



Windsor-Essex Catholic District School Board

Section: Human Resources

**H:19 PROGRAM FOR VIOLENCE PREVENTION IN THE WORKPLACE**

<b>NUMBER:</b>	H: 19 Program
<b>EFFECTIVE:</b>	June 25, 2007 March 28, 2018
<b>AMENDED:</b>	June, 2017
<b>RELATED POLICIES:</b>	See References
<b>REPEALS:</b>	
<b>REVIEW DATE:</b>	2022-2023

**A. PREAMBLE:**

As an advocate for Catholic education, the Windsor-Essex Catholic District School Board is committed to the promotion of the values of respect, dignity and fairness for all. The Board believes that in adhering to these values there can be no tolerance of violence in the work or learning environment.

The Windsor-Essex Catholic District School Board is committed to providing a safe, healthy and violence free workplace. It is intended that this program will fulfill the objective of Board Policy H: 19 Violence Prevention in the Workplace in implementing effective measures to prevent and deal with violence in the workplace.

The purpose of the program is to educate staff, students and community members to understand and identify workplace violence and their role in its prevention and corrective actions.

The Windsor-Essex Catholic District School Board expects that any incidents of or threats of workplace violence will be dealt with promptly by all parties concerned. The Board expects that all incidents or threats of workplace violence will be investigated in a fair, consistent, thorough, and confidential manner.

Nothing in the procedures detailed within this program denies or limits access to other avenues of redress available under the law or the filing of a grievance. In such a case, the program's processes and the procedures shall cease until the parties and their respective representatives have met with the Superintendent of Schools/Human Resources Dept. to determine whether a formal investigation will proceed or whether the complainant wishes to proceed under another avenue. Multiple processes shall not be permitted to proceed concurrently, although informal dispute resolution attempts shall be permitted at any time with the agreement of the Board and the parties.

**B. DEFINING AND IDENTIFYING WORKPLACE VIOLENCE:**

**i. DEFINATION WORKPLACE VIOLENCE:**

As defined by the *Occupational Health and Safety Act*, "Workplace Violence" is:

- a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,

- c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

**ii. Domestic Violence in the Workplace**

If the Board becomes aware or ought reasonably to be aware that domestic violence that is likely to expose an employee to physical injury may occur in the workplace, the Board will take every reasonable precaution to protect the employee.

**What is Domestic Violence?**

For the purpose of this program, the Board defines Domestic Violence as a pattern of behaviour used by one person over another to gain power and control over another person with whom he/she has, or has had a personal relationship. The pattern of behaviour may include physical violence, sexual, emotional and psychological intimidation, verbal abuse, stalking and using electronic devices to harass and control.

Anyone can be a victim of domestic violence, whatever his/her age, race, economic status, religion, sexual orientation or education.

Domestic Violence is considered workplace violence when:

- a) A person in a personal relationship with an employee (such as a spouse or former spouse, current or former intimate partner or a family member) physically harms, attempts to physically harm or threatens to physically harm that employee at work.

**Recognizing Domestic Violence**

While there may be manifestations of domestic violence, a common one in the workplace is harassment, either in person or over the phone.

Signs to help recognize domestic violence:

- a. The worker may try to cover up bruises or bodily harm, appear lonely and withdrawn.
- b. They may also have trouble concentrating on a task, apologize for the alleged abuser's behaviour or appear nervous when the alleged abuser is in the workplace.
- c. The worker may make last minute excuses or cancellations, or use drugs or alcohol to cope.
- d. The worker may miss work more frequently than he or she usually does with no explanation.

- e. The alleged abuser may interfere with the worker at work by phoning or emailing repeatedly or by watching or stalking the victim.
- f. The alleged abuser may display jealous or controlling behaviour by arriving at the workplace with no reason, asking other employees questions about the whereabouts of the worker or threatening the worker.
- g. The alleged abuser may attempt to prevent the worker from getting to work by physically restraining him/her or by interfering with his/her transportation.

**Responsibilities Specific to Domestic Violence**

**Employees should:**

- a) Inform their supervisor if they are experiencing domestic violence or have information that domestic violence is likely to expose themselves or other employees to physical injury in the workplace.
- b) Actively assist in establishing and participating in employee safety plans related to domestic violence.

