

WORKPLACE VIOLENCE PREVENTION PROGRAM

Issue Date:	Dec. 1, 2010	Doc. No:	OHS-4.5.6
Employer Review:	November, 2021	Approved By:	Vice-President, Human Resources
JHSC Review:	October, 2021	Approval Date:	December 12, 2021
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1.0 PURPOSE

The purpose of this program is to implement the workplace violence policy (OHS-10-003) by ensuring a safe learning and work environment and maintaining a workplace that is violence free as required by the Occupational Health and Safety Act. This is accomplished through the following:

- Risk assessments
- Control of general risk of workplace violence
- Summoning immediate assistance
- Procedures for reporting an act of violence
- Investigation procedures for incidents or complaints
- Domestic violence-signs of abuse, assisting the victim, safety plans, resources

2.0 SCOPE

This program applies to all employees, contractors, volunteers, students and visitors to University workplaces. It also applies at University workplaces and at other places where employees, contractors and volunteers work.

For incidents of sexual misconduct (including sexual harassment or sexual assault), the University's Policy on Sexual Misconduct may also be referenced at: www.uwindsor.ca/sexual-assault

3.0 DEFINITIONS

Domestic Violence: is widely understood to be a pattern of behaviour used by one person to gain power and control over another person with whom he/she has or has had an intimate relationship. This pattern of behaviour may include physical violence, sexual, emotional and psychological intimidation, verbal abuse, stalking and using electronic devices to harass and control.

OHSA: Occupational Health & Safety Act

Workplace Violence: under the Occupational Health & Safety Act means:

1. The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
2. An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
3. A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace violence includes domestic violence that could cause physical injury to a worker in a workplace.

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4.0 RESPONSIBILITIES

Deans/Directors/Department Heads:

- Identify applicable risk factors in their area either through the Job Hazard Analysis process or through the Workplace Violence Risk Assessment Review (OHS-4.5.6a);
- Complete a risk assessment for each risk factor identified and forward to Health and Safety;
- Advise workers of any actual or potential hazards related to workplace violence. They will also develop and implement procedures and/or measures specific to their respective areas to eliminate or control the risks where the potential for workplace violence exists. These procedures will be communicated to the workers in their respective areas;
- Provide information, to a worker about a person with "a history of violent behaviour" if the worker could be expected to encounter the person in the course of his/her work and there is a risk of workplace violence likely to expose the worker to physical injury. Assistance must be sought from the Vice-President, Human Resources prior to disclosing any information;
- Respond in a prompt and effective manner and contact Campus Community Police when an act of violence is observed or a report of violence is received;
- Take steps to protect a worker and co-workers when aware or ought reasonably to be aware about a domestic situation that could likely expose them to physical injury within the workplace;
- Immediately notify Health & Safety regarding incidents of violence causing injury that require medical attention or result in death or critical injury as defined in the OHSA.

Supervisors:

- When aware or ought reasonably to be aware about a domestic situation that could likely expose a worker to physical injury within the workplace, is required to take steps to protect the worker and co-workers;
- Provide information, to a worker about a person with "a history of violent behaviour" if the worker could be expected to encounter the person in the course of his/her work and there is a risk of workplace violence likely to expose the worker to physical injury. Assistance must be sought from the Vice-President, Human Resources prior to disclosing any information;
- Respond in a prompt and effective manner and contact Campus Community Police when an act of violence is observed or a report of violence is received;
- Advise workers of any actual or potential hazards related to workplace violence. They will also develop and implement procedures and/or measures specific to their respective areas to eliminate or control the risks where the potential for workplace violence exists. These procedures will be communicated to the workers in their respective areas.

Campus Community Police:

- Assist departments with crime prevention, emergency response, safety planning, and organizational plans for special events;
- Assist in providing training to departments on UWindsor's Workplace Violence Prevention Policy & Program, which includes conducting risk assessments for workplace violence and crime prevention techniques;

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- Investigate incidents or complaints of workplace violence as required;
- Conduct risk assessments and complete documented reports/action plans as part of the investigation process;
- Immediately notify Health & Safety regarding incidents of violence causing injury that require medical attention or result in death or critical injury as defined in the OHSA;
- Notify the Associate Vice-President, Student Experience if a violent situation is reported, which involves a student;
- Notify Health and Safety if a violent situation is reported, which involves a worker.

