



Human Resources

Title: Workplace Violence Prevention Policy	Policy Number: HR-08
Authority: Resolution 2026-239 - August 18, 2026 Council Minutes	Next Review: August 2029

OBJECTIVE

1. To ensure, as is reasonably practicable, that Town of Carrot River employees are not exposed to violence with respect to any matter or circumstance arising out of their employment and include:
 - a. Incidents that occur outside of the usual workplace or after work hours that arise out of or are connected to an employee's employment, such as a work-sponsored social event or conference, and;
 - b. Conduct perpetrated by someone other than an employee, but with whom the employee is required to meet, including clients, contractors, or members of the public.
2. To establish a corporate wide workplace violence prevention policy and plan in accordance with *The Saskatchewan Employment Act* and *The Occupational Health and Safety Regulations, 2020*.
3. To provide Town of Carrot River employees with sufficient training to allow them to:
 - a. Adequately respond to and report violence in the workplace, and;
 - b. Minimize or eliminate violence in the workplace.

SCOPE

This Policy applies to all Town of Carrot River elected officials, workers, employees, and all volunteers working for the Town, and includes firefighters and members of Council, as well as contractors and subcontractors hired by or volunteering for the Town of Carrot River (hereinafter "Town Personnel"), and to all persons interacting with Town Personnel in the course of their duties or involved in the operation of the Town (collectively, "Covered Persons").

DEFINITION OF VIOLENCE

For the purpose of this Policy, "violence" shall mean violence as defined in section 3-26(1) of *The Occupational Health and Safety Regulations* (Saskatchewan):

"Violence" means the attempted, threatened, or actual conduct of a person that causes or is likely to cause injury and includes any threatening statement or behavior that gives a Covered Person reasonable cause to believe that the Covered Person is at risk of injury.

POLICY STATEMENT

The Town of Carrot River (the "Town") recognizes that every employee in Saskatchewan is entitled to employment that is free of violence. As such, the Town is committed to making every reasonably practicable effort to ensure that no employee is subjected to violence that may arise during their employment and to minimizing or eliminating the risk of violent or potentially violent situations in the workplace.

All Town Personnel are entitled to work in an environment that is free from violence. The Town will make every reasonable effort to ensure that no Town Personnel are subject to violence in the



workplace. No Town Personnel shall cause or participate in violence against another person in the workplace.

Any employee in contravention of this Policy will be subject to appropriate disciplinary action, up to and including termination of employment. Any breach of this Policy by a contractor may result in the Town terminating the contract for services with the contractor.

ASSIGNMENT OF RESPONSIBILITY

Town Council:

1. Mandate and support implementation of the Policy for the Town of Carrot River.

Chief Administrative Officer:

1. Ensure, insofar as is reasonably practicable, that Town employees are not exposed to violence with respect to any matter or circumstance arising out of their employment.
2. Mandate the implementation and application of this Policy and take corrective action where the requirements of this Policy are disregarded.
3. Ensure that this Policy is effective in minimizing or eliminating violence in the workplace.
4. Ensure that all complaints of workplace violence are investigated via a fair and just investigation process.
5. Ensure that timely and effective corrective actions are implemented to prevent recurrence of violence in the workplace.
6. Provide training and education on the Town's workplace violence prevention plan to all employees.
7. Appoint designated person(s) to receive and handle incidents of workplace violence.
8. Support and protect workers who report incidents of workplace violence or who participate in any process necessary to an investigation.
9. Ensure the confidentiality and disclosure standards in this Policy are adhered to and protect the privacy of individuals involved in investigations.
10. Ensure that supervisors and employees are aware of and comply with Part III of *The Saskatchewan Employment Act*, *The Occupational Health and Safety Regulations, 2020*, and this Policy.
11. Take corrective action where the requirements of this Policy are disregarded.

Supervisors:

1. Ensure, insofar as is reasonably practicable, that employees under their direct supervision are not exposed to violence with respect to any matter or circumstance arising out of their employment.
2. Implement this Policy in their area(s) of responsibility.
3. Model respectful behavior and set a positive example.
4. Report any incidents involving violence in the workplace to the CAO.
5. Promote awareness and understanding of this Policy among their employees.
6. Intervene promptly and appropriately when they witness or become aware of any potential or actual incidents of workplace violence and inform the CAO of incidents, risks, and any education/training needs in their area(s) of responsibility.
7. Cooperate with any person investigating an incident of workplace violence.



Employees:

1. Comply with this Policy.
2. Refrain from causing or participating in a violent act towards another employee.
3. Cooperate with any person investigating or mediating a complaint of workplace harassment.
4. Report any incidents involving violence in the workplace to their supervisor or the CAO.
5. Seek the assistance of a designated person to resolve an incident of workplace violence.
6. Intervene promptly and appropriately when witnessing or becoming aware of any potential or actual incidents of workplace violence.
7. Take all reasonable precautions or actions to protect their individual health and safety if exposed to an act of actual or potential violence.
8. Make recommendations to make the workplace safer.