**Employers and Supervisors shall:**

- a) Take every precaution reasonable in the circumstances for the protection of employees, if they are aware, or ought reasonably to be aware, that domestic violence would likely expose an employee or employees to physical injury in the workplace;
- b) Offer assistance by establishing a safety plan and actively participate in employee safety plans related to domestic violence.
- c) Provide information on help that is available and offer referrals to appropriate agencies (i.e. shelters victim help lines, counseling, employee and family assistance programs).
- d) Assure the individual you are available to talk anytime and that support is available.
- e) Let the individual know that you will need to call the police if violence occurs at the workplace.
- f) Follow the reporting requirements of the Board's Violence Prevention in the Workplace Policy and Procedures.

**What is an Employee Safety Plan?**

- a) An Employee Safety Plan is a series of measures created specifically for an employee to reduce the likelihood of domestic violence in the workplace.
- b) It outlines measures and steps as well as responsibilities.

- c) The plan is reviewed with and approved by the employee.

**What You Can Do to Help a Fellow Employee**

If warning signs of domestic violence are noticed, or if an employee discloses abuse, here are some of the things you can do to help:

- a) Talk to the individual privately about what you have seen. Express concern for his/her safety.
- b) Assist with reporting the incident to the Principal/Supervisor

**C. RISK ASSESSMENT - ASSESSING AND IDENTIFYING THE RISK:**

- i. In accordance with the Violence Prevention in the Workplace Policy, the Windsor-Essex Catholic District School Board conducted a risk assessment and determined that a degree of risk for all board employees exists from the following groups:
  - Students on staff
  - Staff on staff
  - General public (including) parents on staff

The Board will continue to reassess the risks of workplace violence as often as is necessary to ensure that the Violence Prevention Policy and supporting program continue to protect workers from workplace violence.

In an effort to control the risks identified in the assessment/reassessment process, the Board has established roles and responsibilities for staff, students, parents, contract workers and members of the public (see section D below) and has developed and implemented prevention measures (section E below).

**ii. Potential Violence from a Person with a History of Violent Behaviour**

The Board shall provide information to an employee, including personal information, where that information relates to a risk of workplace violence from a person with a history of violent behaviour if:

- a) the employee can be expected to encounter that person in the course of his or her work; and
- b) the risk of workplace violence is likely to expose the employee to physical injury.

Prior to informing staff members of the potential for workplace violence in the case of domestic violence or where there is a risk from a person with a history of violent behavior, the Principal/Supervisor shall first notify the applicable Superintendent of Schools or designate for direction.

## D. ROLES AND RESPONSIBILITIES

### i. Senior Administration

The Director of Education and Senior Administration has the responsibility for the health, safety and well being of staff. Therefore, it is the responsibility of this group to implement the following:

- a) Shall maintain and enforce all Federal and Provincial Acts, Statutes and Regulations including the Occupational Health and Safety Act and all Board policies and procedures concerning health and safety;
- b) Demonstrate in their words and actions as leaders of the Windsor-Essex Catholic District School Board, commitment to intolerance of violence in the workplace;
- c) Shall give support and direction to supervisors in implementing the Violence Prevention Program;
- d) Accept responsibility for the provision of a comprehensive communication plan to the Windsor-Essex Catholic District School Board regarding the implementation of the Policy and Program for Violence Prevention in the Workplace;
- e) Do whatever they can as the visible leaders of the Board to mitigate any risk or hazard threatening the safety and/or wellness of the Windsor-Essex Catholic District School Board environment;
- f) Provide comprehensive support for those who experience violence at work;
- g) Provide the resources to educate and inform all staff, students, parents, and community members regarding violence in the workplace;
- h) Shall, through the Risk Management Steering Committee, monitor and annually assess the effectiveness of the Violence Prevention Program;
- i) Accept responsibility for the provision of resources to train those in positions of leadership and to attend training themselves in the following topics:
  - o How to recognize workplace violence.
  - o Raising awareness regarding workplace violence.
  - o How to mitigate the risk of violence at work.
  - o Responding fairly and with equanimity to complaints of workplace violence.
  - o Fact-finding and investigating.
  - o Supportive measures for victims of workplace violence.
  - o Track and measure the impact of violence in the workplace and develop plans to remedy breaches of the Policy.
  - o Any other training necessary to further the prevention of Workplace Violence i.e. Domestic violence awareness.

