



Title: Anti-Violence Policy	Policy No.:
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1.0 Purpose

The safety and security of the workplace is of critical importance to the YMCA of Greater Toronto ("YMCA"). This Policy outlines our commitment to preventing and minimizing violence in our work sites, responding quickly and appropriately to threats or incidents of violence, and providing support to those who have experienced or witnessed a violent workplace incident. It also outlines procedures related to supporting workers affected or threatened by domestic violence in the workplace.

2.0 Persons Affected

This policy applies to all employees, volunteers and interns (student placements).

3.0 Policy

The YMCA is committed to providing and maintaining a workplace that is free of any form of violence. This policy applies to YMCA worksites including but not limited to offsite meetings or conferences and social situations related to work. Employees, volunteers, interns are expected to uphold this Policy and will be held accountable to do so.

The YMCA recognizes the potential for workplace violence and will make every reasonable effort to identify potential risks of violence and monitor these risks through the completion of an annual hazard assessment of the workplace. The YMCA also strives to eliminate or control the risk of violence through our workplace violence prevention program.

Employees should call for help when immediate response is needed including

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calling 911 or contacting their supervisor or Human Resources (“HR”). If there are situations in the workplace in which employees are afraid for their safety, they have a right to refuse work by contacting their supervisor who will immediately contact HR.

The YMCA will investigate and respond to any complaint of workplace violence and will take action as necessary and appropriate. Individuals who violate this Policy are subject to disciplinary action, up to and including dismissal.

In no case shall anyone who reports incidents in good faith face reprisal or discipline. Acts of reprisal include, but are not limited to, coercion, threats, violence, workload reassignments, denial of promotion or pay increase, or any other manner of retaliation. Any acts of retaliation must be reported immediately to Human Resources.

In the case of a worker reporting that they fear that domestic violence may enter the workplace, the YMCA will provide support on a case-by-case basis. This will include developing a plan jointly with the worker to take reasonable precautions for protection. All domestic violence incidents are treated with confidentiality to the extent possible.

4.0 Definitions

“Workers” include employees, volunteers and interns (student placements).

“Workplace violence” includes the attempt or actual use of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker. It also includes statements or behaviour that are reasonable for a worker to interpret as a threat of physical force against the worker that could cause them physical injury.

Examples of workplace violence include threatening physical behaviour, throwing objects, verbal or written threats that express an intent to inflict harm, and physical attacks such as hitting, shoving, pushing, kicking, and sexual assault.

Violence in the workplace may originate from anyone a worker comes into contact with in a workplace, such as another employee, a volunteer, an intern, a participant or someone with no formal connection to the workplace, such as a stranger or a domestic/intimate partner, who brings violence into the workplace.

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“Domestic Violence” refers to actual, attempted or threats of physical harm of a worker from someone who has a personal relationship with the worker such as a spouse, current or former intimate partner or a family member.

“Good faith” refers to honesty, sincerity, and the absence of deception or improper motive.

“Reprisal” means penalizing or threatening to penalize a worker who has attempted to enforce their rights under this Policy or the *Occupational Health and Safety Act*, including participating in a workplace investigation.

“Workplace” means any place where business or work related activities are conducted. It includes but is not limited to the physical work premises such as offices, centres or camp sites, work related social functions, work assignments outside YMCA facilities, work related travel and work related conferences and training sessions.

5.0 Responsibilities

Under Ontario’s *Occupational Health and Safety Act*, employers, supervisors and workers share responsibility for occupational health and safety. Through cooperation and commitment, we can continue to make our workplace safe and healthy.

5.1 Employer Responsibilities

- 5.1.1 To establish and maintain policies and programs that build and preserve a safe working environment including assessing, investigating and addressing risks and incidents of physical violence
- 5.1.2 To establish procedures for workers to summon immediate help and report incidents of workplace violence
- 5.1.3 To provide all employees, volunteers and interns with a copy of this Policy and to ensure that supervisors and employees are equipped to identify, respond to and report incidents related to workplace violence
- 5.1.4 To review this Policy annually and ensure that the Policy and procedures are followed
- 5.1.5 In partnership with Joint Health and Safety committees, to make education, resources, training and tools available to support this Policy
- 5.1.6 To inform the Joint Health and Safety committee if any worker is

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disabled from carrying out their role or requires medical attention due to workplace violence

5.1.7 To take reasonable precautions to protect workers from domestic violence that could cause physical injury in the workplace and establish a plan to protect workers in the case of potential domestic violence

5.1.8 To monitor risks of workplace violence on a regular basis

5.1.9 Inform the Joint Health and Safety Committee of any identified risks or incidents of workplace violence

5.1.10 To protect individuals from reprisal for exercising their rights under this Policy

5.1.11 To inform workers of a person with a history of violent behaviour, if the worker can be expected to encounter that person in the course of their work and they may be exposed to physical injury. However, the employer must not disclose more personal information than is reasonably necessary to protect workers from physical injury.

