

Town of Grand Coulee Prevention of Violence and Harassment Policy

Prevention of Violence and Harassment Policy

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Policy Statement

Every worker is entitled to employment free of violence and harassment. The Town of Grand Coulee is committed to ensuring a productive work environment where the dignity and worth of every person is respected. Harassment in the workplace will not be tolerated and the Town of Grand Coulee will take all reasonable steps to prevent violence and harassment and stop it if it occurs.

The Town of Grand Coulee recognizes the potential for violent acts and threats towards its workers and is committed to protecting their health and safety.

The Town of Grand Coulee has identified risks of violence in its workplaces and has developed procedures to eliminate and minimize the risk to their workers.

Management will ensure all workers are aware of violence and harassment hazards and are properly trained to protect themselves. Administering the policy and ensuring it is reviewed and updated is part of administration's regular duties. The review and updates will be done in collaboration with the occupational health and safety committee. Workers must follow the procedures established to reduce the risk of violence and/or harassment with the responsibility to immediately report all incidents administration.

Scope

This policy implies to all employees, supervisors, administration, Council, and contractors with the "Town of Grand Coulee". This policy will be reviewed annually, and a declaration of acknowledgement will also be signed by everyone.

Definition

This Prevention of Violence and Harassment policy covers the following:

- **Critical event (individual)-** an event or a series of events that has a stressful impact sufficient to overwhelm the usually effective coping skills of either an individual or a group.
- **Critical event (Town of Grand Coulee)-** an event or series of events that interrupts the normal flow of activities of the Town of Grand Coulee in a way that impacts health and safety including psychological health and safety.
- **Harassment-** any action, conduct or comment, including of sexual nature, which can reasonable be expected to cause offence, humiliation or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment. This includes but is not limited to the following:
 - **Harassment based on prohibited grounds-** This includes any inappropriate conduct, comment, display, action or gesture by a person that:
 - is based on any prohibited ground as defined in *The Saskatchewan Human Rights Code, 2018*, Appendix "A", or on physical size or weight; or
 - constitutes a threat to the health or safety of the worker.
 - **Personal Harassment-** This includes any inappropriate conduct, comment, display, action or gesture by a person that:

Town of Grand Coulee Prevention of Violence and Harassment Policy

- Adversely affects a worker's psychological or physical well-being; and
- The perpetrator knows or ought to reasonably know would cause the worker to be humiliated or intimidated.
- Personal harassment may involve repeated conduct or a single, serious incident that causes a lasting harmful effect on the worker. All incidents of inappropriate conduct should be appropriately addressed to ensure that the workplace remains respectful and free of harassment.
- Personal harassment may include:
 - Verbal or written abuse or threats;
 - Insulting, derogatory or degrading comments, jokes, or gestures;
 - Personal ridicule or malicious gossip;
 - Unjustifiable interference with another's work or work sabotage;
 - Refusing to work or co-operate with others; or
 - Interference with or vandalizing personal property.
- **Psychological Harassment** – this includes any vexatious behavior in the form of hostile, inappropriate and unwanted conduct, verbal comments, actions gestures that affects an employee's dignity or psychological or physical integrity and that results in a harmful workplace for the employee, and any abuse of authority including intimidation, threats, blackmail or coercion, that occurs when a person improperly uses the power or authority inherent in the person's position to endanger an employee's job, undermine the employee's job performance, threaten the economic livelihood of the employee or interfere with in any other way with the career of the employee; and, for greater certainty, a single incident of such behaviour or abuse of authority that has lasting and harmful effect of an employee also constitutes as psychological harassment.
- **Sexual Harassment-** This includes conduct, comment, display, action or gesture of a sexual nature that is unwelcome.
- **Harassment can exist even where there is no intention to harass or offend another. Every person must take care to ensure his or her conduct is not offensive to another.**
- **What is Not Harassment- Harassment** does not extend or apply to day-to-day management or supervisory decisions involving work assignments, job assessment and evaluation, workplace inspections, implementation of appropriate dress codes and disciplinary action. These actions are not harassment, even if they sometimes involve unpleasant consequences. Managerial actions must be conducted in a manner that is reasonable and not abusive.
 - It does not extend to harassment when circumstances arise unrelated to the worker's employment. For example, a social gathering unrelated to work.
 - Other situations that do not constitute harassment include but not limited to:
 - Physical contact necessary for the performance of the work using accepted industry standards;
 - Conduct which all parties agree is inoffensive or welcome; or
 - Conflict or disagreements in the workplace, where the conflict or disagreement is not based on one of the prohibited grounds.
- **Harm-** an injury or damage to health.
- **Hazard-** a potential source of harm including psychological harm to a worker.
- **Health-** a state of complete physical, social, and mental well-being, and not merely the absence of disease or infirmity.
- **Health promotion-** the process of enabling people to increase control over and to improve their health.
- **Mental health-** a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.
- **Town of Grand Coulee-** a company, employer, operation, undertaking, establishment, enterprise, institution, or association that has its own management.

