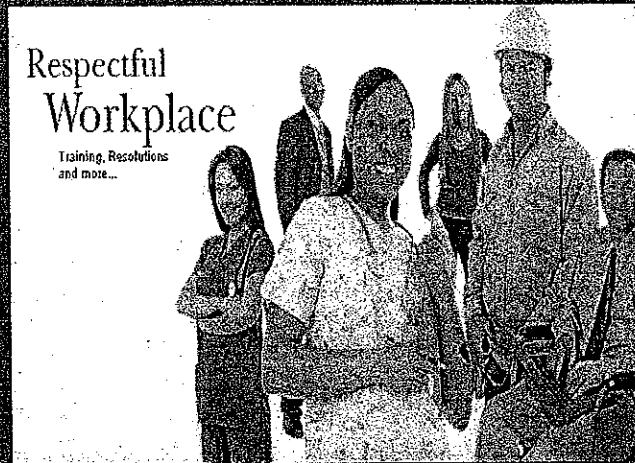


RESPECTFUL WORKPLACE



Respectful Workplace Program

- Sep 20, 2004 Corporate Workplace Violence Policy
 - Dec 5, 2010 Revised Workplace Violence & Harassment Policy
- Consists of the following policies and procedures:
1. Conflict of Interest Policy (approved Nov 5, 2010)
 2. Professional Dress Guidelines for Non-Uniformed Employees (approved Oct 2, 2008)
 3. Standards of Employee Department (approved Oct 2, 2006)
 4. Human Rights Policy (approved Dec 5, 2005)
 5. Workplace Violence Policy and Procedure (approved Jan 7, 2010)
 6. Workplace Harassment Policy and Procedure (Jan 7, 2010)

APPENDIX "B"

How do they Apply to the Agencies, Boards & Commissions?

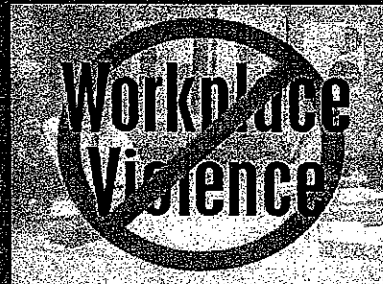
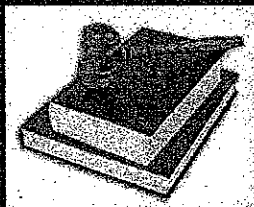
- These policies not only govern employees of the Corporation, but also those whom our employees interact with.
- This includes the members of the various Agencies, Boards & Commissions of City Council.

Why Have a Respectful Workplace Program?

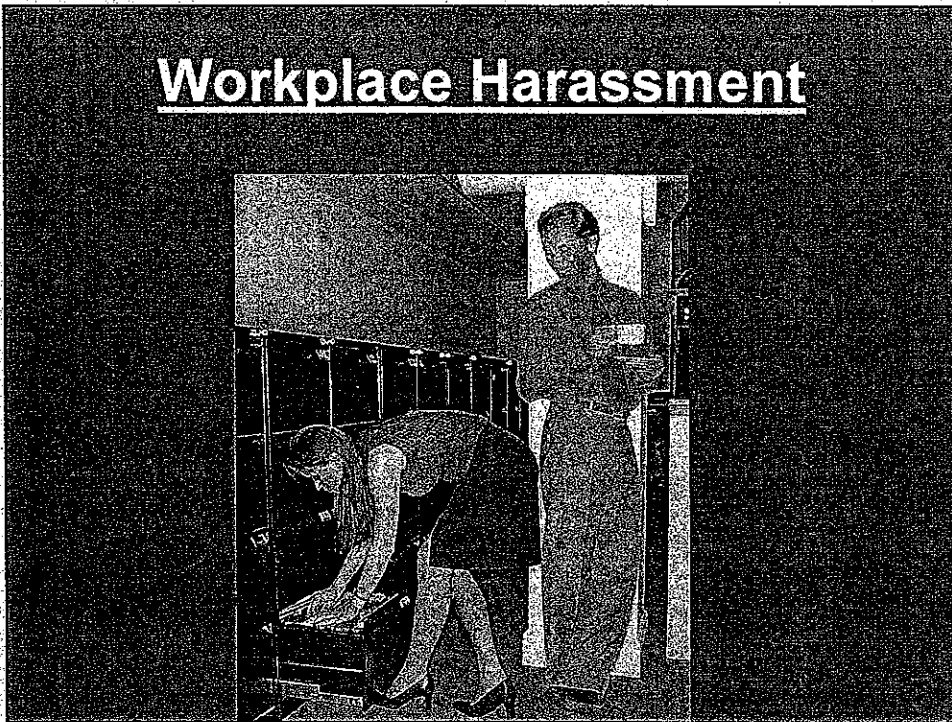
The purpose of this Program is:

To provide a workplace that respects human rights and is free from violence, discrimination and harassment.

The City will not tolerate any action or failure to act that results in violence, harassment or discrimination or a violation of the human rights of any employee.