5.2 Supervisor Responsibilities

5.2.1 To understand and abide by the requirements of this Policy

5.2.2 To advise workers of any actual or potential occupational health and safety dangers the supervisor is aware of

5.2.3 To encourage the reporting of complaints or incidents of workplace violence

5.2.4 To respond to all complaints or incidents with the appropriate urgency and manner for the circumstances and promptly report all complaints or incidents of workplace violence they receive or witness to Human Resources

5.2.5 To cooperate with YMCA investigators, Ministry of Labour or other authorities as required during any related investigation

5.2.6 To take corrective actions as required

5.2.7 To consult Human Resources prior to informing workers of a person with a history of violent behaviour, if the worker can be expected to encounter that person in the course of their work and they may be exposed to physical injury. The supervisor must not disclose more personal information than is reasonably necessary to protect workers from physical injury.

5.2.8 To take necessary steps to protect the privacy of individuals involved in a report or complaint under this Policy

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5.3 Worker Responsibilities

- 5.3.1 To inform their supervisors and/or Human Resources and/or the Joint Health and Safety Committee of any threats or incidents of workplace violence experienced or witnessed.
- 5.3.2 To know how to summon immediate help if workplace violence occurs or is likely to occur and to report incidents of workplace violence
- 5.3.3 To cooperate with YMCA investigators, Ministry of Labour or other authorities as required during any related investigation
- 5.3.4 To take necessary steps to protect the privacy of individuals involved in a report or complaint under this Policy
- 5.3.5 To work in compliance with this Policy and any supporting programs

5.4 Joint Health and Safety Committee Responsibilities

- 5.4.1 To recognize and report any risks of workplace violence identified in the course of carrying out their regular functions such as inspecting workplaces
- 5.4.2 To make recommendations to the employer for developing, establishing and providing training in violence prevention measures and procedures
- 5.4.3 The worker representative should investigate all violence related injuries
- 5.4.4 To immediately review reports of critical injuries or death and, within four days, review written notices for less serious injuries where any person is disabled from performing his or her usual work or requires medical attention.

6.0 Procedures

6.1 Urgent response and reports:

- 6.1.1 Workers should report to their supervisor, manager and/or Human Resources any early warning signs of a potentially threatening situation that raise a concern for a worker's safety or any instance of workplace violence. The report should also be recorded using the Accident/Incident Report Form.
- 6.1.2 Where a violent act requires the services of a first aid responder, trained employees will be responsible to provide those services for the facility where they are in place. In those facilities, employees

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with first aid training are listed on bulletin boards. Otherwise, centres will have emergency numbers to call along with their evacuation plans. In an emergency, workers should also call 911 if required.

- 6.1.3 In the event of physical assault, police may be called. Police may also be involved either at the request of the involved parties or at the request of the YMCA in the event of a non-physical form of workplace violence such as a threat.
- 6.1.4 Human Resources will notify the Joint Health and Safety Committee of any instance of workplace violence.
- 6.1.5 Human Resources will provide support to assist employees in documenting incidents upon request.
- 6.1.6 If a worker is the subject of domestic violence, they should report to their supervisor/manager. The person receiving the information should consult Human Resources to develop a confidential plan in conjunction with the worker to take reasonable precautions for protection in the workplace. Examples of supports include but are not limited to a plan for summoning immediate assistance, referral to the Employee Assistance Plan or other supports, contacting police, varying work hours, or a protected leave of absence.
- 6.1.7 Should a worker have a legal court order such as a restraining order or “no-contact” order against another individual and feel that they may violate the order by trying to make contact in the workplace, the worker is encouraged to notify their supervisor and provide a copy of the order to Human Resources. The supervisor and Human Resources will provide support to the worker and maintain confidentiality to the extent possible.