Town of Grand Coulee Prevention of Violence and Harassment Policy

- **Town of Grand Coulee culture-** a pattern of basic assumptions invented, discovered, or developed by a given group that are a mix of values, beliefs, meanings and expectations that group members hold in common and use as behavioural and problem-solving cues.
- **Procedure-** a documented method to conduct an activity.
- **Process-** as set of interrelated or interacting activities that transforms inputs into outputs.
- **Psychological health – see mental health.**
- **Psychologically healthy and safe workplace –** a workplace that promotes worker’s psychological well-being and actively works to prevent harm to worker psychological health including negligent, reckless, or intentional ways.
- **Risk-** the combination of the likelihood of the occurrence of harm and the severity of the harm.
- **Risk analyst-** the systematic use of information to identify hazards and to estimate the risk.
 - Risk analysis provides a basis for risk evaluation and risk control.
 - Information can include current and historical data, theoretical analysis, informed opinions, and the concerns of stakeholders.
- **Risk assessment-** the overall process of comparing the estimated risk against given risk criteria to determine the significance of the risk.
- **Psychosocial risk factor-** hazards including element of the work environment, management practices, and/or Town of Grand Coulee dimensions that increase the risk to health.
- **Senior management-** the person(s) at the highest level of a Town of Grand Coulee structure responsible for leading, managing, and/or directing a Town of Grand Coulee.
- **Stakeholder-** any person or Town of Grand Coulee within the workplace that can affect or be affected by, or perceive themselves to be affected by, the decisions or activities to safety factors within the workplace.
- **Violence –** defined as the attempted or actual exercise by a person, or any physical force to cause injury of the worker and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury. Inappropriate activity or behavior that includes the attempted or actual exercise of any physical force to cause injury and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.
- **Worker-** a person employed by an Town of Grand Coulee or a person under the day-to-day control of the Town of Grand Coulee, whether paid or unpaid, which includes employees, supervisors, managers, councillors, contractors, service providers, volunteers, students, or other stakeholders actively engaged in undertaking activities on behalf of the Town of Grand Coulee,
- **Worker representatives-** a non-managerial worker who is:
 - A member of the workplace health and safety committee
 - A representative of other workers in accordance with the requirements of law or collective agreements; or
 - Selected non-managerial workers for other reasons.
- **Workplace-** an area or location where a worker works for a Town of Grand Coulee, or is required, or permitted to be present while engaging in service (including social events) on behalf of a Town of Grand Coulee.

Abbreviations

The following abbreviations are used in this policy.

EFAP – Employee and family assistance plan

LTD – Long term disability

OHS – Occupational health and safety

PHSMS – Psychological health and safety management system

Town of Grand Coulee Prevention of Violence and Harassment Policy

PPE – Personal protective equipment

STD – Short term disability

Employer's Commitment

The Town of Grand Coulee, its Administrator and Council will take all complaints of harassment seriously. We are committed to implementing this policy and to ensuring it is effective in preventing and stopping harassment, as well as creating a productive and respectful workplace.

This commitment includes:

Informing all persons in the workplace of their rights and obligations

- A copy of the prevention of violence and harassment policy will be provided to all workers.
- A copy of the prevention of violence and harassment policy will be posted on the municipalities bulletin board, and website.
- The municipality's policy statement will be posted in each work area in a location that is visible to all staff and the public.

Training all persons in implementing the harassment policy and risk assessments

- An information meeting will be held with all staff to answer questions about the new policy.
- Supervisors will review the policy with new workers as part of their orientation.
- People designated to receive, investigate, or resolve complaints will be trained in their roles and responsibilities.
- All Town of Grand Coulee managers, councillors, officers, and supervisors will be asked to set a good example and help foster a respectful workplace.
- A list of people designated to receive complaints shall be posted on the municipal bulletin board.

Assigning responsibility for implementing this policy

- Town of Grand Coulee will designate CAO/Mayor as people who may receive harassment complaints and assist in facilitating their resolution.
- Town of Grand Coulee shall designate 3 people (being the CAO, Mayor and Deputy Mayor unless complaint is about one of) who will investigate harassment complaints.
- Town of Grand Coulee will designate all managers and/or supervisors authorized to take corrective action in accordance with this policy.