### ii. Principals/Supervisors

Principals/Supervisors have responsibility for the health, safety, and well being of staff at their worksite. Principals/Supervisors must enforce and comply with all provisions of the Violence Prevention in the Workplace Policy and Program. Therefore, Principals/Supervisors shall:

- a) Maintain and enforce all Federal and Provincial Acts, Statutes and Regulations including the Occupational Health and Safety Act and all Board policies and procedures;
- b) Model the substance and intent of the Windsor-Essex Catholic District School Board Policy and Program for Violence Prevention in the Workplace, and demonstrate in their words and actions commitment to intolerance of workplace violence;

- c) Work collaboratively with union representation and others involved who share joint responsibility to resolve issues with regard to workplace violence;
- d) Attend appropriate training regarding workplace violence;
- e) Assess the likely risks or potential for workplace violence within the worksite;
- f) Take all reports of threats of violence seriously;
- g) Be able to identify the early warning signs of the potentially problematic situation or individual and use preventative measures to avoid escalation;
- h) Every fall review the Workplace Violence Prevention Policy and Program with staff and ensure all training is completed;
- i) Ensure all new employees hired that academic year and any employees new to the worksite have completed all necessary training;
- j) Ensure students, parents and school councils are aware of the Board's Violence Prevention in the Workplace Policy and Program;
- k) Inform students and parents that violence is neither permitted or tolerated at their school;
- l) Educate and train all staff in safe working practices regarding the creation of a respectful work environment;
- m) Ensure that all concerns are addressed professionally and in compliance with the Resolution Process as set out in section I of this Program;
- n) Refer any questions or concerns with respect to the Violence Prevention in the Workplace Program to Senior Administration;
- o) Introduce, manage and maintain written reporting procedures as required by this Policy and Program, and be aware of and abide by the provisions of all Board Policies and Procedures in place to prevent Workplace Violence and Harassment.

### **iii. Staff**

Every staff member contributes to the creation of a safe and healthy work environment by demonstrating respectful and appropriate conduct at work.

All staff must accept as a personal responsibility their own role in eliminating violence in the workplace. Therefore, staff shall:

- a) Understand and follow the Violence Prevention in the Workplace Policy and Program as well as all other related legislation, Board Policies and Procedures;
- b) Attend or participate in appropriate training regarding workplace violence and ask questions about anything not understood;
- c) Promote respectful interactions at work;
- d) Reduce workplace violence through reporting unacceptable behaviour;
- e) Report to the principal/supervisor of any incident or risk of workplace violence of which he or she is aware;
- f) Complete the Concern Report Form and submit to the appropriate individual for any conduct that causes an individual concern.

This is also expected from the staff member who witnesses an incident and is not the direct victim. Silence in the face of workplace violence does not allow for the promotion of a safer environment, and so every staff member who witnesses workplace violence shall report such behaviour.

No staff member who in good faith registers a complaint of violence will suffer any recrimination for doing so. However, false and malicious accusations will face consequential corrective and remedial action.

All complaints and reports of violence will be treated seriously, will be investigated thoroughly and fairly, and will be dealt with accordingly. Every attempt will be made to maintain confidentiality, and all investigations will be conducted adhering to any applicable provisions of the Municipal Freedom of Information and Protection of Privacy Act.

**iv. Students/Parents/Volunteers/Community Members/General Public**

Students, parents/guardians, volunteers, community members or members of the general public can expect to be treated with dignity and respect at all times while on Board property, school buses, or at Board sponsored programs or events, and should expect to find a violence-free environment.

It is the expectation that students, parents/guardians, volunteers, community members or members of the general public will also treat Windsor-Essex Catholic District School Board staff with the same respect and dignity, and that they will not exercise violent behaviour towards members of the Windsor-Essex Catholic District School Board staff. To this end, the Windsor-Essex Catholic District School Board is committed to the following:

- a) Developing a written communication for students, parents/guardians, and visitors outlining acceptable conduct that is expected for all people while on school board property, school buses, or while attending Board sponsored programs or events;
- b) Signage throughout Windsor-Essex Catholic District School Board property that sets out explicitly that Windsor-Essex Catholic District School Board is a violence-free work environment;
- c) Ensuring with this communication that all students, parents/guardians and visitors are made aware of their rights to seek recourse for perceived breaches of the Violence Prevention in the Workplace Policy;
- d) Informing with this same communication of the consequences for them for breaches of the Policy.