Health & Safety:

- Forward appropriate risk assessments to departments based on their identified risk factors;
- File all risk assessment documentation;
- Advise the JHSC of the results of the assessments of the risk of violence;
- Provide notices as required by the OHSA; and
- Liaise with relevant external governmental agencies (e.g. Ontario Ministry of Labour) where required.

Students/Employees – including faculty, staff and all levels of management:

- Use the internal responsibility system to report any act of violence to your immediate Supervisor, Department Head or Residence Life Coordinator;
- If in immediate danger or witness anyone else in immediate danger contact Campus Community Police at ext 9-1-1 from any University phone.

5.0 REFERENCE DOCUMENTS

OHS-10-002 Harassment Prevention Policy

OHS-10-003 Violence Prevention Policy

OHS-3.1.1 Job Hazard Analysis

OHS-4.5.2 Work Refusal

OHS-4.5.6a Workplace Violence Review

OHS-4.5.6 b-j Workplace Violence Risk Assessments

OHS-4.5.6k Workplace Violence Prevention Program Investigation Process

University of Windsor Human Rights Policy

University of Windsor Policy on Sexual Misconduct

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6.0 PROCEDURE

Risk Assessments

In order to determine which areas are more susceptible to potential violence, risk assessments are completed across campus. The University uses a variety of measures and procedures for assessing the potential risks of workplace violence that may occur. The results of risk assessments will be provided or made available to the University's Joint Health and Safety Committee(s). Some of the various risk assessments that the University conducts are described below:

Campus-Wide Risk Assessment for Workplace Violence

A campus-wide risk assessment for workplace violence will be completed annually by Campus Community Police together with the Health and Safety office, to identify potential work locations and activities that may be at risk. This assessment will include a review of incident reports and statistics compiled by the departments.

Job Hazard Analysis

A risk assessment for workplace violence can be completed as part of the Job Hazard Analysis (JHA) process. Jobs to be analyzed will be grouped accordingly within their departments where the job tasks and hazards are similar. For example, one JHA can cover similar administrative jobs (Secretary, Office Administrator). There are ten (10) set out risk factors to determine if a position is susceptible to an act of violence. The ten (10) risk factors are:

1. Working alone or in isolation
2. Travel to remote/hazardous locations
3. Dealing with sensitive personal matters
4. Providing services directly to the public
5. Handling or securing cash/valuables
6. Patrolling/providing protective services
7. Decisions on academic/employment status
8. Public/other events not assessed for risk
9. Dealing with unstable/volatile individuals
10. Transporting people and/or goods

Should any of the above ten (10) risk factors be identified, a comprehensive risk assessment shall be completed for each separate risk (document numbers OHS-4.5.6 b-j). Each risk assessment will outline existing controls, any further recommended controls or actions as well as who has been assigned to implement the controls and the date of completion. Each of the risk factors that have been identified for a particular job task/activity will have a loss potential rating per the chart in Section D of the Job Hazard Analysis Procedure. The highest loss potential rating identified of the ten (10) risk factors will be inserted into the Loss Potential column for Workplace Violence in Section B of the Job Hazard Analysis Form.

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Workplace Violence Risk Assessment Review

The potential for violence can also be determined through a Workplace Violence Risk Assessment Review (OHS-4.5.6.a). The review is to be completed by the Dean/Director/Department Head of each area. The review assesses the potential for violence through the ten (10) risk factors listed above. Should any of the risk factors be identified, a comprehensive risk assessment shall be completed for each separate risk (OHS-4.5.6. b-j). Risk assessments shall be reassessed should there be any changes from the previous assessment, or when an incident occurs. The risk assessments are to be forwarded and filed in the Health & Safety Office.

Training on how to complete a risk assessment is provided through the Office of Community Services Unit and Crime Prevention in Campus Community Police.

JHSC Workplace Inspections

The worker members of the University's Joint Health and Safety Committees, as part of their workplace inspections, review areas of potential risk for workplace violence. Identified issues are reported through the workplace inspection process.