Protecting workers trying to prevent or stop violence and/or harassment.

- Violence and/or harassment complaints and investigations will be held in the strictest of confidence except where disclosure is necessary to investigate the complaint, take corrective action, or required by law.
- Action will be taken to prevent reprisal against people who make a violence and/or harassment complaint in good faith, which may mean informing complainants and alleged aggressor/harassers of this commitment.

Promptly taking action necessary to stop and prevent violence and/or harassment.

- Appropriate action, sufficient to ensure the violence and/or harassment stops and does not happen again will be taken against people who are or were engaged in or participated in violence and/or harassment.

Town of Grand Coulee Prevention of Violence and Harassment Policy

- When necessary, customers, contractors or other visitors will be informed certain conduct will not be tolerated.

Ensuring that all members of an Investigation team are properly trained.

- All persons involved in investigating any incident(s) will have current training on how to conduct investigations, what violence and harassment are, legislation and safe work practices.
- The council may choose to hire a third-party company that is professionally qualified to complete these investigations.

Ensuring the policy remains current.

- The effectiveness of the policy will be reviewed in consultation with the Occupational Health and Safety Committee annually.

Employee's Duty

In accordance with Part III of *The Saskatchewan Employment Act*, all workers, including managers and supervisors employed by the "Town of Grand Coulee" shall refrain from causing or participating in the violence and/or harassment of another worker, and co-operate with any person investigating harassment complaints.

Workplace Hazard Assessment

Conducting Workplace Hazard Assessment and violence risk evaluation shall be completed and documented every shift.

Handling Cash

Opening and closing a premises and cashing in and out are well-known risk activities. The following are procedures to minimize or eliminate the risk:

- Designated Cash Handlers:
 - Assign specific individuals responsible for handling cash transactions. This reduces the risk of discrepancies and enhances accountability.
- Secure Cash Storage:
 - Store excess cash in a secure location such as a safe or vault. Only authorized personnel should have access to these areas.
- Opening Procedures:
 - Before opening, ensure that the cash register contains the minimum required amount of cash. This minimum amount should be sufficient to make change for customers during the initial transactions of the day.
- Closing Procedures:
 - At the end of each business day, reconcile the cash register to ensure that the total cash matches the sales transactions recorded. This helps identify any discrepancies or errors.
 - Count the cash in the register and remove excess funds, depositing them in the safe or bank account.
 - Ensure that the cash register is securely locked after closing.
- Minimum Cash in Register:
 - Determine a minimum cash threshold that should always be maintained in the register to facilitate transactions without running out of change.
 - The minimum cash amount should be based on typical transaction volumes and denominations used.

Town of Grand Coulee Prevention of Violence and Harassment Policy

- **Maximum Cash in Register:**
 - Set a maximum limit for the amount of cash that should be kept in the register at any given time. This helps minimize the risk of loss in case of theft or robbery.
 - The maximum cash limit should be determined based on factors such as business size, location, and security measures in place.
 - Regularly monitor cash levels throughout the day and remove excess cash when the limit is reached.
- **Dual Control Procedures:**
 - Implement dual control measures for handling cash, especially during cash counting and reconciliation processes. This involves having at least two employees present to verify and sign off on cash-related activities.
- **Documentation and Record-Keeping:**
 - Maintain thorough records of cash transactions, including sales receipts, deposit slips, and cash count sheets.
 - Keep track of any discrepancies or irregularities and investigate them promptly.
- **Cash Transactions:**
 - Always issue a receipt for cash transactions, clearly detailing the amount received, items purchased, and any change given.
 - Ensure accuracy in cash transactions by counting money carefully and double-checking amounts before finalizing transactions.
 - Avoid keeping large sums of cash in the cash register unnecessarily. Deposit excess cash into the safe or bank account regularly.
- **Training and Education:**
 - Provide comprehensive training to employees on proper cash handling procedures, including the importance of accuracy, security, and adherence to established protocols.
 - Regularly review and update training materials to reflect any changes in procedures or policies.
- **Audits and Reviews:**
 - Conduct periodic audits of cash handling procedures to assess their effectiveness and identify areas for improvement.
 - Review security measures and make necessary adjustments to mitigate risks.

Engineering Controls

Video cameras are set up in key areas in the workplace, including the reception and public areas such as parking lot, pool area, cafeteria are etc.

There are alarms for the front public access door to alert staff of the presence of people in the building.

