

Violence-Free Workplace POLICY

- Operational** (Approved by SPL Board)
- Administrative** (Approved by SPL CEO)

Date Effective: 2020-07-09

Date Last Reviewed or Revised: 2020-07-02

Review Cycle: Every five years by Director, Finance & Administrative Services

Purpose

Saskatoon Public Library's *Violence-Free Workplace Policy* aims to protect Personnel and Patrons from violence.

SPL recognizes its institutional obligation to provide an environment that does not tolerate violent behaviours, threats, gestures or acts by Personnel and Patrons. SPL is committed to ensuring that everyone feels safe and secure in the Library.

Policy Statement

- 1) SPL, to the best of its ability, prohibits Workplace Violence by Personnel and Patrons.
- 2) SPL has processes in place to:
 - a) Prevent or reduce Workplace Violence.
 - b) Deal with violent incidents promptly and effectively.
 - c) Prepare Personnel to handle real or potential violent incidents.
 - d) Support the recovery process of Personnel who become victims of Workplace Violence or have witnessed a violent act.
- 3) SPL has an obligation to inform Personnel about the nature and extent of the risk of Workplace Violence.
- 4) Personnel share the responsibility for creating and maintaining a positive, violence-free work environment and are expected to conduct themselves in an appropriate and responsible manner.

Roles & Responsibilities

Board

- 1) Approves the Policy, ensuring that it is consistent with current Legislation.
- 2) Provides funding for training and education.

Director, Finance & Administrative Services

- 1) Stays abreast of current Legislation and recommends Policy revisions as required, in consultation with the OHC.
- 2) Administers the Policy.

Human Resources Standing Committee

- 1) Approves a violence prevention program.
- 2) Reviews and revises the violence prevention program in consultation with the OHC.
- 3) Ensures that appropriate guidelines and procedures are developed to help Personnel deal with Workplace Violence.
- 4) Ensures that appropriate training programs are developed and presented to Personnel to prevent or handle violent incidents.
- 5) Ensures that effective reporting and information-sharing mechanisms are established to prevent or handle Workplace Violence.
- 6) Updates and posts a Risk Identification List annually, in consultation with the OHC.

OHC

- 1) Consults with the Human Resources Standing Committee to review SPL's violence prevention program.
- 2) Reviews reports of violent incidents.
- 3) Recommends changes in procedures to improve the management of violent situations.
- 4) Participates in the identification of potentially violent situations in the workplace by assisting branches and work units with risk assessments.

Directors, Managers & Supervisors

- 1) Ensure that Personnel are familiar with SPL policies, procedures and guidelines regarding the prevention and handling of actual or potentially violent situations.
- 2) Identify potential risks in their particular areas and strive to eliminate or reduce them.
- 3) Ensure that appropriate Personnel are trained to identify and deal with Workplace Violence.
- 4) Coordinate with other employees in multipurpose facilities to develop joint violence prevention strategies.

- 5) Ensure that all complaints involving Workplace Violence are recorded and investigated promptly.
- 6) Prepare reports of real or potential violent incidents for the appropriate agencies, committees and departments.
- 7) Notify the Saskatoon Police Service of all violent incidents involving Personnel or Patrons.
- 8) Provide support to Personnel who experience a violent incident and suggest post-trauma counselling when necessary.
- 9) Respect the privacy of Personnel who seek to correct violent behaviour through counselling or other medical interventions, unless others are directly threatened.

Personnel

- 1) Refrain from violent acts.
- 2) Seek help or advice to cope with anger or violent behaviour.
- 3) Seek help or advice to handle situations which could result in violent behaviour.
- 4) Learn and apply the Policy and *Violence-Free Workplace Procedure*.
- 5) Take necessary actions to remove themselves from real or potentially dangerous situations.
- 6) Report incidents of actual or potential violence to the appropriate Manager or Supervisor.

Definitions

- 1) **"Assault"**: An act or gesture used to apply force to another person, whether or not an injury occurs.
- 2) **"Board"**: Saskatoon Public Library Board.
- 3) **"CEO"**: Saskatoon Public Library CEO.
- 4) **"Legislation"**: *The Occupational Health and Safety Regulations, 1996* (Saskatchewan) and *The Saskatchewan Employment Act*.
- 5) **"Library"**: SPL and its branches, permanent and temporary buildings, grounds and other spaces, including online spaces.
- 6) **"OHC"**: SPL's Occupational Health Committee.
- 7) **"Patron"**: Any person other than SPL Personnel using the Library and its services.
- 8) **"Personnel"**: SPL's term, part-time and full-time employees, Circulation Associates, casuals, security guards, contractors, consultants, Board, and volunteers (Friends of the Saskatoon Public Library).
- 9) **"Policy"**: *Violence-Free Workplace Policy*.

- 10) **"SPL"**: Saskatoon Public Library.
- 11) **"Threat"**: A verbal, written or physical communication intended to intimidate another person or indicate a desire to injure another person, or to damage or seize without consent another person's property.
- 12) **"Workplace Violence"**: The attempted, threatened or actual conduct of a person that causes or is likely to cause injury. It includes threatening statements or behaviour that give SPL Personnel or Patrons cause to believe they are at risk of physical injury.