



WORKPLACE VIOLENCE PREVENTION - PROGRAM REVIEW

The purpose of the Workplace Violence Prevention - Program Review tool is to provide an opportunity for Employers to assess Safety Culture within their respective Organization regarding workplace violence through the application of the Employee Perception Survey. In addition, the Program Review tool will serve to evaluate their Organization’s compliance with the Nova Scotia Workplace Violence Regulations and consider some optional best practices program elements to enhance the workplace violence prevention program.

WORKPLACE CULTURE					
Category	Yes	No	Examples of Content	Existing Content	Recommended Content
Do you have a workplace culture that does not condone or accept violent or threatening behaviour?			<ul style="list-style-type: none"> ▪ do you ensure that everyone knows that violence is never a normal part of work, and that the organization respects all workers. ▪ do you post your workplace violence prevention statement 		
Does the workplace culture encourage workers to report actual or potential violence?			<p>Do you ensure workers know how to report incidents of violence and are aware of confidentiality practices?</p> <p>Do you encourage reporting by:</p> <ul style="list-style-type: none"> ▪ having processes in place for reporting in all situations ▪ giving workers easy access to information and resources in order to enable the reporting of actual or potential violence ▪ using a worker survey to gauge how well the reporting system is working 		

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Identify the current perception of violence in your workplace			CONDUCT THE WORKPLACE VIOLENCE PREVENTION - EMPLOYEE PERCEPTION SURVEY		
Is workplace violence promptly investigated and dealt with?			<p>Are reporting indicators integrated into your existing performance management system for supervisors?</p> <p>Have you considered using a worker survey or other means to gauge how well the investigation system is working?</p>		
Are workers offered support after violent incidents or threats of violence?			<p>Do your supports include:</p> <ul style="list-style-type: none"> ▪ ensuring workers receive appropriate medical attention, as required ▪ ensuring workers have information on available counselling resources and supports (Employee Assistance Program (EAP), critical incident stress debriefing, or other support) ▪ ensuring follow-up with workers after an incident 		
Do workers follow the measures and procedures in the workplace violence program?			<p>Do you gauge whether measures and procedures are being followed by:</p> <ul style="list-style-type: none"> ▪ monitoring whether workplace violence policies, procedures, and practices are being followed (if not, why not?) ▪ monitoring the effectiveness of your training ▪ talking to supervisors, workers, joint health and safety committee members, and health and safety representatives to find out how well measures and procedures work in practice ▪ using a worker survey or other methods to find out how well measures and procedures work in practice and how safe workers feel 		

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Do you regularly monitor the effectiveness of your workplace violence program.			<p>Do you regularly evaluate your workplace violence policy and program, as well as its associated measures and procedures, using a variety of methods, such as:</p> <ul style="list-style-type: none"> ▪ analysis of complaints, incident/accident reports, security reports, or unusual occurrence reports ▪ workplace inspections ▪ worker surveys ▪ training needs assessments <p>Have you established a process for regular review of the effectiveness of your workplace violence program in consultation with workers, supervisors, joint health and safety committees, health and safety representatives, and/or unions?</p>		
Do you have a workplace emergency response plan that includes measures and procedures for calling for immediate help?			<p>Have you integrated these measures and procedures into an existing emergency response plan, or created a comprehensive emergency response plan for the workplace.</p> <p>An emergency response plan could include:</p> <ul style="list-style-type: none"> ▪ emergency response protocols, teams, and training ▪ information on the location and use of emergency facilities and safe areas ▪ alarm and emergency communication requirements ▪ procedures for rescue, lockdown, and evacuation ▪ information on when and how to contact the police ▪ information about designated emergency workers, contact persons, crisis management plans, evacuation plans, and building plans <p>Have you considered integrating your workplace's measures and procedures with neighbouring businesses to coordinate emergency response?</p>		