Risk Assessment

Gather and assess workplace information to any prior incidents of threats or violence which occurred in the workplace. The assessment determines the risks that may already be present and confirms which job positions are, or may be, at risk. It shows where and when violent events are occurring or are more likely to occur. This information will be used to develop procedures to minimize or eliminate these risks. See the Risk Assessment Checklist Appendix "A"

Step 1. Gathering Information

Collect and organize documents from violent incidents which occurred in the last year. Including incidents that involve theft, if any.

Town of Grand Coulee Prevention of Violence and Harassment Policy

Sources of information:

- Incident reports (see Appendix “C”), first aid reports and OHC records if applicable;
- Guides, policies and procedures;
- Recommendations from police and security personnel;
- The OHC or representative or if there is no OHC or representative, the workers;
- Workers survey (see appendix “B”); and
- Affiliated umbrella Town of Grand Coulee’s or industry associations.

Step 2. Find risks by creating a “snapshot.”

Make note of the:

- Location, nature and circumstances of the work and the incidents;
- Workplace locations and job classifications or positions affected;
- Similar or repeated patterns or details like time of day, job duty or location;
- Frequency of these incidents; and
- Occupations and locations that are at the most risk.

A. Assess the attributes of Workers:

For each incident, make note of the impact of:

- Level of training and experience;
- Age and gender;
- Demeanor; and
- Personalities and attitudes.

Example

- Are workers scheduled in a way that protects them from violence and theft?
- Are younger workers on earlier shifts rather than late shifts?
- Are experienced and fully trained workers on the last shift of the day and or working alone?
- Is there an orientation and training program to train new and existing workers?
- Does the training program help workers:
 - Identify potentially violent situations and use avoidance techniques.
 - Work with police and know what to expect when police arrive; and
 - Complete incident reports or forms.

B. Assess the nature of work environment:

For each worksite, examine the physical layout of the space. For each workplace where a violent incident or theft has occurred or is likely to occur, note the impact of workplace design, signage and lighting.

Example

- Does the layout impede violence and theft?
- Is the receipt counter located in a position with good visibility inside and outside the workspace?
- Is there a way to improve the line of sight to make it safer?
- Is there a door alarm? Does it alert staff as to when someone enters the building?
- Are there video cameras in positions that video captures the coming and goings of people?

Town of Grand Coulee Prevention of Violence and Harassment Policy

C. Assess Administrative Practices:

There are many potential high-risk activities like working alone, working late at night, working with unknown persons of the public which could result in violence. Determine which activities have a high risk of violence.

Ensure that practices, procedures and precautions are documented. If there are no practices, procedures or precautions in place for a documented risk the risk assessment is meant to determine those and to have those policies and procedures implemented.

Step 3. Expand your review with snapshots.

- Include incidents of violence and theft in your workplace in the last five (5) to ten (10) years.
- Create a “snapshot” for each historical incident by repeating Step 2.
- Compile information from all the “snapshots” noting the type, number, frequency, time, location and severity of violent incidents.
- Analyze all “snapshots” to look for common or similar patterns.

Make note of:

- Measures that need to be implemented;
- Policies, procedures, and practices that need to be updated or implemented;
- Lack of preventative measure which would minimize or reduce risk; and
- Any instances where knowledge and training are lacked or needed.

Step 4. Conduct a comparison.

Find other workplaces with similar experiences or look at the experiences of the industry. What preventive measures, practice or precautions, policies and procedures were put in place to minimize or eliminate risk of violence and theft by:

- Similar workplaces;
- The industry;
- An affiliated association or umbrella organisation;
- Identify and list the preventative measures, practices, or precautions, policies and procedures that are suited to and capable of reducing or eliminating each identified risk.

Step 5. Next steps: Use risk assessments results

The risk assessment results will be used in the development of this policy.

Investigating Violent Incidents

- All violent incidents will be investigated by the occupational health and safety committee (OHC), the occupational health and safety representative, or the CAO where there is no OHC representative.
- The process for all investigations into complaints/incidents are following under the Complaint Procedure.

Procedures and Policies

Dealing with Ratepayers, Customers and Potentially Violent Individuals

All Customers

- Always keep active and alert.
- Greet everyone who enters the office and or work site.
- Be friendly and look directly in their eyes.
- Get away from the sales counter when there is no one at the counter.

Town of Grand Coulee Prevention of Violence and Harassment Policy

Irate Customers

- Remain calm, remember to breathe and be aware of your own emotions. This may help settle de-escalate the situation.
- Avoid escalating the situation.
- If you are alone and the person continues to behave in an aggressive, agitated manner, stop talking and wait until they realize you are not responding. When the person pauses ask the person to contact the Chief Administrative Officer at 306-352-8694 or to fill in the complaint form sign and submit.
- Then ask the person to leave the premises, if person refuses to leave the premises contact the RCMP at 306-775-6900.