**v. Contract Workers**

“Contract Worker” shall include any person hired to perform a contract for the Windsor-Essex Catholic District School Board, or any person working for a company hired to perform a contract for the Board.

Contract workers can expect to be treated with dignity and respect at all times while on Board property, school buses, or at a Board sponsored program or event. Contract workers are expected to adhere to the provisions of all Board policy and procedure, including the provisions of the Violence Prevention in the Workplace Policy and Program.

**E. PREVENTION MEASURES:**

**i. Employee Wellness Program**

Staff who are identified at risk, triggered by issues, events, tragedies, or exhibit actions or behaviour that which may present risks, should be made aware of consultation services offered through the Employee Wellness Program.

The Program is entrenched in Board Policy H: 02 Employee Wellness Program and is a reflection of the Board's commitment to the well being of its employees. The Employee Wellness Program is a confidential service that assists employees with the following:

- a) Achieving personal well-being including dealing with personal stress, depression, managing anger, and crisis situations;
- b) Managing relationships and family;
- c) Addressing workplace challenges, including workplace conflict, work-related stress, and violence;
- d) Tackling addictions.

### **ii. Curriculum**

To further its mission to provide students with a quality Catholic education rooted in the Gospel teachings, the Windsor-Essex Catholic District School Board is committed to ensuring that violence prevention is incorporated into the curriculum for students from junior kindergarten to the end of secondary school.

In attaining a safe school environment the Windsor-Essex Catholic District School Board shall:

- a) Support the ongoing faith development of all students and employees;
- b) Strengthen the partnership of the school, parish and home;
- c) Develop a system model of student conduct, which encourages self-discipline appropriate to the age and capabilities of the individual child, and recognizes learning as an activity requiring commitment, focus and respect for self and others;
- d) Ensure that all Primary/Junior curriculum materials and programs reinforce strategies that teach children how to deal with conflict in non-violent ways;
- e) Ensure that all curriculum materials and programs for Intermediate/Senior levels reinforce strategies that were taught in Primary/Junior divisions;
- f) Include community resources and people in the planning and implementation of violence prevention strategies as with the Values, Influences and Peers (VIP) program (Designed for students at the grade 6 level, it is team taught by an educator and police officer with the intent of reinforcing responsible citizenship, positive social behaviour, and community values).
- g) Ensure that team spirit and co-operation are goals of all physical education and extra curricular sports;
- h) Stress positive attitudes and fair mindedness in all activities;
- i) Provide and promote positive role models within the school setting;
- j) Endeavour to develop self-confidence and enhance self-esteem of its students.

### **iii. Other Board Policy/Procedure/Guidelines that Prevent and Mitigate Workplace Violence**

The Windsor-Essex Catholic District School Board has adopted policy, procedure and guidelines to assist in the prevention of workplace violence. The following policies/procedures/guidelines incorporate both prevention and reporting mechanisms:

- A: 14 Promoting and Supporting Equity and Inclusion within a Catholic Community
- H: 02 Employee Wellness Program
- H: 06 Health and Safety of Employees
- H: 08 Workplace Harassment
- H: 09 Assault on Employee
- H: 10 Employee Injuries/Illness
- SC: 10 Crisis/Trauma Response Plan, including the flipchart “Managing and Responding to Crisis”
- SC: 11 Trespassing
- SC: 14 Emergency Response Plan and Emergency Response Plan Booklet and the School specific Emergency Response Plan
- SC: 15 Code of Conduct
- SC: 17 Video Security Surveillance
- Pr SC: 17 Video Security Surveillance Procedure
- SC:18 Bullying Prevention and Intervention
- ST: 05 Student Discipline Policy
- ST: 18 Physical Intervention
- Special Education Procedures and Guidelines Handbook

#### iv. **Risk Management Steering Committee**

The Risk Management Steering Committee established by the Board will continue to assess the varying degrees of potential exposure of the Board’s employees to violence in the workplace. The members of the Committee are committed to the prevention of workplace violence and the Committee, in consultation with the Joint Health and Safety Committee, will be responsible for the implementation of this program, including the development and delivery of training.