Campus Safety Audits

The University performs various safety audits across campus to identify and control risks of workplace violence. These audits are initiated by departments such as Campus Community Police, Risk Management, Facility Services, Residence Services, Internal Audit, and Health and Safety. The audits include assessments used for departmental planning, emergency response and communication, Crime Prevention Through Environmental Design (CPTED), lighting, foliage, sightlines, landscaping, workplace layout and design, and others.

Control of General Risk of Workplace Violence

The University of Windsor controls the general risk of workplace violence through several avenues, such as:

Campus Resources:

- Campus Community Police - As part of the focus on the campus community, they provide emphasis on crime prevention initiatives. The Community Services Unit prepares staff, students and faculty for thinking "safety first". Prevention-focused programs such as the Safe Lancer App, Bicycle Registration System, Rape Aggression Defense, Work Alone service, and the Stop Theft laptop theft prevention program help to combat crime on campus. Further information about the services of Campus Community Police can be found at www.uwindsor.ca/campuspolice
- Walksafe - is a free service provided on main campus for all students, faculty, employees and visitors. Walksafe is a student staffed, volunteer program designed to help students get home safe at night, and is committed to ensuring the safety of everyone at the University of Windsor. Further information can be found on their website at www.uwalksafe.ca.
- Employee and Family Assistance Program - The University of Windsor has retained LifeWorks, an outside counselling service, to provide professional counselling and information services to staff and their eligible immediate family members. Further information can be found on the Human Resources webpage at www.uwindsor.ca/hr
- Student Counselling Centre – The Student Counselling Centre provides free, confidential counselling provided by professional therapists. www.uwindsor.ca/scc

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- Sexual Misconduct Response and Prevention Office – Free, confidential support and advocacy for members of the University community who have experienced sexual violence. www.uwindsor.ca/sexual-assault
- Residence Life Staff - The Residence Life staff are the conduit for which students living in residence can report their concerns and any violent incidents. However, should a student or anyone else be in immediate danger Campus Community Police must be contacted at 9-1-1 from any University phone.

Community Partnerships

Campus Community Police has partnered with the C.O.A.S.T. Unit, (Community Outreach and Support Team) which is a joint venture project between Windsor Police Services and Hotel-Dieu Grace Hospital - Community Crisis Centre. It is an on-site crisis response by plain-clothed Police Constables and crisis workers that provide intervention for Police related calls which have a mental health component. The C.O.A.S.T. Unit provides assessment, treatment, support and referral for persons suffering from mental health issues. Campus Community Police has also partnered with Windsor Regional Hospital in order to share information about any suspects who have been treated and released from Hospital care.

Information, Instruction and Communication

The Community Services Unit/Crime Prevention Office is a unit within Campus Community Police. The unit's role is to proactively interact with the community to raise awareness of public safety issues and crime prevention, including violence. This is facilitated by a direct and constant liaison with the community. This office has an extensive website providing additional information on their services, which can be found at: www.uwindsor.ca/campuspolice. The website will also be updated with current Campus Crime Alerts. These Alerts and any other information or communications on violent situations will also be communicated through mass emails and/or the Daily News.

Public Education Measures

These measures include publications and presence on the University's websites, newsletters, and social media accounts for public dissemination of crime prevention and emergency preparedness information. Information on programs and campus resources is also available through tv screens found in the CAW Student Centre, Leddy Library and the St. Denis Centre.

UWindsor Alert System and Public Mass Notification

This system is part of the university's mass notification system. This system enables registrants to list their cell phones and emergency numbers to be notified by Campus Community Police in emergencies affecting life and safety only. Individuals with a university email account are auto-enrolled but encouraged to list alternative means to notify them. Screens with university advertising placed across campus also have the capability of being taken over in emergencies by Campus Community Police to broadcast emergency information on them during times of crisis.

Policy Enforcement

The University of Windsor values the health and safety of its employees and expects that its workplace(s) will be free of workplace violence. The University of Windsor will not tolerate incidents of workplace violence perpetrated against or by any employee, student, vendor, contractor, visitor or any other person at the workplace. Every person at the University of Windsor is responsible for acting in compliance with this policy.

The University of Windsor will hold workers, students and visitors accountable by imposing discipline and other sanctions (up to and including discharge, expulsion and trespass notices). In doing so, the University will act in accordance with the rights and obligations established by collective agreements and university policy.

