



Safety Administrative Procedure

General Procedures

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Approved by: Jim Toye, City Manager

Signature:  **Procedure No:** 19.3

Effective: August 17, 2018 **Replaces:** April 13, 2015

If an employee is subjected to a violent incident they shall:

1. Report the incident to their supervisor and complete a violent incident report; and,
2. If they believe that they may be psychologically affected by the encounter they should consult with their physician to determine if treatment is warranted.

If an employee is advised of a threat directed towards another employee they will advise their supervisor and complete the violent incident report.

If a violent threat is made over the phone the worker will, immediately upon completion of the call and hanging up activate call trace by lifting the receiver dialling *957 (Centrex) or *57 (non-Centrex phone). This must be done before making or receiving any other calls.

The employee may also contact the police service, having jurisdiction in that area, and file a complaint.

Upon being advised of a violent incident, the supervisor will review the circumstances, ensure that the violent incident report is completed, determine if the existing controls are sufficient and whether police should be notified. The supervisor should also remind the worker of the option to consult with their physician.

If the violent incident includes a threat to another staff member the supervisor will review the incident with the department head and ensure that the employee/position, who the threat was directed at, is notified of the threat and measures that will be used to protect them.

On the completion of the violent incident report and any required investigation the supervisor will forward a copy to the Coordinator-Health, Safety and Environment. These reports should be received by the coordinator within 48 hrs.

The Coordinator will obtain comments from the OHS committee and discuss with the work unit involved, if required.

The Coordinator will scan the report and place a pdf file in a shared violent incident folder.

Upon a new/transferred in employee starting in an area, the supervisor will review the contents of the violent incident folder for their department as part of the orientation process.