#### v. **Physical Environment**

The Violence Prevention in the Workplace Program requires that administrators, principals, supervisors and workers take preventative measures aimed at reducing the risk of possible workplace violence. Such measures include but are not limited to the following:

- a) Reviewing the need for controlled entry points at the worksite;
- b) Controlling, managing and restricting internal access (i.e. keys/authorized personnel) to vital areas of operation at the worksite.
- c) Controlling and managing external access (i.e. keys/locks) at the worksite.
- d) Ensuring that there is a check in process for all visitors at the worksite.
- e) Controlling and managing parking and fire routes.
- f) Monitoring internal security by closing doors and windows and turning off computers when not in use, including after hours operations.
- g) Reviewing communication systems (i.e. intercoms, walkie talkies, video surveillance, etc.)
- h) Ensuring that emergency exits, corridors, stairwells and grounds are not blocked.
- i) Maintaining good housekeeping practices including proper storage of items.
- j) Ensuring that classroom(s) and office areas are configured in a manner that does not box in or restrict staff from the exit points.
- k) Ensuring all graffiti is reported and removed as soon as possible from the worksite.

- l) Reviewing and assessing lighting at the worksite.
- m) Ensuring all required fire and emergency response drills are conducted on a regular basis.
- n) Ensuring an annual fall review is conducted of the Board's Emergency Response Program.

**F. WORKPLACE VIOLENCE REPORTING PROCEDURES:**

The Windsor-Essex Catholic District School Board takes all reported incidents of violence seriously and will not ignore, condone or tolerate threatening or violent behaviour by any person who works for or is associated with the Board.

Summoning Immediate Assistance

Supervisors will ensure measures are in place to allow workers to summon immediate assistance. In determining the effectiveness of various devices/means of communication, the supervisor will consider the employee's location (onsite or offsite) and the time of day (working during or outside of regular hours).

Reporting

All those who are included under section 3.3 of the Board Policy H: 19 Violence Prevention in the Workplace have access to the complaint procedures.

Any staff member of the Windsor-Essex Catholic District School Board who believes that he or she is threatened or who experiences or witnesses any workplace violence as defined in the Violence Prevention in the Workplace Policy must promptly report it using the Concern Report Form (Appendix A).

All employees should refer to the Special Education Procedures and Guidelines Handbook when reporting incidents of student behaviour involving students with special needs.

When threatening or violent behaviour occurs on Windsor-Essex Catholic District School Board property, on a school bus, or at a Board sponsored event, the employee, student, parent/guardian, volunteer or visitor shall report incidents immediately using the following procedure:

1. All staff is responsible for reporting threats or violence to their Principal or supervisor. Should the Principal/supervisor be directly involved in the act, or should the employee be uncomfortable directing the form to the Principal/supervisor, the form shall be forwarded to the Superintendent of Human Resources.
2. If the incident is of a serious nature and it is deemed necessary, police should be called.
3. For violence upon an employee the procedures set out in Policy H: 09 Assault on Employee must be followed.
4. All attempts will be made to maintain confidentiality, and the provisions of the Municipal Freedom of Information and Protection of Privacy Act will be followed as required.
5. Anyone engaged in threatening or violent behaviour may be removed from Board property as quickly as safety permits. They may be banned from access to Board property pending the outcome of an investigation.

6. With respect to violence committed by a student the provisions of Policy ST: 05 Student Discipline shall apply.

#### Misuse of the Reporting Procedures

If there is a determination on a balance of probabilities that a complaint has been filed in bad faith, the complaint process may discontinue and disciplinary action may occur.

#### Reprisals

Reprisals against individuals because they have reported a complaint are strictly forbidden. Alleged reprisals shall be investigated as formal complaints and, if substantiated, are subject to the same consequences as complaints of harassment.

#### Records

All correspondence and other documents generated under these procedures must be stored in a locked and secure file in the Human Resources department.

### **G. THRESHOLD ASSESSMENT:**

All reports filed under the Workplace Violence Policy will be subject to an immediate threshold assessment to determine whether the alleged conduct would, if proven, meet the definition of workplace violence.

