

employees at risk of violence;

- (c) Review workplace violence hazard assessments periodically, and revise them as needed; and
- (d) Take all reasonable and practical measures to minimize or eliminate risks identified through workplace violence hazard assessments, workplace inspections, and the occurrence of incidents.

2. Crisis Response

- (a) Respond to all reports of violence promptly, documenting known incidents of workplace violence and investigating and responding to them in accordance with Library policies and procedures, the Collective Agreement and the Occupational Health and Safety Act;
- (b) Create a Crisis Response Team of appropriate directors and management personnel which will provide support to a location or personnel in the event of a critical incident;
- (c) Take all reasonable and practical measures to protect employees, acting in good faith, who report workplace violence or act as witnesses, from reprisal or further violence; and
- (d) Provide training in response to incidents.

3. Crisis Follow-Up

- (a) Provide support and information to those involved in violent incidents;
- (b) Review and evaluate the effectiveness of crisis response; and
- (c) Based on crisis response evaluation, make recommendations that contribute to the implementation of preventive efforts.

Accountability

1. All employees are responsible for:

- (a) Maintaining a safe work environment, whenever possible;
- (b) Not engaging in or ignoring violent, threatening, intimidating or other disruptive behaviours; and
- (c) Reporting promptly to their supervisor any incident where the employee is subjected to, witnesses, or has knowledge of workplace violence, or has reason to believe that workplace violence may occur.

2. Directors are responsible for:

- (a) Communicating this Policy and its procedures to all employees; and
- (b) Developing and monitoring the Crisis Prevention and Response Program, with processes for reporting, investigating, documenting and debriefing incidents of violence.

Appendix 1

References

Criminal Code of Canada (R.S., 1985, c. C-46) as updated.

Occupational Health and Safety Act of Ontario (R.S.O. 1990, c. 0.1) as updated.

Ontario Human Rights Code (R.S.O. 1990, c. H.19, s. 5 (1)) as updated.

Toronto Public Library

- Collective Agreement as updated;
- Human Rights & Harassment Policy as updated;
- Occupational Health & Safety Policy as updated; and
- Rules of Conduct Policy as updated.

Appendix 2

Definitions

Violence: for the purpose of this policy, includes but is not limited to:

- Physical acts (e.g. hitting, shoving, pushing, kicking, sexual assault); and
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property, even in the absence of fear of immediate bodily harm.

Reprisal: any act of retaliation, either direct or indirect.

Critical Incident: a traumatic or extraordinary event that is sudden, overwhelming, and often dangerous, affecting an individual or group. It does not have to be an emergency but may cause individuals to feel overwhelmed or affects one's sense of well-being and safety. A critical incident is distinct from a critical injury as defined by the Occupational Health and Safety Act, 1990.

Critical Injury: A “critical injury” is an injury of a serious nature that,

- places life in jeopardy
- produces unconsciousness
- results in substantial loss of blood
- involves the fracture of a leg or arm, but not a finger or toe
- involves the amputation of a leg, arm, hand or foot, but not a finger of toe
- consists of burns to a major portion of the body
- causes the loss of sight in an eye

Harassment: is defined under the Ontario Human Rights Code as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.”

The Canadian Centre for Occupational Health and Safety definition of harassment is, “any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities.”

Appendix 3

Contact

Director, Corporate and Service Planning, Policy, Projects, and City-Wide Services

Tel: 416-395-5602

Email: jpyper@torontopubliclibrary.ca