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Risk-based Physical and Electronic Security

The University of Windsor has a variety of electronic security devices as well as risk-based physical security measures, they are as follows:

- Campus Camera Program - Many of the campus camera systems have been placed in areas that have a demonstrated need for extra surveillance and are located in high profile areas and along emergency evacuation routes.
- Access Control Systems – The University monitors the automation/access control systems as well in a virtual environment through our WebEOC software for instances of shelter in place or securing of some buildings in emergencies.
- Campus CPTED (Crime Prevention Through Environmental Design) Program - A full campus assessment is facilitated every two years on the exterior of the campus with particular attention to lighting and vegetation growth concerns. There is a partnership between the Grounds Department and Campus Community Police to correct any issues that arise. Campus Community Police also provide on-demand comprehensive assessments of facilities and department's procedures and processes to factor out criminal activity. Campus Community Police have certified CPTED specialists on staff that provide these services free of charge and consult on new construction initiatives as well as retro-fit types of modifications to the built environment on campus.
- WebEOC/Emergeo - University of Windsor is the first University in the province to be able to manage crises on campus in a virtual environment with key players logging in to the web application wherever they may be. Cameras monitor key evacuation routes, triage and emergency staging areas on campus to this application to increase situational awareness. Google Earth interfaces with the mapping application so incidents can be mapped in real time and information shared amongst senior key decision-makers, wherever they may be located at the time of an event.

Special Events

Should there be a special event which may include a controversial speaker; dignitary visit; large sporting/social event; protest; strikes & picketing or use of campus facilities by outside organizations, contact must be made with the Director, Campus Community Police in order to develop an operational plan.

Emergency Response

Every department on campus, academic and operational must designate an emergency coordinator and emergency personnel. Every department is responsible for the formation of a departmental emergency plan and program, as well as the establishment of department's business continuity plans. Every department must work in conjunction with the Campus Community Police Emergency Preparedness Coordinator to establish these plans which must be consistent with the University of Windsor's global institutional goals, plan and policy. The University of Windsor's Emergency Response Plan can be found at www.uwindsor.ca/safety.

Summoning Immediate Assistance

The University of Windsor has various ways in which a person, who is experiencing violence or feels that it is likely to occur, can summon for immediate assistance. These various ways include:

- Panic Buttons or Robbery Buttons – these buttons are installed so that immediate assistance can be obtained. Robbery buttons are placed in departments where cash is handled. Both of these buttons are a direct alarm into Campus Community Police dispatch. When a robbery button alarm is received at Campus Community Police, Windsor Police is also dispatched to respond.

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- Emergency Call Boxes – these phones are placed inside washrooms, hallways, and other common areas across campus. These call phones are a direct line into Campus Community Police for assistance.
- Emergency Pole Phones – these poles are dispersed across campus and are a direct line to Campus Community Police. The poles also provide a visual notice (blue light) that someone in the area requires assistance as there is a blue flashing light at the top of the poles.
- Campus Pay Phones – all pay phones on campus have a Campus Community Police direct line button.
- Campus Phones – dialling 9-1-1 from any campus phone will be connected to Campus Community Police dispatch. This allows the caller to be located more easily through caller ID. Should 9-1-1 be dialled from a cell phone it would be received by Windsor Police/Fire/EMS and the location on campus would not be known.
- SafeLancer App – this app can be downloaded onto mobile phones, and provides one touch access to Campus Police and Windsor Police. Access to campus emergency plans and procedures is also available on the app.

Departments can prepare a list of contact numbers which are readily available at all phones. A code word can also be established to alert that immediate assistance is required.

Procedures to Report an Act of Violence

The first step in any reporting process is to use the Internal Responsibility System and report any act of violence to your immediate Supervisor or Department Head, unless you feel that you or anyone else is in immediate danger, Campus Community Police must be contacted at 9-1-1 from any University phone.

Supervisors who observe violence or receive a report of violence shall respond in a prompt and effective manner and contact Campus Community Police at ext. 9-1-1. Campus Community Police will notify the Associate Vice-President, Student Experience if the matter involves a student, and will notify Health and Safety if the matter involves a worker. The Supervisor will ensure the worker receives first aid or medical attention if necessary, and will complete an Accident/Incident Report.

For incidents of sexual assault, the Sexual Misconduct Response and Prevention Office can be contacted for further support and guidance www.uwindsor.ca/sexual-assault.