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If you have internal procedures for work refusals, have you updated them to include workplace violence?			<p>Have you considered developing a workplace-specific work refusal procedure that includes workplace violence?</p> <p>Have you ensured that the internal procedures conform to the work refusal process in the <i>Act</i>?</p>		

WORKPLACE LEGISLATIVE COMPLIANCE

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Workplace Violence					
Do you have a workplace violence prevention statement?			<p>A workplace violence prevention statement is required and should, at minimum:</p> <ul style="list-style-type: none"> ▪ recognize that violence is an occupational health and safety hazard in the workplace ▪ recognize the physical and emotional harm resulting from violence ▪ recognize that any form of violence is unacceptable ▪ state the organization's commitment to minimize or, where possible, eliminate the risk of violence ▪ outline consequences of behaviours ▪ encourage workers to report all incidents and threats of workplace violence ▪ commit to investigate and deal with concerns promptly 		
Do you have a workplace violence prevention program?			<p>A workplace violence program is required under the Workplace Violence Regulations. A workplace violence program must include, at minimum, the elements below.</p>		

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Does your workplace violence program include the following elements:					
Measures to minimize and, to the extent possible, eliminate the risk of violence in the workplace.			<ul style="list-style-type: none"> ▪ Measures to address the risks identified subsequent to conducting a risk assessment include: ▪ Do the risk assessments consider: <ul style="list-style-type: none"> ○ past violent incidents ○ violence that is known to occur in similar workplaces ○ conditions in which the work is done ○ the interactions that happen when doing the work ○ physical location and layout of the workplace ▪ Did you consult with any established committee or representative when conducting the violence risk assessment and provide a copy of the written report? ▪ Do you conduct a new risk assessment when there is new type of violence identified; significant changes in work methods or activities; workplace renovations or construction? ▪ Do you conduct a new risk assessment at a minimum every 5 years? 		
Procedures for providing employees who are exposed to a significant risk of violence in the workplace with the information required under the regulation.			<p>Do your procedures include:</p> <p>Information on the nature and extent of the risk of violence and on any factors that may increase or decrease the extent of the risk.</p> <ul style="list-style-type: none"> ▪ Information related to a risk of violence from a person who has a history of violent behaviour if that person is likely to be encountered by the employee, balanced against legislated privacy laws. ▪ Identifying triggers for the any violence / aggressive behaviour 		
Procedures for reporting and documenting incidents of violence			<p>The reporting process should:</p> <ul style="list-style-type: none"> ▪ be required of everyone in the workplace (e.g. employer, contractor, constructor, supplier, employee, owner or self-employed person) 		

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			<ul style="list-style-type: none"> ▪ deal with workplace violence from all sources (you may wish to have separate procedures for violence arising from a client, a worker, a supervisor, or a domestic/intimate partner) ▪ communicate your willingness to deal with concerns that are brought forward, and to respect confidentiality, while ensuring the safety of all workers ▪ specify how, when, and to whom a worker may report incidents or threats ▪ include reporting forms or other recording mechanisms ▪ include procedures that allow workers to report concerns about supervisors ▪ include procedures that protect those reporting their concerns ▪ specify the roles and responsibilities of employers, supervisors, workers, joint health and safety committees, health and safety representatives, and unions ▪ outline when the joint health and safety committee, health and safety representative, and/or union need to be notified about an incident ▪ outline when external organizations should be notified (the police, WCB, Department of Labour, etc.) 		
Procedures for investigating incidents of violence			<p>The investigation process should:</p> <ul style="list-style-type: none"> ▪ deal with workplace violence from all sources (the investigation approach may be different for violence arising from a worker, a client, or a domestic/intimate partner) ▪ respect confidentiality, while ensuring the safety of all workers ▪ describe what will be included in the investigation ▪ specify the roles and responsibilities of employers, supervisors, workers, joint health and safety committees, health and safety representatives, unions, and others ▪ describe how, when, and by whom investigations will be conducted ▪ outline record-keeping practices 		

