

COMPANY COMMITMENT

At The Russell Inn Hotel & Conference Centre, we are committed to providing a safe work environment for employees. Violence in any form is unacceptable and we recognize the potential for violence or threats is an occupational safety hazard that can cause physical and psychological harm. The Russell Inn Hotel & Conference Centre is responsible for all aspects of an employee's health and safety and is committed to prevention and protection from violence in the workplace.

Violence in any form is prohibited in the Criminal Code of Canada and The Russell Inn Hotel & Conference Centre recognizes this basic human right and accepts the responsibility of identifying and eliminating possible sources of violence in the workplace; and to build and encourage a workplace culture of inclusivity, tolerance, and acceptance.

- 1.1** The purpose of this policy is to ensure that:
 - Employees are safe and secure in their work environment.
 - Staff are provided with information and resources needed to effectively respond during an incident of violence; and can report incidents of violence to management.
 - A violence prevention plan and incident reporting protocols are in place; and to amend these when needed.
 - Staff who work in an environment that has a higher potential for violence are aware of the hazards.
 - The Russell Inn Hotel & Conference Centre complies or exceeds compliance with the mandated policy standards.

- 1.2** This policy applies to all buildings and properties owned and operated by The Russell Inn Hotel & Conference Centre, including franchise locations and other businesses operating on our properties.

- 1.3** The Workplace Safety & Health Regulation defines “violence” as:
 - a) The attempted or actual exercise of physical force against a person, with or without weapons, verbal abuse, and human rights or personal harassment. This includes personal domestic violence that may have an impact at the workplace.
 - b) Any threatening statement or behaviour that gives a person reasonable cause to believe that physical force will be used against a person.

- 1.4** Employees shall not endanger themselves or others to prevent theft or damage during a violent or potentially violent encounter.

- 1.5** The Russell Inn Hotel & Conference Centre recognizes that while violent incidences can be perpetrated by a fellow employee, customers and the public pose the greatest threat of violent incidences. The jobs and tasks associated with the highest risk of violence exposure include:
 - Cashiers – when handling money during cash transactions.
 - Accounting clerk – when completing cash pick-ups or drop-offs to cashiers, and during bank deposits.
 - Front desk agents – when greeting customers and performing cash transactions.

- Security guards – when dealing with upset customers, those under the influence of drugs or alcohol, and when attempting to protect others from violence and other hazards.
- Employees working alone or in departments that are opened to the public until late at night.
- Employees serving alcohol and are exposed to persons who are under the influence of alcohol.

Although the risk of violence from the public is higher in these departments and jobs, or any employee may encounter an instance of violence from the public or co-workers. Responses to violent situations is job dependent (e.g., Security Guards may have more training and ability to diffuse or physically control someone in a violent outburst) and more information can be found in our department procedure manual(s).

RIGHTS AND RESPONSIBILITIES

2.1 Senior management, in consultation with the Workplace Safety & Health Committee, are responsible for:

- Departmental risk assessment and identification of high-risk departments and positions.
- Development of violence prevention policy, procedures, and protocols; and to ensure all staff are provided with information on how to identify and deal with a violent or potentially violent encounter in the workplace.
- Development of procedures for the aftermath of a violent incident.
- Monitor and update existing procedures depending on information gathered through periodic assessments for changes in risk level or potential for violence in any area or position in the workplace.

All management, including department and senior management, are responsible for:

- Promoting a workplace free of violence.
- Reporting all instances of violence in the workplace, including domestic violence¹, manifesting itself in the workplace.
- Implementing measures to eliminate or minimize the risk of violence.
- Ensuring all employees are aware and understand this policy.
- Ensuring employees at highest risk of violence know how to proceed and who to contact should they be subject to or witness a violent incident while on duty.
- Acting respectfully at all times, take all reports of violence seriously, and act accordingly when investigating incidents.