If the Board, following this threshold assessment, determines that the report filed:

- would not, if true, meet the definition of workplace violence;
- does not provide sufficient details of the alleged incident or threat of workplace violence, provided the complainant is given notice that insufficient details have been provided and given reasonable time to provide sufficient details; or
- is vexatious, frivolous or trivial, has not been made in good faith or would, if investigated, constitute an abuse of the Workplace Violence Policy,

the complainant shall be so advised and no further action shall be taken under the Workplace Violence Policy.

### **H. INCIDENT INVESTIGATION PROCEDURE:**

Conducting an internal investigation complaint or incident must be done with a high degree of sensitivity, and will often need to take into account the rights of not only the accuser but also the accused. In a school board setting the accused could be a student, employer, visitor, parent or outside community member. A comprehensive investigation needs to be performed to ensure compliance with applicable legislation and to withstand scrutiny of the courts, arbitrators and/or other administrative tribunals. The investigation needs to be fair and unbiased.

The goal of incident investigation is to determine any unsafe practices or conditions that may have led or may lead to the incident of violence in order to eliminate the cause or to institute appropriate precautionary measures to prevent similar occurrences.

The Occupational Health and Safety Act and the Workplace Safety and Insurance Act place the primary responsibility on Employers and Supervisors for workplace accident prevention.

This can be accomplished by:

- An investigation of each individual incident to establish causes and factors involved;
  - Analysis of any identified causes;
  - Recommendations for corrective action, based upon the investigation findings and analysis of the causal factors;
  - Implementation of corrective measures.
- a) When an incident is reported to a Principal or Supervisor or the Principal/Supervisor otherwise becomes aware of the incident, the Principal or Supervisor shall inform the Superintendent of Human Resources, or designate, and the Director of Education.
  - b) The Principal or Supervisor is responsible for conducting an incident investigation. The investigation will include all circumstances surrounding the incident, and interviews of the injured party and witnesses. The investigation should take place as soon as possible after the occurrence. The Principal or Supervisor shall continue to monitor the situation. The Principal or Supervisor shall consult with Senior Administration with respect to recommendations, procedures, and corrective measures, including disciplinary action. The Supervisor's Workplace Violence and Harassment Investigation Report (Appendix B) shall be forwarded to the Superintendent of Human Resources.
  - c) Based on the investigation, the Superintendent of Human Resources, or designate, shall take appropriate action as he/she deems appropriate including disciplinary action.
  - d) Incidents where an injury has occurred to an employee must be reported pursuant to Board Policy H: 10 Employees Injuries/Illness.

### **I. RESOLUTION PROCESS FOR INCIDENTS OF THREATENING AND VIOLENT BEHAVIOUR:**

At all times employees, students, parents/guardians, volunteers, are empowered to:

- Inform the other individual (s) involved in an incident that the violent behaviour is unwelcome and to stop;
- Document the incident of violent behaviour;
- Seek assistance from a Principal or Supervisor;
- Speak to a Principal or Supervisor if you think that a co-worker is experiencing violent behaviour.

It is understood that an essential element of conflict resolution is confidentiality. It is an expectation of this process that all parties involved will only communicate the details of any issue to persons with a need to know for purposes of resolving the matter.

Any information/records regarding this process will be maintained in the Human Resources Department and will be confidential.

It is understood that all employees, parents/guardians, students, volunteers, and contract workers have a responsibility to promote a safe and healthy workplace, and as such are expected to participate in any investigation under this Policy or Program.

Because of the sensitive nature of issues reported, the Board may determine that employees involved as respondents may need to be removed from the workplace during the investigation of a complaint. Employees may be suspended from work pending investigation.

Each employee has the right and is encouraged to contact his/her Union/Federation for assistance and advice throughout this process. Non-unionized employees are encouraged to consult with the Superintendent of Human Resources, or designate.

The Resolution Process does not preclude the Board's right to take appropriate disciplinary action depending on the details of the incident. The resolution process involves the following:

**1. Level I Employee Has a Troubling Situation Not Within the Definition of Violence**

When two individuals are involved in a conflict situation that is not defined as "workplace violence" for the purposes of this policy, the individuals may discuss the issue and come to a mutual resolution. This will not be recorded and tracked.

If one of the individuals is uncomfortable with confronting the other party, he/she may seek support from the Principal/Supervisor/Human Resources Representative/Union/Association Representative to assist with the resolution of the issue.