Occupational Health and Safety Committee:

1. Advise, recommend, consult, and develop actions to improve workplace health, safety, and wellness.
2. Assist the Town to comply with legislation and promote a violence-free workplace.
3. Investigate reported incidents of violence.

VIOLENCE RISK ASSESSMENT AND REDUCTION

The Town has conducted an assessment in preparation of this Policy that considered the following potential risks:

- Previous incidents of violence in the workplace;
- Situations where employees interact with members of the public;
- Integrity of site security, equipment, and lighting;
- Effectiveness of emergency procedures;
- Procedures used in cash handling; and
- Procedures for the protection and authorized release of employee personal information.

The Town recognizes that certain positions and worksites are at a higher risk of exposure to violence. Schedule "A" identifies higher risk positions and worksites, specific risks or forms of Violence that have occurred or may reasonably be expected to occur, and corresponding procedures and controls that apply to minimize or eliminate the identified risks of violence.

The Town will take the following actions to minimize or eliminate the risk of violence in the workplace:

- Ensuring Town Personnel have access to appropriate personal protective equipment, where appropriate;
- Periodically reviewing and updating emergency procedures, site security, and applicable administrative processes;
- Upgrading site security equipment when required;
- Arranging for sufficient staff levels to carry out the work safely;
- Providing training and education so that Town Personnel understand the risks and the controls which must be followed for preventing exposure and responding to workplace violence;
- Monitoring the effectiveness of control measures through periodic safety inspections; and
- Considering any recommendations from the OH&S Committee on corrective actions to minimize and prevent incidents of violence.



If there is reason to believe that Town Personnel are at an increased risk of being subject to violence in the workplace, the Town will inform the Town Personnel of the nature and extent of the risk from potential violence, except if the disclosure is prohibited by law. Unless prohibited by law, the Town will disclose any information in its possession related to the risk of violence from persons who have a history of violent behavior and whom the Town Personnel are likely to encounter in the course of their work.

PROCEDURE

Reporting Workplace Violence:

The Town encourages all Town Personnel to report any incidents of violence in the workplace or risk of violence in the workplace immediately. All Town Personnel who are exposed to a violent situation are required complete a Violent Incident Report Form. The form must be submitted to the manager/supervisor and CAO within 24 hours of the incident.

Town Personnel are encouraged to use the following steps to address incidents of alleged violence:

- a) Step 1: Unless it may compromise their health or safety, a person who believes they are being subjected to violence is encouraged to first clearly and firmly make it known to the alleged perpetrator that their conduct is objectionable and must stop. Where it is difficult or unsafe to bring the matter to the attention of the alleged offender, or if the offending behavior does not stop, the person should contact their supervisor or the CAO.
- b) Step 2: Where Step 1 cannot be done or is not successful, the Town encourages the reporting of all incidents of violence. The Town Personnel should make a formal complaint in writing to their supervisor or the CAO, containing the following information:
 - Their name;
 - Their home phone number
 - Their work phone number (if applicable);
 - Worksite location;
 - Nature of complaint;
 - Name of alleged perpetrator(s), if known, or a description of alleged perpetrator(s);
 - Details of the complaint (describe incident(s) detailing behavior, what was said, date(s), location, circumstances surrounding the incident, and names of any witnesses);
 - Objections made known to the alleged offender.

Emergency Response Procedures:

There may be circumstances where a Town Personnel cannot immediately follow the above procedure and instead may be required to follow emergency response procedures. In case of an incident of violence that creates or has the potential to create immediate danger to employees, the following procedures should be followed:

Employees should:

- Establish a safe location and notify a supervisor or other person in authority immediately;
- Do not aggravate, or allow anyone else to aggravate the situation; and
- Follow the directions of the person in authority.

Supervisors should:

- Assess the immediate danger, appropriately and safely intervene and coordinate efforts to stabilize the situation, if possible;



- Contact emergency services (e.g. police, ambulance, and fire), as required;
- Take the appropriate measures to safeguard Town Personnel, visitors, and the worksite, if possible;
- Secure the area where the violence occurred and do not disturb the area except to attend to persons injured, or to prevent further injuries, and only when it is safe to do so;
- Notify the CAO;
- As soon as is reasonably safe to do so, properly record the details of the incident, including all relevant facts such as the time, place, persons involved, and the nature of the incident and submit this record to the CAO; and
- Refer employees to any available supports

Investigations:

All incidents of violence will be investigated promptly, thoroughly, and impartially by the Town.

Upon receipt of a formal complaint, the Occupational Health and Safety Committee will begin an investigation into the complaint. In appropriate cases, the Town may decide to retain an independent investigator to conduct the investigation.