¹According to the Canadian Centre for Occupational Health & Safety, domestic violence is a behaviour used by some to gain control over others with whom they are personally involved and may include physical violence; sexual, emotional, and psychological intimidation; verbal abuse or manipulation; stalking; and the use of electronic devices to harass and control. Domestic abuse is not often considered a workplace hazard, but it can cause significant harm to the victim which may interfere with their work. Perpetrators may also harass the victim while at work. Employers should address these issues.

2.2 All employees are responsible for:

- Ensuring their immediate safety in the event of workplace violence.
- Reporting all incidents of violence to their employer.
- Cooperating in investigations and to keep this information confidential except where necessary to deal effectively with the issue.
- Working together in a professional manner and resolve issues in a non-violent manner.
- Bringing issues to their supervisor if they cannot be mutually resolved.

- 2.3** The Russell Inn Hotel & Conference Centre’s violence prevention policy is not intended to discourage or prevent anyone from exercising any other legal rights under any other law. While we are responsible for creating a safe working environment that is free from violence, anyone aware of violence in our workplace must bring it to the attention of management so the issue can be addressed immediately.
- 2.4** The management at The Russell Inn Hotel & Conference Centre will ensure, as much as reasonably practical, that no employees are subjected to violence in the workplace; or that risk is minimized for employees occupying positions with higher risk.
- 2.5** Existing controls for higher risk positions shall be assessed and updated, if necessary. Ongoing assessment and changes will be implemented as needed with consultation from the safety and health committee, and procedures will be updated or developed.
- 2.6** All controls will be evaluated to ensure they have not created or increased the risk of workplace violence.
- 2.7** Training of employees and supervisors will be provided as needed to carry out:
- Prevent or minimize the risk of violence.
 - Recognize and control potentially violent situations.
 - Respond to incidents and obtain assistance.
 - Report, investigate, and document incidents.

New workers should be trained of the hazards relating to their position and how to recognize and deal with potentially violent situations.

All workers must know:

- Work procedures in place to prevent violence.
 - The nature and extent of risk of exposure to violence.
 - Past violent incidences and how to prevent recurrence.
 - The likelihood of encountering a known violent person in the course of their duties.
- 2.8** As management becomes aware of new hazards in the workplace, this information will become available to staff via interdepartmental or management issued staff memos (verbal or written). Names of persons and the nature of the risk of individuals that may possibly pose a hazard shall be given only to those employees that are most likely to encounter them.
- 2.9** Management will take corrective action with anyone under their direction who subjects another employee to violence.

Management will not disclose the name of a complainant or the circumstances of the complaint to anyone except where disclosure is:

- necessary to investigate the complaint,
- required to take corrective action, or
- required by law.

Any information that is disclosed (as above) will be the minimum required for the purpose. Management will ensure all employees are aware of the risks of violence in the workplace and are properly trained and equipped to protect themselves.

EMPLOYEE RIGHTS AND RESPONSIBILITIES

Employees are:

- Entitled to work free from violence.
- Responsible for working together in a professional manner and resolve issues in a non-violent manner.
- Are to bring issues to their supervisor if they cannot be mutually resolved.
- Must report incidents of violence to their supervisor.
- Must cooperate in the investigation of a violent incident.

WHERE MIGHT VIOLENCE OCCUR?

Violence can occur from a 1) outside source (non-employee); or 2) within the organization itself (employees).

1) GUEST, CUSTOMER VIOLENCE

2) EMPLOYEE VIOLENCE

Violence from one employee towards another or directed at a guest will incur immediate suspension of duties and an internal investigation. Violence is illegal and the management of the Russell Inn Hotel & Conference Centre and the target of a violent act will report violent incidents to the RCMP and the perpetrator may face serious legal charges in addition to discipline or immediate dismissal from their position.

STEPS TO ELIMINATE OR REDUCE THE RISK OF VIOLENCE

The Russell Inn Hotel & Conference Centre assesses the risk for workplace violence annually, or more often if something in our workplace changes, or a violent incident occurs.

The reception area and cashier desks have been designed to minimize contact between our employees and customers. The areas and furniture have been designed so that employees can quickly remove themselves if a violent situation occurs.

