

The Ark Aid Street Mission, Inc. Workplace Violence Policy

The management of The Ark Aid Street Mission, Inc. is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources. Violence is

- “The exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to a worker”
- “An attempt to exercise physical force against a worker in a workplace that could cause physical injury to a worker”
- “A statement or behaviour that 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.”

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to Ark staff, visitors, clients and volunteers. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

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 Ark Aid Street Mission, Inc. as the employer, will ensure that this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information that they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. Incidents should be reported to the Assistant Director or the Executive Director, or if the allegation involves the Executive Director to the President of the Board of Directors.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible. The Executive Director (or President in the relevant circumstance) will investigate, taking immediate measures to ensure the safety of all concerned.

The workplace harassment policy should be consulted whenever there are concerns about harassment in the workplace.

The Ark Aid Street Mission, Inc. Workplace Harassment Policy

Ark Aid Street Mission is committed to providing a work environment in which all workers, whether employees or volunteers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace (including customers, clients, other employers, supervisors, workers and members of the public).

Workplace harassment means engaging in vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment such as intimidation or verbal abuse, unwelcome remarks or jokes about subjects such as race, religion, disability, age, sexual orientation or gender identity, displaying sexist, racist or other offensive materials, sexually offensive remarks or gestures and unnecessary physical contact.

Workplace sexual harassment means:

1. vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the comment or conduct is known or ought reasonably to be known to be unwelcome, or
2. making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment e.g. scheduling, annual performance review, requiring certain apparel to be worn or not worn for safety reasons, giving corrective instructions, etc.

Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors, workers and volunteers are expected to uphold this policy and will be held accountable by the employer.

Workers are encouraged to report any incidents of workplace harassment to the Executive Director. In the event an allegation of harassment is made against the Executive Director, the Assistant Director will notify the President or Secretary of the Board of Directors and the Board will appoint two or three of its members to investigate and follow the provisions of this policy. In the event an allegation of harassment is made against a member of the Board of Directors, the Executive Director will contact the President or Secretary of the Board, who will enlist one other member of the Board if possible to investigate with them and follow the provisions of this policy.

Reports of harassment will be made on the form provided for this purpose.

Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful and timely manner, no later than 90 days unless extenuating circumstances, such as a large number of witnesses make extending the time of investigation necessary to acquire all information for a just result.

Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

Following a complaint of harassment, the procedures set out in the sexual harassment program will be followed.

A written report of the results of the investigation will be given to person making the complaint.

Managers, supervisors and workers are expected to adhere to this policy, and will be held responsible by the employer for not following it. Workers will not be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

If a worker needs further assistance, he or she may contact the President or Secretary of the Board of Directors who will provide or find the assistance required.

The Ark Aid Street Mission, Inc.
Domestic Violence Policy

Domestic violence can occur in the workplace and it is the responsibility of the employer and fellow workers to recognize its signs and take steps to prevent it. All workers should be alert to what constitutes domestic violence, its warning signs and what they should do about it. The employer will take all possible situations of domestic abuse seriously and will implement relevant measures to protect the employee. This policy applies to employees and volunteers, taking into account the more casual nature of the volunteer/agency relationship, which may make it more difficult to detect and prevent incidents of workplace violence.

Domestic violence in the workplace can include the following:

The victim may:

- 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 abuser 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.

Should a co-worker recognize or become aware of a possible situation of domestic violence:

- Let your colleague know that it is safe to talk to you;
- Assure them that violence and abuse are always unacceptable;
- Encourage them to speak to the Assistant Director or Executive Director;
- Refer them to the phone numbers posted by the kitchen phone for agencies that can help;
- Offer to provide any other support that you can.

Anyone who witnesses violent or abusive behaviour must report it to the Assistant Director or Executive Director. An incident which may result in further harm to someone or is clearly criminal should be reported immediately to the police.

A worker who is or potentially is a victim of domestic violence is encouraged to speak privately to either the

Assistant Director or the Executive Director to discuss their particular concerns and to assist the employer in devising an effective workplace safety plan for them. Workers should be aware that it is the employer's responsibility to ensure workplace safety and therefore the employer may approach a worker with their observations and concerns. Information will be treated as confidentially as possible while still being able to have an effective safety plan.

Should the employer recognize or become aware of a possible situation of domestic abuse the Assistant Director or Executive Director will immediately speak to the affected worker and implement a plan to prevent as much as possible from any domestic violence from occurring in the workplace. These measures may include:

- Post phone numbers of relevant agencies that can help by the kitchen phone;
- Offer to provide or find counseling for the employee appropriate for the situation;
- Encourage the worker to contact a professional who can assist in developing a personal safety plan;
- Encourage the inclusion of the workplace in any restraining order;
- Offer to provide an escort to and from the parking lot;
- With the worker's permission, provide staff with a photo or description of the possibly violent person;
- Prevent access or physical contact of the parties in the workplace;
- Screen calls and emails to the worker;
- Keep written records of all measures taken, and any contact with the potentially violent person;
- Encourage the worker to discuss further steps to implement an effective workplace safety plan.

Criminal actions which occur at the workplace will be reported to the police, preferably by a person who has witnessed it., otherwise the Assistant Director or Executive Director shall report it.

This policy will be reviewed and updated regularly. All employees and volunteers who serve at least weekly will be kept informed of this policy by the Executive Director.