Investigation Procedures for Incidents or Complaints of Workplace Violence

All incidents and complaints of workplace violence as reported by workers will be investigated by Human Resources, and/or the University's Violence Threat Risk Assessment (VTRA) Teams. The teams include trained members from the Threat Assessment and Behavioural Intervention (TABI) Team, and the Assessment and CARE Team.

A list of trained VTRA members is maintained within the Health and Safety office.

At the recommendation of senior management, Human Resources, the Director, Campus Community Police, or the Manager of Occupational Health and Safety, members from the appropriate VTRA Team (TABI or ACT) will convene forthwith in order to conduct a risk assessment based on a received report. An action plan, which will include a communication strategy as deemed appropriate, will be developed in order to address the immediate concern as well as mitigate any further similar acts of violence. All action plans will be documented.

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The training for this team is jointly organized through Campus Community Police and Health & Safety.

All incidents and complaints of violence with respect to students will be dealt with by the Assessment and Care Team (ACT). The ACT administers the Behavioural Intervention Plan, and is responsible for coordinating information, strategies and support services and resources in order to assist students who may be in distress and/or exhibiting behaviours of concern. More information can be found at www.uwindsor.ca/studentexperience

Notices

If an incident of workplace violence were to result in a death or critical injury as defined in the Occupational Health & Safety Act, the Dean / Director / Department Head / Campus Police shall immediately notify Health & Safety, who will in turn notify the following:

- Ministry of Labour;
- University Joint Health and Safety Committee(s); and
- appropriate union, if applicable.

A written report with the circumstances of the occurrence and other prescribed information shall be prepared by Health & Safety and sent to the above groups within 48 hours of the occurrence.

If an incident of workplace violence causing injury occurs and the person is disabled from performing his or her usual work or requires medical attention because of an incident of workplace violence, but no person dies or is critically injured because of that occurrence, written notice shall be provided to the University's Joint Health and Safety Committee and appropriate union, if applicable, within four (4) days of the occurrence.

Domestic Violence

When a Supervisor or Dean/Director/Department Head becomes aware or ought reasonably to be aware about a domestic or external situation that could likely expose a worker to physical injury within the workplace, they are required to take steps to protect the worker and co-workers. This section provides details on various steps which can be taken.

Anyone can be a victim of domestic violence, whatever their age, race, economic status, religion, sexual orientation or education. While men can be victims of domestic violence, women represent the overwhelming majority of victims of such violence. Domestic violence can have serious and even lethal consequences. Behaviours such as emotional and psychological intimidation and harassment can be disruptive and harmful to the victim and can quickly turn into physical violence. Treat warning signs seriously and take immediate action when violence threatens to affect your work area. Stalking has been identified as one of the primary risk factors for attempted and actual murder of female partners in intimate relationships. Recent separation is also an important flag, as many deaths related to domestic violence in Ontario occurred when the relationship was ending or following separation.

Domestic violence may also be an issue within University residences. The University will assess and manage the threat of domestic violence as it relates to residence operations. Students are encouraged to communicate with the Residence Life staff or contact Campus Community Police.

The following are signs which may assist you in recognizing the signs of domestic violence:

The victim may:

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- Try to cover bruises;
- Be sad, lonely, withdrawn, and afraid;
- Have trouble concentrating on a task;
- Apologize for the abuser's behaviour;
- Be nervous when the abuser is in the workplace;
- Make last-minute excuses or cancellations;
- Use drugs or alcohol to cope; or
- Miss work frequently or more often than usual.

The abuser may interfere with the victim while at work by:

- Repeatedly phoning or emailing the victim;
- Stalking and/or watching the victim;
- Showing up at the workplace and pestering co-workers with questions about the victim (where is she? Who is she with? When will she be back? Etc);
- Displaying jealous and controlling behaviours;
- Lying to co-workers (she's sick today, she's out of town, she's home with a sick child, etc);
- Threatening co-workers (if you don't tell me, I'll...);
- Verbally abusing the victim or co-workers;
- Destroying the victim's or the organization's property; or
- Physically harming the victim and/or co-workers.

The abusers may attempt to prevent the victim from getting to work by:

- Interfering with transportation by hiding or stealing the victim's car keys or transportation money;
- Hiding or stealing the victim's identification cards;
- Threatening deportation in a situation where the victim was sponsored;
- Failing to show up to care for children; or
- Physically restraining the victim.