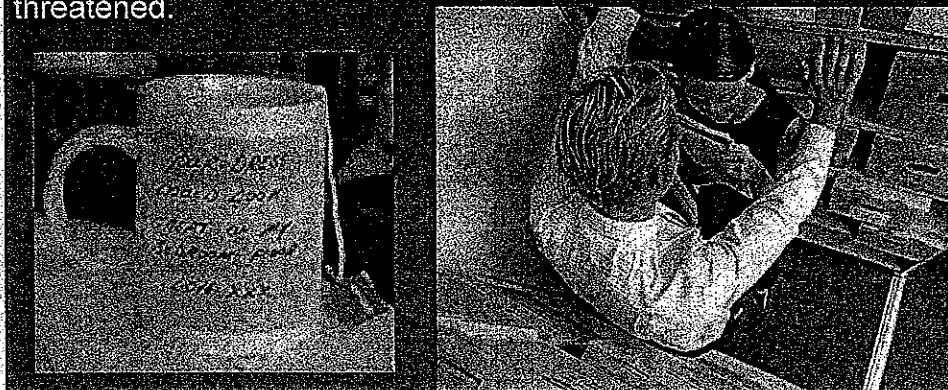


Workplace Harassment



Harassment

An ongoing and systematic campaign of interpersonal destruction. It tends to be an accumulation of many incidences over a long period of time which, taken together, add up to persistent abusive behaviour designed to make the target feel upset, humiliated and threatened.



Harassment Isn't Cheap

Harassed employees waste 10–52% of their time at work. Research shows they spend time defending themselves and networking for support, thinking about the situation, being de-motivated and stressed, not to mention taking sick leave due to stress-related illnesses.

Source: 2010 Canadian Safety Council Report



Harassment Includes:

Raising false concerns about or criticizing the work of others.

Yelling and screaming.

Threats of job loss, insults or put downs.

The constant use of sarcasm may be interpreted as harassment!

It's impossible for corporations to take a neutral position regarding workplace harassment.

To your employees, ignoring it is condoning it.



Poisoned Work Environment

Caused when employees who harass other employees are not held accountable.

If not punished they will repeat their actions.

Harassment is behaviour that happens privately or in front of colleagues and in any form of communication.

The harassed don't tell:

- they are scared of losing job
- fear of the harasser
- fear of looking weak



How Does This Impact People?

Loss of motivation, concentration, self-confidence
dignity, self-esteem and morale



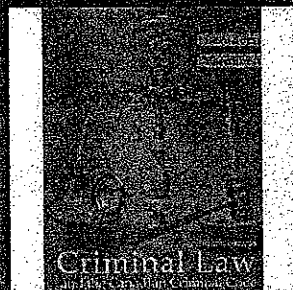
Workplace Violence Policy & Procedure
Workplace Harassment Policy & Procedure



For These Policies & Procedures
to Work

They must comply with the OHSA, the Human Rights Code and the Canadian Criminal Code.

Employees must be assured that the City will protect them from retaliation, protect their privacy and will maintain confidentiality.

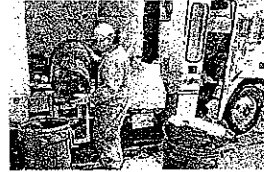


The Human Rights Code

543/82/ONA/WPFFA

Consideration must be given to 4 Collective Agreements from 4 different unions at the City.

If a union grievance issue becomes a formal violence or harassment complaint, the latter will be investigated once the grievance issue has been resolved.



Violence and Harassment

Violence and harassment can come from anyone in the workplace and be directed at anyone.

It can be subtle or overt. It may be deliberate or unintended.

It's very important to be aware of your surroundings and who could possibly overhear and be offended by what is being said. Know your audience.

The test is whether a reasonable person knows, or ought to know, that the behaviour would be considered unwelcome or inappropriate by the recipient.

WV Stats

WV is the 2nd leading cause of death in the workplace overall.
WV is the leading cause of death in the workplace for females.
Over 356,000 incidents of WV are reported annually in Canadian workplaces.

In Ontario, about 3/4 of all human rights claims come from the workplace.

Between 2001 and 2005, there were 69 work-related homicides in Canada. This means there were an average of 14 victims killed each year while 'on-the-job'.

71% of all incidents of workplace violence were physical assaults. Compare this to 57% of violent non-workplace incidents.

Source: 2004 Statistics Canada Report: Criminal Victimization in the Workplace

BILL 168

**Ontario's New Legislation on
Harassment and Violence in the Workplace
- Enforced as of June 15, 2010 -**

The Ministry's tag line for this Bill is:
"Violence and harassment have no place in the workplace."

Bill 168 - New Definitions

Workplace Harassment

Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Workplace Violence

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

Bill 168 – Risk Assessments:

Employers **SHALL** assess the potential for workplace violence that could arise from the nature of the workplace, the type of work or the conditions of work and to implement controls to address the hazards. For example, a health care worker or social services worker would likely be subject to a greater risk of workplace violence than an office worker.

This includes but is not limited to working in a community-based setting, working with unstable or volatile clients, handling cash, mobile workplaces, physical contact with clients, working in a high crime area, transporting people and/or goods, working alone or working in small numbers.

Threat Risk Analysis

The process of looking at a worksite, determining the potential for violence, ie/ angry clients, and implementing what is necessary to reduce that potential.