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Procedures to prevent reoccurrence			<p>Notice of the actions taken to prevent reoccurrence of an incident of violence should be given to:</p> <ul style="list-style-type: none"> any employee affected by the incident of violence any committee or representative established at the workplace 		
Procedures for how you will deal with incidents, complaints, and threats of violence			<p>The process to deal with violence or threats of violence should:</p> <ul style="list-style-type: none"> describe follow-up to the investigation (description of subsequent actions and timeframe) identify consequence if non-workers become violent identify consequences if workers become violent (the consequences could include disciplinary action, up to and including termination of employment) respect confidentiality, while ensuring the safety of all workers ensure that effected employees have an appropriate debriefing and consult an appropriate health professional outline counselling supports or resources that are available to assist workers (critical incident stress debriefing, Employee Assistance Program (EAP), and other support) specify other actions, such as reviewing program measures and procedures or reviewing the assessment of risks outline record-keeping requirements 		
Worker training.			<p>Training requirements include:</p> <ul style="list-style-type: none"> rights and responsibilities under the Act; the workplace violence prevention statement; the measures taken by the employer to minimize or eliminate the risk of violence; how to recognize a situation in which there is a potential for violence and how to respond appropriately; 		

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			<ul style="list-style-type: none"> how to respond to an incident of violence, including how to obtain assistance; how to report, document and investigate incidents of violence <p>Consider integrating workplace violence prevention training into existing health and safety training (health and safety orientation, emergency response plan, job-specific training, etc.).</p>		
Are all supervisors and managers given information and instruction on the contents of your workplace violence prevention program? Training for supervisors and managers on the content for your violence prevention program.			<p>Training should include:</p> <ul style="list-style-type: none"> the contents of the workplace violence prevention program, including reporting and investigation processes. training for supervisors / managers on how to communicate / respond to workers that have experienced an incident of workplace violence. a process to ensure that supervisors are advised of any changes and/or updates. 		
Training for workers about the specific risks of workplace violence that they face, and the prevention measures and controls that have been put in place			<p>Training should include:</p> <ul style="list-style-type: none"> the risks of workplace violence associated with the job, including high-risk locations and situations. training on any controls, measures, and procedures that have been put in place. 		

OPTIONAL BEST PRACTICE PROGRAM ELEMENTS

Category	Yes	No	Examples of Content	Existing Content	Recommended Content
Workplace Harassment					
Do you have a workplace harassment prevention statement / policy?			<p>Does your harassment prevention statement / policy, include at minimum:</p> <ul style="list-style-type: none"> ▪ state what workplace harassment is and its potential sources ▪ state that workplace harassment is unacceptable ▪ state the employer's commitment to protecting workers from workplace harassment ▪ outline consequences of behaviours covered by the policy ▪ encourage workers to report all incidents of workplace harassment ▪ commit to investigate and deal with concerns promptly 		
Do you have a workplace harassment program?			A workplace harassment program should include, at a minimum, the elements below.		
Does your workplace harassment program include the following elements?					
Measures and procedures for workers to report workplace harassment			<p>Do the reporting measures and procedures:</p> <ul style="list-style-type: none"> ▪ deal with workplace harassment from all sources (you may wish to have separate procedures for harassment arising from a worker, a supervisor, or a domestic/intimate partner) ▪ communicate your willingness to deal with concerns ▪ maintain confidentiality and neutrality ▪ treat all complaints seriously and promptly ▪ specify how, when, and to whom a worker should report ▪ include reporting forms or other recording mechanisms ▪ include processes that allow workers to report concerns about supervisors ▪ include processes that protect those bringing forward the concern ▪ specify the roles and responsibilities of employers, supervisors, workers, and unions 		