The Russell Inn Hotel & Conference Centre has a system for flagging individuals who have demonstrated increased risk for violent behaviours. Alerts will be placed in customer files and the information shared with employees who are likely to encounter these customers.

Notifications of individuals who have been restricted from The Russell Hotel & Conference Centre and its associated businesses and properties are kept in the alert binder at Front Desk and C-Store reception desks. Reception and other relevant staff will be informed of new alerts as they occur.

Safe work procedures have been developed by the company or individual departments to inform and train employees about the risks of violence. Documented safe-work procedures on violence prevention include:

- emergency response plan for injured workers
- working alone or in isolation
- how to deal with irate customers
- robbery prevention
- handling money
- parking lot safety

The violence prevention policy will be reviewed with all staff members at orientation and the plan for working alone or in isolation must be reviewed with all employees who work alone. Employees must follow this plan and supervisors must ensure the plan is followed.

Help can be summoned by using the panic alarms installed in high-risk departments, or by other suitable method such as personal alarms. Radio and cell phone communication will be provided to all employees working or travelling off-site.

It is important that prior to entering a high-risk area or attending to a high-risk client, supervisors must ensure that staff are trained in appropriate procedures such as check-in times, number of employees, distress words, etc.

NOTIFICATION OF RISK

Any time there has been a change in the nature or extent of the risk of violence, The Russell Inn Hotel & Conference Centre will provide employees with the information available within the limitations of the law. Information will be provided to the extent necessary for the purpose.

HOW TO REPORT ANY INCIDENT OF VIOLENCE

1. If the situation has or is likely to escalate into a physical act of violence, contact the police immediately.
2. Report all threats or acts of violence to your immediate supervisor.
3. The supervisor will notify the Manitoba Workplace Safety and Health Division if the incident meets the definition of a “serious incident” (as outlined under the section “Process for Investigating Violent Incidents.”
4. The employee and the supervisor will complete an Incident Report Form. The form must be completed for all incidents, whether the incident involves a threat or an act of violence.
5. The supervisor will report all incidents of violence to the Human Resources Manager at The Russell Inn Hotel & Conference Centre as soon as possible, including the Incident Report Form.

INCIDENT INVESTIGATION

When an incident of violence has occurred or could reasonably be expected to occur, The Russell Inn Hotel & Conference Centre and its associated businesses will take the following steps:

1. If the incident meets the definition of a “serious incident” as defined by Part 2 of the Workplace Safety & Health Regulation, the supervisor will immediately notify the Human Resources manager.
2. The supervisor will advise any employees who may be at risk and will notify the area director of the incident.
3. The safety and health committee co-chairs, the supervisor, and any other persons required, will complete an investigation into the incident using the forms and tools in the investigation kit.
4. All information available and relevant to the violent incident will be provided to the investigation team.
5. The investigation results will be summarized by the employer co-chair of the safety and health committee with a copy of the report given to the supervisor, HR manager, and Workplace Safety & Health committee.
6. The recommendations will be reviewed with the safety and health committee and documented on the Incident Report Form.
7. Progress on implementing any recommendations will be documented on the safety and health committee minutes. Once the recommendations have been implemented, staff will be notified and it will be noted on the safety and health committee minutes.

FOLLOW UP TO A VIOLENT INCIDENT

Employees who have been victims of violence will be:

- Encouraged to seek medical help from their healthcare providers or referrals for post-incident counselling (defusing, debriefing, and individual counselling sessions), if required.
- Given the opportunity to be examined by a physician and transported to a medical facility, if required.

The Russell Inn Hotel & Conference Centre has an employee and family assistance plan that provides counselling and debriefing services for employees and their families.

Employees will keep all existing benefits while under treatment or counselling.

If an employee gets medical help or misses work, both the employer and employee must file a report of injury with the Workers Compensation Board.

The supervisor, area director, and human resources manager will review the incident and its effects and take reasonable steps to accommodate employees involved in the incident.