
* Communicate
* Cooperate
* Provide accurate and timely information
* Collaborate to attain an agreeable solution
* Create and maintain a safe and healthy environment
* Notify the appropriate personnel of threats and violent act

**Training / Communication**

Create a culture of support for victims that include assurances no penalties exist for coming forward, complete confidentiality will be observed, safety and security protocols will be implemented, and provide referrals to appropriate community services as options to workers.

Inform all workers about the consequences of being a perpetrator of workplace violence, harassment or any other form of violence. Communicate clearly the company policy and train that violent behavior is inappropriate and will be dealt with.

All new/transferring and promoted employees will review this policy in their initial training. Training will be repeated for all workers involved in an incident involving “violence” or “harassment” in the workplace.

**Reporting:**

Use Incident / Accident / Near Miss reporting form for violence in the workplace incidents. For disciplinary action; u “Disciplinary” form.

**Evaluation:**

This procedure will be reviewed every two years or if due to an investigation identifies revisions may be required.

**References:**

Bill 168– Occupational Health and Safety Act –Takes effect June 15, 2010

Ontario Occupational Health and Safety Act Prior to June 15, 2010 Section 25, 27, and 28

As of June 15, 2010 Regulation 851 Section 32.0.1 to 32.0.7 took affect.

Working Alone Policy – Under review by Safety Committee / Management