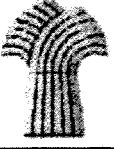


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## Violence

Violence is increasing in society - domestic violence, reduced tolerance of others, and violence in the workplace by clients and co-workers. Employers must evaluate their workplace for the risk of violence and take action to minimize or eliminate that risk.

The regulations state that violence means "the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behavior that gives a worker reasonable cause to believe that the worker is at risk of injury".

At certain places of employment where violence has occurred or may be expected to occur, the law says the employer must develop a violence policy to deal with potentially violent situations. The employer must consult with the occupational health committee, the occupational health and safety representative or the workers where there is no committee or representative.

### Policy Contents

The violence policy statement must be readily available to workers and must include:

- the employer's commitment to minimize or eliminate the risk;
- the identification of the worksite(s) where violent situations have occurred or may occur
- the identification of any staff positions that have been or may be exposed to violent situations
- the steps that the employer will take to inform workers of the nature and extent of the risk of violence
- the actions that the employer will take to minimize or eliminate the risk
- the reporting procedure to be used by a worker who has been exposed to a violent incident
- the procedure that the employer will follow to document and investigate a violent incident
- a recommendation that any worker who has been exposed to a violent incident consult a physician for treatment or referral for post-incident counseling
- the employer's commitment to provide a training program

Where a worker receives treatment or counseling because of exposure to a violent incident or attends a training program mentioned in the violence statement, the employer must

ensure that the worker does not lose pay or other benefits.

## Where Required

A violence policy statement is required in the following places of employment:

- services provided by health care facilities mentioned in sub-clauses 468(b)(i) to (v) and (xii) [this includes hospitals, nursing homes, special-care homes, residential care homes, personal-care homes, home-care workers]
- pharmaceutical-dispensing services [e.g. drug stores and pharmacies]
- education services [e.g. teachers]
- police services
- corrections services;
- other law enforcement services [e.g. government inspection/enforcement services]
- security services
- crisis counseling and intervention services [e.g. social workers]
- retail sales in establishments that are open between the hours of 11:00 p.m. and 6:00 a.m.
- financial services [e.g. credit unions, cheque cashing establishments]
- the sale of alcoholic beverages or the provision of premises for the consumption of alcoholic beverages [e.g. bars and licensed restaurants]
- taxi services
- transit services

### [A Guide to Developing A Violence Policy Statement](#)

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For all purposes of interpretation and application of the law, consult the relevant legislation.

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