Workplace signage:

- The following signs are provided and must always be on display:
 - Minimum cash on premises
 - Video surveillance on premises
 - Violence and/or harassment will not be tolerated, and violators will be fully prosecuted.
- Video cameras must remain visible to all public areas.
- Door alarms are installed at each location to signal when customers enter and leave the premises.
- All violent incidents will be reported to administration as soon as they occur.
- All emergency phone numbers (police, fire, ambulance and security) must be displayed prominently at every phone on the premises.
- Ensure all back doors or entries, other than the front door are locked and can only be accessed by workers with a key and security card.

Daily Tasks to Prevent Violent Incidents:

General

- Identify escape routes and know how to exit in an emergency.
- Check outside lights each night to ensure they are on and working properly.

Cash Handling

- Keep a minimum amount of cash on premises.
- Remove \$50.00- and \$100.00-dollar bills from the register to deposit as soon as possible.

Making Deposits

- Workers responsible for making deposits must observe the following rules:
 - Deposits are only made during the day.
 - Make at least one deposit a week.
 - Anything over \$1000.00 (at office) and \$100.00 (at shack)) in the register it to be deposited.
 - Never take deposits or valuables home.
 - If someone grabs the deposit, do not resist and do not chase the thief.

Working Alone:

- If a worker is working alone the supervisor will make scheduled check-ins every 30 minutes to ensure that the worker is safe.

Parking at Work

Arriving

- When driving alone, ensure that everything is on the front seat.
- Drive onto the parking lot with vehicle doors locked and windows rolled up.
- Scan the area for dangerous situations when entering the parking lot.
- Be aware of your surroundings.

Town of Grand Coulee Prevention of Violence and Harassment Policy

Returning to the Vehicle

- Gather all your belongings and prepare to leave the building. If it is late at night have the keys for your vehicle in hand when exiting the building.
- Scan the area for dangerous situation, avoid secluded and dark areas.
- If possible, leave the building with coworkers.
- Walk directly to your vehicle.
- Once in vehicle, lock all your doors and keep windows up.
- Report a violent incident and provide the completed forms to the store manager.

Taking Action to Stop and Prevent Harassment

- In taking action to stop harassment and prevent its reoccurrence, The Town of Grand Coulee, will be guided by the following:

This policy sets out three types of complaint procedures that may be used following instances of violence and/or harassment.

Individual Awareness and Counselling

People may not be aware of the effects of their behavior. In many cases, speaking to the person in private about the inappropriate behavior will help resolve a situation.

In certain instances, it may be more effective for a supervisor to speak with the offending person or to arrange and facilitate a meeting between the complainant and alleged aggressor/harasser.

Complainants should not be encouraged to confront the alleged aggressor/harasser if they are reluctant if the alleged harassment is of a serious nature or if the alleged aggressor/harasser denies the alleged conduct.

Staff Awareness and Counselling

Standards of behavior change over the years. Some individuals or groups may not be aware behavior that was acceptable in the past is not acceptable anymore. A staff awareness session may be helpful to correct problems based on lack of awareness. Relevant videos, lectures and facilitated group discussions may increase awareness of behaviors that are unacceptable and the reasons for the changes.

Interim Action

A manager may have grounds to believe a complainant will be exposed to continued harassment or reprisal while waiting for the investigation or resolution process to occur. The manager must take immediate action to protect the worker from continued harassment or reprisal. Any interim action should respect the alleged aggressor/harasser's rights based on the employment contract or collective bargaining agreement.

Considering the above-mentioned rights, the manager's action may include:

- cautioning the alleged aggressor/harasser about the types of behavior that will not be tolerated;
- moving the alleged aggressor/harasser to another work unit;
- moving the complainant to another work unit at the complainant's request; and
- suspending the alleged aggressor/harasser with pay while waiting for a final determination.

Mediation

Mediation offers both parties the opportunity to develop an understanding of the problem and resolve the complaint before or during the formal investigation process. The mediator facilitates separate discussions or joint meetings between the complainant and the alleged aggressor/harasser.

Mediation may take place at any point in the resolution process as long as both parties agree to participate. Where the complainant and alleged aggressor/harasser agree to participate in mediation, The "Town of Grand Coulee", shall arrange for a mediator, who is trained and independent.