What can you do to help when a worker is a victim of domestic violence – if the above warning signs are noticed or if a worker discloses abuse, below are some steps which can be taken:

- Talk to the victim privately about what you or others have seen. Express concern for the worker's safety.

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- Provide information on help that is available (i.e. Employee and Family Assistance Program (EFAP) etc – see listing in External Resources section) and offer referrals to appropriate agencies (i.e. shelters, assaulted women's helpline – see listing in External Resources section).
- Offer to assist with calling the police. **When violence has occurred in the workplace or if you are concerned for the immediate safety of a worker call Campus Community Police at 9-1-1 from any University phone or 9-1-1 for emergency services (Windsor Police) on a cell phone.**
- Help the victim develop a safety plan that takes into considerations safety at the workplace. (See section below.) Implement security measure and explore alternative work arrangement to increase safety.
- Consider permitting temporary leave that would allow the worker to deal with legal issues, find housing and childcare, or cope with any other issues.
- Implement accountability measures if the abuser also works at the University of Windsor.

Note – if you are aware that domestic violence is occurring at a worker's home and a child has been assaulted, or if you are afraid for the child's safety due to violence in the home, you have a legal obligation to report your concerns under the Child and Family Service Act. This is true whether or not domestic violence occurs in the workplace. This legal obligation to report applies to all persons in Ontario, including professionals who work with children. For further information, contact the Windsor Essex County Children's Aid Society in the External Resources section below.

It is important to deal with each situation on a case-by-case basis, taking into account the needs of the individuals involved.

What if the Victim Denies the Signs of Domestic Violence – Sometimes it may be difficult for a victim to acknowledge an experience with domestic violence due to embarrassment, fear or a concern for their family's immigration status. It may take time for the victim to open up. In the meantime, below are some suggestions of what to do:

- Assure the victim you are available to talk anytime and that support is available
- Recognize that the victim knows the most about the violence
- Let the victim know that you, as the supervisor, are responsible for workplace safety and ask the victim to tell you if safety in the workplace becomes a concern
- Also, let the victim know that you will need to call the police if violence occurs at the workplace

Safety Plan - Creating a safety plan with the victim's input might be a reasonable precaution to keep your employee(s) safe from domestic violence which may occur in the workplace. Safety plans look at the steps that can be taken at different points in time or in various situations (when at work, while living with the abuser, getting ready to leave the abuser, leaving the abuser, after leaving the abuser, and protecting children and family pets). Below are general features of a safety plan, as well as where to go for help with creating one.

A safety plan:

- Identifies actions to increase the worker safety;

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- Is prepared in advance based on the possibility of further violence;
- Needs to be created with the affected employee as she knows the abusers patterns of behaviour, the higher risk times, and the resources available to her;
- Suggests actions that the worker and employer can take – it doesn't dictate absolute steps;
- Recognizes that the abuser's behaviour cannot be controlled, but that the plan may increase the worker's safety, her co-workers' safety, or the safety of her children; and
- Is fluid – it needs to be reviewed regularly and revised as needed to respond to changes.

A workplace safety plan generally will look at:

- Increased security measures for the victim while at work or travelling to and from work (panic buttons, caller i.d., door security, code words, photo of abuser supplied to Campus Community Police, escorts to car or public transportation)
- Record-keeping options for possible police evidence (e.g. threatening voice mails or emails)
- Emergency contact person if the employer is unable to reach the worker
- Alternative work arrangement to adjust the worker's schedule or location in order to increase the worker's safety

Examples of safety plans:

- Victim Services Safety Planning: www.vswec.ca/projects/safety-planning-for-domestic-violence-victims
- Safety Planning for Women who are abused: www.neighboursfriendsandfamilies.ca/how-to-help/safety-planning

Campus Community Police and the Health and Safety office can provide further support and assistance with safety planning.

