

Toronto Seniors Housing Corporation (TSHC) Workplace Violence Policy

Policy Sponsor: Director, People and Culture

Approver: Leadership Team

Initial Approval Date: May 18, 2022

Date of Last Revision, if applicable: February 7, 2024

Effective Date: February 7, 2024

Policy Statement

The Toronto Seniors Housing Corporation (TSHC) Workplace Violence Policy outlines a transparent and consistent approach to be followed when a workplace violence situation occurs.

Violence in the workplace is unacceptable from anyone. This policy is in effect at all Toronto Seniors Housing Corporation workplaces and applies to workers, contractors, tenants, visitors, volunteers, and persons engaged in business with Toronto Seniors Housing Corporation. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

Policy Objective(s)

Toronto Seniors Housing Corporation is committed to providing a safe work environment and is ultimately responsible for workplace safety. In accordance with the *Occupational Health and Safety Act* workplace violence will not be tolerated. TSHC will take whatever steps are reasonable to protect our workers from workplace violence from all sources.

Scope

This policy is in effect at all Toronto Seniors Housing Corporation Workplaces. Workers, contractors, tenants, visitors, volunteers, and persons engaged in business with Toronto Seniors Housing Corporation are expected to uphold this Policy.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents or raise concerns. The Program also includes measures for addressing domestic violence in the workplace and for communicating known risks of violence to workers.

Toronto Seniors Housing Corporation, as the employer, will ensure this policy and the supporting program are implemented and maintained. All workers and supervisors will receive appropriate information and instruction on the contents

of the policy and program.

Definitions

Workplace violence means:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.
- 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.

Roles and Responsibilities

All workers, tenants, visitors and contractors are expected to refrain from violence or threats against workers of Toronto Seniors Housing Corporation and will adhere to this policy and supporting program.

Management: Management is responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible. Reporting and investigation of workplace violence incidents must be conducted in accordance with Accident/Incident Reporting Procedure HSW1500.

Workers: All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats to their supervisor.

Compliance and Monitoring

Violation of this Policy will result in appropriate remedial action, legal action, or disciplinary action up to and including immediate termination of employment for cause. In the case of a contractor or vendor, non-compliance can lead to termination of their contract.

Toronto Seniors Housing Corporation prohibits reprisals against persons who, in good faith, report incidents of workplace violence or who act as witnesses during investigations. Management will take all reasonable and practical measures to prevent reprisals or threats of reprisal.

Related Legislation, Regulations, and TSHC Policies:

- *Occupational Health and Safety Act*
- *Workplace Safety and Insurance Act*

- *Criminal Code of Canada*
- Workplace Violence Program (HSW1820)
- Accident/Incident Reporting Procedure (HSW1500)
- Workplace Violence and Harassment Prevention and Crisis Resource Manual (HSW1806)
- Code of Conduct (Employees)
- Tenant Representative Code of Conduct
- Working Alone Policy (HSW1801)
- Workplace Violence Risk Assessment and Control Evaluation Procedure (HSW1803)

Amendments (Revision History):

Initial policy approved by Corporate Governance and Human Resources Committee on May 18, 2022.

Policy reviewed on February 6, 2024 with the following revisions, approved by Leadership Team on February 6, 2024:

- Revision 1 – update of position titles and People and Culture department name.

Next Scheduled Review Date: February 1, 2025

This policy will be reviewed annually or as often as necessary to ensure that it remains effective.

Policy Contact

Director, People and Culture