Town of Grand Coulee Prevention of Violence and Harassment Policy

Disciplinary Action

An employee who has knowingly engaged or participated in the harassment of a coworker will be disciplined. The discipline will be subject to the employee's rights under the employment contract or collective bargaining agreement.

Discipline may include reprimand, relocation, demotion, suspension or termination of employment.

The severity of discipline will depend on:

Seriousness of the Alleged Conduct

- whether the conduct is an offence under the criminal code;
- whether the conduct is an offence under the Act or The Saskatchewan Human Rights Code;
- the extent of the mental or physical injury caused to the complainant;
- whether the aggressor/harasser persisted in behavior that was known to be offensive to the complainant; or • whether the aggressor/harasser abused a position of authority.

Risk of the Aggressor/harasser Continuing with Similar Harassment of the Complainant or Others

- whether the aggressor/harasser acknowledges that conduct was unacceptable and makes a commitment to refrain from future harassment;
- whether the aggressor/harasser has apologized to the complainant or taken action to repair any harm; or
- whether the aggressor/harasser has agreed to participate in awareness sessions, training or other recommended counselling or treatment.

Third-party Aggressor/harassers

This policy covers violence and/or harassment connected to any matter or circumstance arising out of the worker's employment. Customers, clients, patients, contractors or their workers and others invited to the workplace could perpetrate violence and/or harass an employee.

Town of Grand Coulee may have limited ability to investigate or control their conduct. However, Town of Grand Coulee shall take reasonably practicable action to stop or reduce the risk to its workers of being harassed by third parties.

This action will include:

- posting the harassment policy in a location visible to third parties; and
- requiring certain contractors and their workers to accept and meet the terms of the harassment policy; and
- removing workers who participate in harassment.
- Where a client or customer has been asked to stop abusing or harassing a worker and does not, workers are authorized to:
 - end telephone conversations;
 - politely decline service; and
 - ask the customer or client to leave the workplace.
 -

Malicious Complaints

Where an investigation finds a complainant has knowingly made a false allegation, the complainant will be subject to appropriate discipline.

Other Options for Complainants

Nothing in this policy prevents or discourages a worker from referring a harassment complaint to the Saskatchewan Occupational Health and Safety Branch at the Ministry of Labour Relations and Workplace Safety under The Saskatchewan Employment Act and regulations.

Town of Grand Coulee Prevention of Violence and Harassment Policy

A worker may also file a complaint with the Saskatchewan Human Rights Commission under The Saskatchewan Human Rights Code, 2018.

A worker also retains the right to exercise any other legal avenues available.

Complaint Procedure

1. No Alleged Aggressor/Aggressor/harasser Named and Informal Resolution Sought

Step 1: An individual reports an incident or concern to a CAO.

Step 2: The person receiving the complaint reviews the procedures with the complainant and informs the CAO.

Step 3: The CAO takes action to address the complaint.

Such action may include:

- Having staff meetings to discuss and review the policy; or
- Interim action may be taken as per the section of this policy defining interim action.
- Providing workshops or resource materials on the prevention of violence and harassment such as videos, brochures, websites and guides.

Step 4: The CAO will inform the complainant of the action that will be taken to address the concern.

Confidentiality: The Town of Grand Coulee, or anyone acting on behalf of the municipality shall not disclose the complainant's name or other identifying information to any person. However, in certain circumstances, the complainant may agree to release identifying information to facilitate the implementation of the harassment policy and the resolution process itself.

2. Alleged Aggressor/Aggressor/harasser Named – Informal resolution or Mediation Sought

Step 1: An individual reports an incident or concern to a supervisor, manager, CAO.

Step 2: The person receiving the complaint reviews the procedures with the complainant and informs the CAO.

Step 3: The CAO takes action to address the complaint.

Such action may include:

- having staff meetings to discuss and review the policy;
- taking interim remedial action;
- having the complainant and respondent attend conflict resolution or mediations to resolve the issues; or
- providing workshops or resource materials on the prevention of harassment such as videos, brochures and guides.

The CAO informs the complainant of the action that will be taken to address the concern.

Confidentiality: The Town of Grand Coulee, or anyone acting on behalf of the company, should not disclose the complainant's name or other identifying information to any person. However, in certain circumstances, the complainant may agree to release identifying information to implement the harassment policy, the resolution process, or the resolution itself.

Step 4: The complainant is informed a formal complaint procedure is possible if the complainant, the

Town of Grand Coulee Prevention of Violence and Harassment Policy

alleged aggressor/harasser or the unit manager do not agree or if the process does not resolve the matter to the complainant's satisfaction.