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A process for how you will investigate complaints or incidents of workplace harassment			<p>Does the investigation process:</p> <ul style="list-style-type: none"> ▪ treat all complaints seriously and promptly ▪ maintain confidentiality and neutrality ▪ focus on facts ▪ ensure fairness and thoroughness ▪ deal with workplace harassment from all sources (the investigative approach may be different for harassment arising from a worker, a client, or a domestic/intimate partner) ▪ protect those who complain of harassment ▪ describe what will be included in the investigation ▪ specify the roles and responsibilities of employers, supervisors, workers, unions, and others ▪ describe how, when, and by whom investigations will be conducted ▪ outline how the complainant and others involved will be told about the results of the investigation and any actions taken ▪ outline record-keeping practices 		
Deal with incidents and complaints of workplace harassment			<p>Does your process to deal with workplace harassment:</p> <ul style="list-style-type: none"> ▪ respect confidentiality ▪ describe follow-up to the investigation (description of actions and timeframe) ▪ identify consequences for the harasser ▪ outline counselling supports or resources that are available to assist workers (such as an Employee Assistance Program (EAP) or other support) ▪ outline record-keeping requirements 		

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Give all workers information and instruction on the contents of your workplace harassment program			<p>Do you provide training to all workers on the contents of the workplace harassment program?</p> <p>Do you ensure workers are advised of changes and updates?</p> <p>Have you considered integrating workplace harassment prevention training into existing training (orientation, sensitivity training, anti-harassment or anti-discrimination training, respectful workplace training, etc?)</p>		
Information and instruction for all supervisors and managers given on the contents of your workplace harassment program			<p>Do you provide training to all supervisors on the contents of the workplace harassment program?</p> <p>Do you ensure that supervisors are advised of any changes and/or updates?</p>		
An educational program on harassment prevention?			Does your educational program include general awareness information on harassment prevention and human rights in Nova Scotia?		
Domestic Violence					
Do you know what to do when you become aware of domestic violence that may occur in the workplace?			<p>If you become aware of domestic violence that may occur in the workplace, are you prepared to take all precautions reasonable in the circumstances to protect workers?</p> <p>When an incident of domestic violence is brought to your attention, do you deal with it on a case-by-case basis?</p>		
Do you have a program for domestic violence that may occur in the workplace?			<p>Workplace programs and a supportive work environment can help workers who are experiencing domestic violence.</p> <p>Here are some things that leading employers have done, have you:</p> <ul style="list-style-type: none"> ▪ instituted a clearly stated policy that any violence, including domestic violence, will not be tolerated in the workplace or on work property ▪ displayed public education materials (in accessible areas such as lunch 		

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			<p>rooms, washrooms, and on the company website) detailing where victims and abusers can get help</p> <ul style="list-style-type: none"> ▪ organized regular awareness training and education in all levels of the organization about domestic violence ▪ created policies concerning paid time off, extended leaves of absence, and workplace relocation options for workers who are victims of domestic violence, and accountability measures for the abusers if they work in the organization ▪ created a plan for getting help in the case of an emergency ▪ clearly communicated a reporting procedure for incidents of violence or threats ▪ outlined the steps the employer will take once aware of an incident/potential incident, and how the employer will disclose information on a “need to know” basis in order to protect confidentiality while ensuring worker safety ▪ listed services (such as the Employee Assistance Plan, a local women’s shelter, the police, and the Assaulted Women’s Helpline) that can support workers in a variety of ways, including the development of a personal safety plan that considers the worker’s needs at work and at home, including her children. 		
Do you have an educational program about all aspects of workplace violence, including domestic violence?			<p>Does your educational program includes general awareness information on:</p> <ul style="list-style-type: none"> ▪ who can become violent in the workplace (strangers, clients, patients, students, supervisors, co-workers, domestic/intimate partners) ▪ types of unacceptable behaviour (such as hitting, pushing, assault, sexual assault, robbery, criminal harassment) ▪ high-risk situations or locations ▪ general recognition, prevention, and protection information 		