What if the abuser and the victim both work at the University of Windsor? – Should this be the case it will be required that the affected supervisors respond effectively to the worker who is abusive. It is important to hold the abuser accountable for any unacceptable behaviour in the workplace. In some instances, the violence may appear mutual, but there is usually one person who is exerting power and control over the other to cause fear. Victims may act defensively or reactively to the violence. The following steps should be considered by the supervisor:

- Providing information on the University of Windsor's Employee and Family Assistance Program (EFAP) – Morneau Shepell www.workhealthlife.com
- Following disciplinary steps that hold the abuser accountable for any unacceptable behaviour and ensuring that the victim and co-workers are protected;
- Setting up alternative work arrangements so the abuser does not have access to the victim;
- Calling the police to investigate and requesting restraining orders that keep the abuser away from the workplace and the victim; and

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- Ensuring that co-workers do not try to intervene physically to prevent or stop the violence themselves, and that police or counsellors are involved.

External Resources:

The following are a list of external domestic violence resources:

- Assaulted Women's Hotline – 1-866-836-0511 – www.awhl.org
- Domestic Violence Program (Windsor Regional Hospital) – 519-254-5577 ext. 52772 – www.wrh.on.ca
- Employee and Family Assistance Program (Morneau Shepell) 1-800-387-4765 – www.workhealthlife.com
- Fresh Start Program for Batterers (operating from Hiatus House) – 519-252-7781 www.hiatushouse.com
- Hiatus House – 519-252-7781 (Crisis Line) – www.hiatushouse.com
- Neighbors, Friends and Families Program – 519-471-6590 – www.neighboursfriendsandfamilies.ca
- Sexual Assault (Windsor Regional Hospital) – 519-255-2234 – www.wrh.on.ca
- Victim Services of Windsor/Essex – 519-723-2711 – www.vswec.ca
- Windsor Essex Country Children's Aid Society – 519-252-1171 – www.wecas.on.ca
- Windsor Essex County Health Unit – 519-258-2146 ext. 1350 – www.wechealthunit.org
- Windsor Police Services – Special Services Branch – 519-255-6700 ext. 4308 – www.police.windsor.on.ca

Respecting Privacy while Protecting Workers – Sometimes the responsibility to take every precaution reasonable in the circumstances to protect workers may outweigh an individual's expectation of privacy. Communicating on a "need to know" basis will ensure that information about a domestic violence situation is kept confidential or restricted to a minimum number of employees (for example, those who are directly responsible for ensuring the safety of those workers who may be at risk). Involving the victim in communication decisions may lessen the impact. Discuss who needs to be informed, what information will be communicated, expectations for confidentiality, and what the consequences will be for others if confidentiality is breached.

Disclosure of Persons with a Violent History

Supervisors are required to provide information to a worker that is reasonably necessary to protect the worker from physical injury. Three (3) conditions must be present in order to trigger the duty to warn:

1. A worker must be exposed to a risk of workplace violence from a person with a "history of violent behaviour";
2. The worker must be expected to encounter that person in the course of his or her work; and
3. The risk of violence must be "likely" to expose the worker to physical injury.

Assistance must be sought from the Vice President, Human Resources prior to disclosing any information.

WORKPLACE VIOLENCE PREVENTION PROGRAM

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Since the OHSA does not provide a definition of "a history of violent behaviour" a single incident could possibly constitute a history of violent behaviour.

It may be difficult to determine the likelihood of physical injury which a worker may be exposed to. For this reason, each case will be investigated and assessed accordingly. All cases of violence are reported to a central location so that if a history of violent behaviour from an individual exists it will allow the University to provide reasonable precautions across the campus.

Right to Refuse Unsafe Work

Under the Occupational Health & Safety Act, workers have the right to refuse unsafe work which they believe may endanger the health or safety of themselves or another worker. There are procedural guidelines which must be followed as per section 43 of the Occupational Health & Safety Act as well as the University of Windsor's document OHS-4.5.2 Work Refusal. Work refusals as they relate to workplace violence will be resolved based on an objective assessment of risk.

Training

All employees will receive training on the University of Windsor's Workplace Violence Prevention Policy and Program. This training can be accessed online at www.uwindsor.ca/requiredtraining and is also available in a classroom session.

Supervisors have a duty to advise workers of any actual or potential hazards related to workplace violence. This includes developing and implementing procedures and/or measures specific to their respective areas to eliminate or control the risks where the potential for workplace violence exists. These procedures will be communicated to the workers in their respective areas.

7.0 REVISION HISTORY

Date (yyyy/mm/dd)	Revision