Where Violence Found:

The Town has a zero-tolerance policy for violence in the workplace. Violations of this Policy by Town Personnel will result in appropriate corrective/disciplinary action, up to and including termination of employment.

A violation of this Policy will be considered a fundamental breach or default of the terms and conditions of any contractor with the Town. Any breach of this Policy by a contractor may result in the Town terminating the contract for services with the contractor without prior notice.

Retaliation:

Regardless of the outcome of a complaint made in good faith, any Town Personnel lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either coworkers or superiors. The Town strictly prohibits any form of retaliation against any individual who reports violence or participates in an investigation of such reports.

Retaliation is a serious violation of this Policy. Any Town Personnel who participates in any form of retaliatory behavior may be subject to disciplinary action up to, and including, termination of employment, and a contractor may be asked to leave the workplace and the contract for services with the contractor may be terminated.

Fraudulent or Malicious Complaints:

Where a complaint under this Policy has not been substantiated, no action will be taken against a person who has made a complaint in good faith.

Where a complaint is proven to be fraudulent or malicious (as distinct from unfounded or unsubstantiated):

- An employee who made the complaint may be subject to disciplinary action, up to and including termination of employment; and
- A contractor who made the complaint may be asked to leave the workplace and the contract for services with the contractor may be terminated.



CONFIDENTIALITY

The Town will respect the privacy of all parties concerned in the complaint or incident as much as possible. The Town will not disclose the circumstances related to an incident of work-related violence or the names of the parties involved (including the complainant, the person alleged to have committed the work-related violence, and any witnesses) except:

- a) Where necessary to investigate the incident, to take corrective action, or to inform the parties involved in the incident of the results of the investigation and corrective action taken;
- b) Where necessary to inform Town Personnel of a specific or general threat of violence or potential violence; or
- c) As required by law.

MEDICAL ASSISTANCE

In the event that a person, as a result of violence, experiences injury or adverse symptoms, the person is encouraged to consult their physician for treatment or referral for post-incident counselling.

If an employee consults their physician for treatment or received counselling that is related to the violence, the Town shall credit the employee's attendance as time at work and ensure that the employee loses no pay or other benefits as a result of the workplace Violence.

TRAINING

The Town is committed to providing a training program for employees that includes:

- The means to recognize potentially violent situations;
- Procedures, work practices, administrative arrangements and engineering controls that have been developed to minimize or eliminate the risk of violence to Town Personnel;
- The appropriate responses of workers to incidents of violence, including how to obtain assistance; and
- Procedures for reporting incidents of violence.

AVAILABILITY OF THE POLICY

This Policy will be posted at main workplace locations operated by the Town of Carrot River and will be readily available for reference.

POLICY REVIEW

The Town will ensure that this Policy achieves its stated objectives and shall review, and if necessary, revise this Policy or its associated training plan, procedures, and practices at the following intervals:

1. Every 3 Years.
2. Following the conclusion of an investigation into an incident of workplace violence.
3. Upon recommendation by the Occupational Health and Safety Committee.
4. After changes to applicable Acts or Regulations are made.
5. After a change of circumstances that may affect the health and safety of employees.

All revisions to this Policy shall be made in consultation with the Occupational Health and Safety Committee in accordance with *The Saskatchewan Employment Act*.



SCHEDULE A – WORKPLACE VIOLENCE RISK ASSESSMENT

Workplace Assessment	
Department: All Departments	Building/Unit: All Facilities
<i>Risk Identified: Employees working in Town facilities open to the public are at risk of a violent situation</i>	
Procedure for employees to follow / steps taken by the Town to reduce risk. All Customers - Keep alert at all times. - Greet everyone who enters the facility. - Be friendly and make eye contact. Agitated Customers - Remain calm as this may help the customer settle down; maintain a calm demeanor and use quiet non-aggressive voice and body language. - Avoid escalating the situation. - If the customer continues to behave in this manner, stop interacting until they realize you are not responding. When the customer pauses, ask them to wait while you get a supervisor or to return at a specific time when a supervisor will be available. - If the customer refuses to leave, signal to one of the other staff members to contact emergency services or contact emergency services yourself. Daily Tasks to Prevent Violent Incidents - Identify escape routes and know how to exit in an emergency. - Keep a list of emergency contact numbers posted by all phones and know who to call. - Remain alert and prepared to call emergency services in the case of a Violent incident occurring with another employee. - Report violent incidents to management as soon as they occur. Use the suspect and vehicle identification report to record incident details immediately after the incident. Parking lots must remain well-lit at all times. Report parking lot lighting issues to your supervisor. - The following signs are provided and on display in facilities where applicable: - Verbal and/or Physical abuse shall not be tolerated. - Video Surveillance is being utilized in this facility. - For facilities fitted with security code locks to prevent unauthorized access, the security code for the rear door is changed periodically.	
Department: Administration/Community Development/Public Works	Building/Unit: Town Office/Transfer Station/Bulk Water Fill Station
<i>Risk Identified: Employees who handle cash transactions and deposits are at risk of a Violent situation.</i>	
Procedure for employees to follow / steps to be taken by the Town to reduce risk Cash Handling - Keep cash in the cash register to a minimum. - Keep cash register drawer closed at all times. Making Deposits - Deposits are only made during the day. - Carry deposit bag/envelope in an unmarked bag/container. - Do not take any cash or valuables home.	



