

STEP-BY-STEP GUIDE FOR MANAGERS

1

Ensure the safety of all employees.

Report serious incidents, such as physical assaults or direct threats to security and, if necessary, the police.

2

Assess the situation and if it is minor (if you are comfortable resolving it on own and it is safe to do so) attempt any immediate means to resolve the issue with the employee(s).

3

If there are no immediate means of resolution, analyze the incident and determine whether or not it satisfies the definition of workplace violence found in section 20.2 of the *COHSR*.

*Incidents that do not satisfy the definition of workplace violence in 20.2 of the *COHSR* cannot be dealt with through the recourse mechanism that is laid out in Part XX.

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If the incident does not satisfy the definition of workplace violence:

- a) Attempt to resolve the incident as soon as it is safe to do so.
- b) Gather information from the parties and witnesses regarding the incident.
- c) Keep detailed notes of this process, including actions taken to resolve the incident and any preventive measures identified.
- d) Seek advice and guidance from subject matter experts (including the Regional Occupational Health and Safety Advisor (ROHSA), Regional Security Officer (RSO), Labour Relations Advisor and Informal Conflict Management Advisor).
- e) Request support/assistance from the Office of Informal Conflict Management (OICM), if appropriate.

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If the incident does satisfy the definition of workplace violence:

5 – Internal Workplace Violence:

- a) Attempt to resolve the incident of workplace violence (this should be taken to mean bring about a resolution that will ensure similar incidents do not occur in the future).
- b) Complete required reports and submit them without delay:
 - Hazardous Occurrence Investigation Report (LAB1070) submitted to the ROHSA.
 - Security Incident Report (ADM3061) submitted to the RSO.
- c) If you are unable to resolve the incident ensure that a competent person is appointed.

5 – External Workplace Violence:

- a) Support security in their investigation.
- b) Complete required reports and submit them without delay:
 - Hazardous Occurrence Investigation Report (LAB1070) submitted to ROHSA.
 - Security Incident Report (ADM3061) submitted to the RSO.
- c) Provide a copy of the LAB1070 form as well as any relevant information you have gathered to the Workplace Health and Safety Committee (WHSC) or the Health and Safety Representative (HSR). Any documents you provide must only contain information whose disclosure is not prohibited by law and that would not reveal the identity of persons involved without their consent. Documents must be reviewed by the Access to Information and Privacy (ATIP) Division to ensure that no information is inappropriately disclosed.
- d) With the assistance of the WHSC or HSR, develop and implement any additional preventive measures needed to ensure similar incidents of workplace violence do not occur in the future.