**2. Level II Employee Files a Concern Report Form**

If the incident involves threatening or violent behaviour, or the parties are unable to resolve the issue with one another through conflict resolution, or the situation warrants a more formal approach, either party can initiate the process by filing a Concern Report Form with the Principal or Supervisor. In the alternative, should the Principal/supervisor be directly involved in the act, or should the employee be uncomfortable directing the form to the Principal/supervisor, the form shall be forwarded to the Superintendent of Human Resources, or designate. Once the form is filed, the Supervisor (Superintendent of Human Resources, or designate if applicable) must meet with the two individuals involved within three (3) working days and attempt to come to a satisfactory resolution for all parties. If a resolution is attained, it will be recorded on the Concern Report Form and signed by all parties. The Concern Report Form will then be forwarded to Human Resources for recording and tracking.

**3. Level III Alternative Dispute Resolution**

If no satisfactory resolution is attained at level II, the issue will be forwarded to Human Resources. The intent is to bring the parties together as quickly as possible, and the issue will be addressed and treated as an urgent matter. Once the issue is forwarded to Human Resources, initial contact will be made with both parties within three working days. Any process agreed to at this level will be scheduled as quickly as possible, and must be scheduled within one week of the parties being contacted by Human Resources, unless agreed to by the parties. Recommendations at this stage are voluntary for the parties and if either party is not agreeable, the matter will be forwarded to Level IV. Any terms of resolution attained at Level III will be agreed by the parties and signed off. The resolution of the issue will be recorded and tracked on the Concern Report Form.

(Note: If the matter has been addressed by the Superintendent of Human Resources, or designate, at Level II and there is no agreed resolution, the issue(s) shall be forwarded directly to Level IV.)

**4. Level IV Formal Investigation**

The Concern Report Form shall be filed with the Director of Education/Designate along with a request for a meeting. Within ten (10) working days of receiving this request, the Director/Designate shall convene a meeting with the individuals who may be accompanied by associates. The Director/Designate shall hear representation from both sides of the issue and may request a fact-finding report from the appropriate Superintendent. The Director/Designate's decision shall be communicated to both parties within ten (10) working days of the meeting. Disciplinary action, up to and including termination of employment, may be taken in accordance with the Board's procedures regarding discipline for employees.

**J. CONFIDENTIALITY:**

It is the duty of the principal/supervisor to maintain confidentiality in the reporting, investigation and resolution process. All complainants, respondents and other persons involved with the processes under these procedures will ensure that all matters remain confidential. Witnesses should be informed that supervisory and managerial personnel, in obtaining a statement, will maintain such statement in strict confidence, subject to their ability to conduct a full and thorough investigation.

Notwithstanding the above, procedural fairness requires that the respondent to a complaint be apprised of the nature of the complaint, including specifics of the allegation, including times, dates and alleged conduct. This may require the disclosure of witness names and statements to the parties.

The Board may be required to provide information obtained during an investigation to an outside agency, such as police services, the Ministry of Labour, court or tribunal that has the right to require information otherwise protected by the *Municipal Freedom of Information and Protection of Privacy Act*.

**K. WORKPLACE VIOLENCE PREVENTION COMMUNICATIONS PLAN:**

In addition to staff training, the following will be used to educate and raise awareness:

- Ensure that all employees are forwarded copies of the Violence Prevention in the Workplace Policy and Program.
- Signage will be prepared that will promote the fact that the Windsor-Essex Catholic District School Board is a violence-free workplace with a zero tolerance policy. Signage will be displayed in high traffic locations throughout Board property.
- Every fall, Principals and Supervisors will review with staff the Violence Prevention in the Workplace Policy and Program. Staff hired during the year will be informed of the Policy and Program as part of the orientation process.
- Principals shall advise parents/guardians of the Policy and Program within a school newsletter in the fall.
- The full policy and program will be posted to both the Board's public and internal web sites.
- The communications plan will be reviewed annually by the Risk Management Steering Committee to monitor effectiveness and will be adapted as necessary.