Step 5: Where the complainant and alleged aggressor/harasser agree to a resolution, the CAO follows up with the complainant to ensure the resolution was effective in stopping and preventing further violence and or harassment. Where the complainant indicates the violence and or harassment has not ended, the unit manager counsels the complainant to pursue an alternate resolution process, including a formal investigation.

Confidentiality: The Town of Grand Coulee, or anyone acting on behalf of the company, should not disclose the complainant's or alleged aggressor/harasser's name or other identifying information. In certain circumstances, the complainant and alleged aggressor/harasser may agree to release identifying information to implement the harassment policy, the resolution process, or the resolution itself.

3. Alleged Aggressor/harasser Named - Investigation Required

Step 1: An individual reports an incident or concern to a supervisor, manager, CAO. The complaint should be in writing and contain:

- the name, job title and contact information of the complainant; • the name of the alleged aggressor/harasser;
- description of the conduct considered objectionable, including dates and locations of events;
- the names and contact information of any possible witnesses;
- description of the basis of the alleged harassment, such as the prohibited grounds;
- the remedy sought;
- any other information or material the complainant considered relevant; and
- the signature of the complainant and the date.

Step 2: The person receiving the complaint will submit to the CAO, who will then review the procedures with the complainant and provide a written decision item to the council. Where it is alleged that the CAO participates in the harassment, the complaint is referred to another senior manager. The CAO receiving the complaint also provides a copy of the written complaint (with personal information redacted), to the alleged aggressor/harasser and reviews the procedures with the alleged aggressor/harasser.

Step 3: The CAO will review the complaint and determine whether conduct falls within the options, prevention of violence and harassment policy. The CAO will decide whether there is appropriate resolution other than an investigation, acceptable to the complainant and the alleged aggressor/harasser. The CAO will take recommendation to have an investigation occur to council.

Step 4: When an investigation is required, the Council will appoint an investigation team or third-party company that specializes in investigations of violence and/or harassment. Investigators will be trained in conducting an investigation in accordance with this policy and will have no apparent bias or interest in the outcome. Alternatively, the investigator will be chosen from a list of investigators approved by Town of Grand Coulee. Where the complainant and the alleged aggressor/harasser objects to the appointment of an investigator, based on bias or conflict of interest, the Council will appoint another investigator.

Step 5: Investigators must act in accordance with the following guidelines:

- The investigation commences and concludes as soon as reasonably possible.
- Witnesses are interviewed separately, and written witness statements are prepared.
- Witnesses are asked to review and sign their written statements.
- Witnesses are advised to keep the investigation and the identity of the complainant and alleged aggressor/harasser in confidence, unless required by law to disclose them.
- The complainant and alleged aggressor/harasser are entitled to legal counsel.
- During the investigation, both the complainant and the alleged aggressor/harasser are entitled to be informed of all the allegations and allowed to respond.

Town of Grand Coulee Prevention of Violence and Harassment Policy

This does not mean either party is entitled to see or receive copies of the complete statements. However, both are entitled to see or receive an adequate summary of the evidence to make a full response.

Step 6: Once the investigation is complete, investigators will prepare a written report setting out a summary of the evidence, a description of any conflict in the evidence, conclusions and reasons for reaching those conclusions, as well as the recommended corrective action if harassment has occurred. The report will be delivered to the manager, the complainant, and the alleged aggressor/harasser. The report marked confidential and delivered with the notation that it should be kept in confidence unless disclosure is required by law or is necessary to implement corrective action.

Step 7: The manager will then:

- Take appropriate corrective action.
- Inform the complainant and aggressor/harasser of the corrective action.
- Inform the complainant of the rights to file a complaint with the Saskatchewan Occupational Health and Safety Branch at the Ministry of Labour Relations and Workplace Safety or The Saskatchewan Human Rights Commission.

Note: Where the corrective action is different from the action recommended in the report, the manager should provide reasons for not taking the investigators' recommended action.

Step 8: After corrective action has been taken, the manager follows up with the complainant to ensure that the corrective action was effective. If the complainant indicates harassment has not ended, or suffers reprisal, the manager should take additional or alternative corrective action. Further investigation may be necessary.

Confidentiality: The Town of Grand Coulee, or anyone acting on behalf of the company, should not disclose the name of the complainant or the alleged aggressor/harasser, nor any information that may identify them. The disclosure of such information may be necessary to conduct the investigation, implement corrective action or pursue other legal remedies.

All documents and statements obtained during the investigation, including the names and copies of witness statements, should not be disclosed to any person unless required by law.