Department: All Departments	Building/Unit: All Town Facilities
Risk Identified: <i>Working Alone – Employees who work alone in Town-owned facilities are at risk of a Violent situation.</i>	
Procedure for employees to follow / steps taken by the Town to reduce risk • Employees working alone while the facility is not open to the public must ensure all doors are locked at all times. • Employees working alone while the facility is open to the public must check in with their supervisor at the beginning of each shift. • A list of contact names and numbers must be posted by each phone. Know who to contact in case of an emergency. • Follow the procedures in place for agitated customers and attempt to de-escalate the situation. If standard de-escalation procedures do not work, contact your supervisor or emergency services. • If there is a person or group of people who are suspicious or irate, contact your supervisor or emergency services.	
Department: Utilities	Building/Unit: Utilities
Risk Identified: Utility Department employees entering private residences to connect services, repair utility lines, issue reminders/notices, or disconnect services for non-payment are at risk of a Violent incident.	
Procedure for employees to follow / steps taken by the Town to reduce risk • Do not enter a residence alone. Always have two staff members working together when entry is necessary. • If you feel uncomfortable or suspicious, do not enter a residence. Leave and report the incident to your supervisor. • Always wear your Town-issued identification and drive a marked, Town-owned vehicle. • Always keep your cell phone easily accessible and know who to call in case of an emergency. • Follow the procedures in place for interacting with all customers. • If you experience agitated customers, follow the procedures in place for dealing with agitated customers and attempt to de-escalate the situation. If the standard de-escalation procedures do not work, contact your supervisor or emergency services. • If there is a person or group of people who are suspicious or agitated, contact your supervisor or emergency services.	



SCHEDULE B – VIOLENT INCIDENT REPORT FORM

Violent Incident Report Form	
General Information	
Date of Incident:	Time:
Name:	Job Title:
Employee ID:	Department:
Exact Location of Incident:	
Type of Assault (check all that apply) ☐ Verbal ☐ Threat ☐ Pushed ☐ Scratched ☐ Bitten ☐ Struck ☐ Kicked ☐ Other (please describe) _____	
Were the Police called? ☐ Yes ☐ No	Advised to consult a physician? ☐ Yes ☐ No
Medical Attention / First Aid Obtained? ☐ Yes ☐ No	WCB Forms Completed? ☐ Yes ☐ No
Witness Information:	
Name:	Phone Number:
Name:	Phone Number:
Name:	Phone Number:
Information About the Suspect (Please complete additional Suspect Identification Report Form)	
☐ Customer ☐ Employee ☐ Ex-Employee ☐ Delivery Person ☐ Other (specify) _____	
Name and address of suspect, if known:	
Was the suspect involved in previous incidents of violence? ☐ Yes ☐ No	



Incident – Account of Events:

Please describe the incident with as much detail as possible:

The incident was reported to:

- ☐ Supervisor Name: _____
- ☐ Police Officer's Name: _____
- ☐ Occupational Health & Safety Committee Member: _____
- ☐ Other – Name: _____

Was the incident attended by doctor or hospital? ☐ Yes ☐ No	If yes, name of doctor, hospital and/or medical centre:
Did employee return to work the same day? ☐ Yes ☐ No	Is critical incident debriefing required? ☐ Yes ☐ No

Please provide any other information you think is relevant:

Date:

Employee Signature:



Suspect Identification Report Form		
1. General Appearance:		
Gender	Age	Height
Weight/build	Hair (colour/type)	Complexion
Race	Scars/marks	Tattoos
Jewelry	Hat	Coat
Shoes	Shirt/tie	Pants/skirt
2. Facial Features		
Hair texture/style Skin/hair color Shape of Eyebrows Shape/size of eyes Shape of nose Mouth/lips Moustache/Beard Wrinkles Ear shape/size Full/sunken cheeks Neck/Adam's apple	Include specific features you remember:	
3. What did the suspect say?		
4. Tool or weapon seen?		
5. Vehicle Information (if applicable):		
Colour	Make	Model
License Plate	Body Style	Damage/Rust
Bumper Sticker(s)	Wheel Covers	Direction of Travel



Investigation:

What steps have been/will be taken to prevent a similar incident from occurring?

Supervisor's Remarks:

Date:	Supervisor's Signature:
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