**L. WORKPLACE VIOLENCE PREVENTION TRAINING:**

Based on the risk assessment conducted by the Board, the following training program has been established:

- a) **All employees** of the Windsor-Essex Catholic District School Board will be required to successfully complete an annual Violence Prevention in the Workplace Training Program.
- b) **Specialized Training:**

- i. **For Principals/Superintendents/Supervisors may include the following:**

- Define and understand workplace violence.
- Identify situations and potentially violent behaviors prior to them becoming an issue.
- Understand how to deal with a troubled employee.
- Understand how to create safe work environment for employees.
- Protect and prevent incidents within the School or general work environment.
- Define liability as it pertains to themselves and the Board.
- Potential consequences for breach of Policy.

- ii. **For Educational Assistants:**

The Board, with the collaboration of members of the Ontario English Catholic Teachers' Association, the Canadian Union of Public Employees and the Learning Support Services Department, prepared a Special Education Procedures and Guidelines handbook to provide instruction regarding the roles and responsibilities of the Educational Assistant. The handbook is reviewed and updated when required and a copy is provided to all Educational Assistants who are permanently employed with the Board.

A copy of the handbook is kept in the main office of each school as a reference tool for Educational Assistants employed by the Board on an occasional basis as well as for any employee dealing with the behaviour of a student with special needs. The handbook is also posted as a reference to the Educational Assistant Folder on the Board Employees' web site. The handbook provides instruction in the following areas:

- Health and Safety, including policies and forms;
- Behavioural interventions for students with special needs;
- Instructions and forms necessary for incident reporting including Behaviour Logs if an incident does not involve physical contact and Incident Intervention Form where an incident occurs between an Educational Assistant and a student which involves physical contact.
- Instructional manual provided by the Canadian Red Cross on the prevention of disease transmission.

iii. **For Designated Staff as Determined by Administration:**

Behaviour Management System (BMS) training shall be provided to designated staff as determined by Senior Administration.

All Violence Prevention in the Workplace training will be tracked by the Board's Human Resources Department.

**M. PROGRAM MANAGEMENT:**

A Risk Management Steering Committee has been established by the Board to review and assess all areas of risk throughout the Board. The Committee's mandate includes overseeing the development, implementation and evaluation of this program.

**The goals of the Committee** in that endeavour are:

- To provide a safe working environment, thereby reducing the number and severity of staff incidents or accidents related to workplace violence.
- To raise awareness regarding the risk of workplace violence among all stakeholders.

**The purposes of the Committee** with respect to this endeavour:

- To oversee the risk assessment/reassessment process
- To develop policies and procedures related to workplace violence prevention.
- To identify desired outcomes based on the needs of the Board, policies, procedures and best practices.
- To participate in the selection of control measures.
- To assess learning needs of staff related to workplace violence prevention.
- To develop training program for employees based on the learning-needs, assessment and desired outcomes.

- To coordinate the implementation of the training program for staff.
- To conduct an evaluation of the training program based on the desired outcomes.

**N. PROGRAM AUDIT AND REVIEW:**

The Program will be reviewed in conjunction with the Violence Prevention in the Workplace Policy and in accordance with the Board's policy review process. The Policy and Program will be reviewed as often as necessary, and at least once annually.

**O. COMMUNITY RESOURCES**

**Assaulted Women's Hotline** – 1-866-836-0511 – [www.awhl.org](http://www.awhl.org)

**Domestic Violence Program (Windsor Regional hospital)** – 519 254 5577 ext. 52772

**Employee Assistance Program** – Shepell fgi – 1 800 387 4765

**Fresh Start Program for Batterers (Hiatus House)** 519 -252 7781 [www.hiatushouse.com](http://www.hiatushouse.com)

**Hiatus House** 519 252 7781 [www.hiatushouse.com](http://www.hiatushouse.com)

**Neighbours, Friends and Families Program** 519 471 6590 [www.neighboursfriendsandfamilies.ca](http://www.neighboursfriendsandfamilies.ca)

**Victims Services of Windsor/Essex** 519 723 2711 [www.vswec.ca](http://www.vswec.ca)

**Windsor Essex County Children's Aid Society** 519 252 1171 [www.wecas.on.ca](http://www.wecas.on.ca)

**Windsor Essex County Health Unit** 519 258 2146 ext. 1350

**Windsor Police Services- Special Services Branch** 519 255 6700 ext. 4308  
[www.police.windsor.on.ca](http://www.police.windsor.on.ca)

**Windsor Regional Hospital Sexual Assault Treatment Centre (SATC)** 519 255 2234