Town of Grand Coulee Prevention of Violence and Harassment Policy

Appendix "A"

RISK ASSESSMENT

LOCATION									
Assessment Completed By (Name and Position):					Assessment Completion Date:				
Hazard(s) Identified	Severity (S) Rating (1-3)	Probability (P) Rating (1-3)	Frequency (F) Rating (1-3)	Hazard Rating Total (S+P+F)	Risk Rating (High, Medium, Low)	Hazard Control Recommended	Control Status (Reviewed, Initiated, Implemented)	Completed by:	Completed by:

Score of 7-9 = High

Score of 5-6 = Medium

Score of 3-4 = Low

Appendix "B"

WORKER SURVEY QUESTIONNAIRE

	Yes	NO
1. Have you experienced verbal abuse while an employee for the Town of Grand Coulee?	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>		
a. If yes, did you report the incident(s)?	<input type="checkbox"/>	<input type="checkbox"/>
b. If yes, how did you report the incident(s)?		
i. Orally? <input type="checkbox"/> or in writing? <input type="checkbox"/>		
2. Have you experienced written abuse while an employee of this municipality?	<input type="checkbox"/>	<input type="checkbox"/>
a. If yes, did you report the incident(s)?	<input type="checkbox"/>	<input type="checkbox"/>
b. If yes, did you report the incident(s)?		
i. Orally? <input type="checkbox"/> or in writing? <input type="checkbox"/>		
c. What was the relationship of the abuser to you?		
Co-worker <input type="checkbox"/> Client/customer <input type="checkbox"/>		
Member of the public <input type="checkbox"/> other (please specify) <input type="checkbox"/>		
3. Have you experienced a threat of physical violence while an employee of this municipality?	<input type="checkbox"/>	<input type="checkbox"/>
a. If yes, did you report the incident(s)?	<input type="checkbox"/>	<input type="checkbox"/>
b. If yes, did you report the incident(s)?		
i. Orally? <input type="checkbox"/> or in writing? <input type="checkbox"/>		
c. What was the relationship of the abuser to you?		
Co-worker <input type="checkbox"/> Client/customer <input type="checkbox"/>		
Member of the public <input type="checkbox"/> other (please specify) <input type="checkbox"/>		
4. Have you experienced a physical assault or attack while an employee of this municipality?	<input type="checkbox"/>	<input type="checkbox"/>
a. If yes, did you report the incident(s)?	<input type="checkbox"/>	<input type="checkbox"/>
b. If yes, did you report the incident(s)?		
i. Orally? <input type="checkbox"/> or in writing? <input type="checkbox"/>		
c. What was the relationship of the abuser to you?		
Co-worker <input type="checkbox"/> Client/customer <input type="checkbox"/>		
Member of the public <input type="checkbox"/> other (please specify) <input type="checkbox"/>		
5. Do you ever:		
a. Work alone or with a small number of co-workers?	<input type="checkbox"/>	<input type="checkbox"/>

Town of Grand Coulee Prevention of Violence and Harassment Policy

- b. Work late at night or early in the morning? ☐ ☐
6. Are you concerned about violence on the job? ☐ ☐
- a. What is the source of the concern?

Do you believe that such a possibility represents a ☐ high risk ☐ medium risk ☐ low risk?

Appendix "C"

VIOLENCE OR HARASSMENT INCIDENT REPORTING FORM

Violence Incident Report Form

Date of Report: _____

Date of Incident: _____

Day of Week of Incident: _____

Time of Incident: _____

Employee

Name: _____

Work Address: _____

Job/Position: _____

Department: _____

What were you doing at the time of the incident?

Offender(s)

Name: _____

Address: _____

Description of incident:

Relationship between employee and offender (if any):

co-worker ☐ member of public ☐ other ☐ (specify) _____

Apparent motive:

Appendix "D"

WITNESS INCIDENT REPORT FORM

Witness(es)

Name: _____

Address: _____

Name: _____

Address: _____

Details of the Incident

Type of Incident: (physical injury, verbal abuse, threatening behaviour, verbal threat, written Threat, damage to personal/other property)

Location of Incident: (attach a sketch if possible)

Outcome: (assailant apprehended, police called, fatal injury, medical assistance required, first aid treatment required, time lost, emotional shock or distress, legal action initiated)

Other relevant information: (to be completed, as appropriate)

Possible contributing factors:

Town of Grand Coulee Prevention of Violence and Harassment Policy

Relevant events that preceded the incident:

Suggested preventive measures/remedial actions:

Submitted this report to:

Name: _____

Title: _____

Location: _____

Date: _____

Accepted by:

Name: _____

Title: _____

Date: _____