6.2 Investigations

- 6.2.1 Human Resources will provide supervisors with guidance, tools and resources to conduct an appropriate investigation within 24 hours. The Violent Incident Investigation Checklist should be used to assist with the investigation. Human Resources may also conduct the investigation or appoint a third party investigator.
- 6.2.2 At its sole discretion, the YMCA may choose to place an employee on paid leave pending the completion of an investigation under this Policy.
- 6.2.3 The investigator will provide the Vice President of Human Resources and Chief People Officer with a written report of the

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findings including determination about whether this Policy was breached.

- 6.2.4 The complainant, the respondent, and the complainant's supervisor may receive a copy of the investigation summary. If the complaint is about the individual's supervisor, the supervisor will be treated as a respondent and their manager will receive a copy of the report. Senior staff in the program area such as the General Manager/Vice President/Senior Vice President will also receive a copy of the summary.
- 6.2.5 In the case of a complaint against the Vice President, Human Resources, the Chief People Officer would appoint an investigator. In the case of an allegation against the Chief People Officer, the CEO would appoint an investigator and in the case of an allegation against the CEO, the Chair of the Board of Trustees or their designate would appoint an investigator and share the findings with the Board of Directors.

6.3 Confidentiality

To the extent possible, information relating to the complaint will be maintained in confidence. However, the YMCA's obligation to conduct an investigation or otherwise resolve a complaint may require some disclosure. The outcome of the investigation and any corrective action that has been taken or that will be taken will be shared to the extent that is reasonably necessary to protect employees from injury.

6.4 Corrective Action

- 6.4.1 If violence or threats of violence are found to have occurred, immediate steps will be taken to eliminate the risk(s) of further workplace violence. If applicable, Human Resources or their delegate will be responsible for the implementation and monitoring of the action plan.
- 6.4.2 The YMCA will respond based on the circumstances including the nature and impact of the violation. Corrective action may include any of the following:
- formal apology
 - training
 - counseling

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- medical assessment and/or fitness for work evaluation by an appropriate third party
- written warning placed in the employee or volunteer file
- change of work assignment
- suspension or dismissal

6.5 Trauma Support

- 6.5.1 The YMCA recognizes that workers who have experienced or witnessed a traumatic event may need support. Similarly, individuals have had different experiences with police and other first responders. Supervisors and Human Resources will take into account any individual needs expressed to the extent possible.
- 6.5.2 Employees and their families have access to an Employee Assistance Plan. Human Resources will work with teams to provide options for volunteers and interns who may also need assistance. Human Resources will also work with teams to provide access to counselors on site in the case of a traumatic event.

6.6 Diversity, Equity, Inclusion and Belonging

The YMCA respects every individual's experience. Human Resources investigators and third party investigators will endeavor to ensure that biases do not influence the process and that Diversity, Equity, Inclusion and Belonging are considered in the process and investigation findings. In all cases, whether a policy breach is found or not, Employee Relations staff will offer assistance in supporting the affected parties through next steps, restoring relationships and moving forward in a positive manner.

6.7 Assessment of Risks of Violence

- 6.7.1 The YMCA will assess the risk of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of the work. The YMCA will advise the Joint Health and Safety Committee or a health and safety representative, if any, of the results of the assessment and provide a copy of the written assessment. If there is no committee or health and safety representative, the workers will be advised of the results of the assessment and provide copies or advise how to obtain copies.
- 6.7.2 Program management shall ensure specific written procedures are

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developed to respond to any identified risks. The procedures may cover everything from work arrangements and the work environment to employee training and education.

6.7.3 The risk assessment shall be reviewed at least annually.

6.8 Education

As part of orientation, education will be provided on this Policy including potential risks in the workplace, ways to mitigate the potential for workplace violence, and how to identify and respond to violent or threatening behaviour.

Workers with questions or wishing more information should speak with their supervisor.

6.9 Monitoring

Human Resources tracks incidents and complaints on an annual basis and reports to the Board of Directors. Cases are reviewed for trends and to inform continuous improvement of related practices and support for affected individuals.

7.0 References and Links / Related Documents including links to Management Practices

[YMCA Safety & Emergency Procedures Manual](#)

[Workplace Hazard Assessment Form](#)

[Violent Incident Investigation Checklist](#)

[Occupational Health and Safety Act](#)

[Canada's Criminal Code deals with matters such as violent acts, threats and behaviours](#)

[HR Contacts for Health and Safety and Employee Relations](#)



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8.0 Review/Revision History

Date	Revision No.	Revision Type	Reference Section(s)
	1.0	New Policy	N/A