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## Workplace Violence

Policy number:	01-07-01
Effective date:	May 7, 2026
Last review date:	May 7, 2026
Accountable division:	Human Resources/Manager, Safety
Approved by:	Leadership Team

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## Policy Statement

The City is committed to fostering and maintaining a physically and psychologically safe Workplace that is free from Workplace Violence. The City does not tolerate or condone any acts or threats of Workplace Violence or reprisals and will take all reasonable and practical measures to prevent Workplace Violence. All reported acts or threats of Workplace Violence will be considered serious and will be investigated in accordance with this policy and appropriate corrective action will be taken.

## Purpose

The purpose of this policy is to:

- Document the City's commitment to providing a work environment that is free from Workplace Violence
- Ensure that everyone understands what constitutes "Workplace Violence" and where it may occur
- Identify and outline the roles and responsibilities with respect to reporting Workplace Violence and maintaining a Workplace free from Workplace Violence, and
- Ensure that complaints and/or incidents of Workplace Violence are handled/investigated in accordance with this policy and the City's Workplace Violence Program

## Scope

This policy applies to City Workplaces and all Employees, volunteers, suppliers, contractors, consultants, visitors and members of Council.

For all unionized Employees, all workplace matters will be addressed in accordance with the applicable collective agreement.

## Workplace Violence Program

The City's Workplace Violence Program consists of this policy, the Workplace Violence Employee Guide and additional supporting resources. The resolution of complaints under this policy will be handled in accordance with the Workplace Violence Program.

For concerns related to harassment or discrimination in the Workplace, please refer to Corporate Policy and Procedure - 01-03-04 - Respectful Workplace as part of the Respectful Workplace and Workplace Violence Program.

## Legislative Requirements

This policy is in compliance with the following:

- The *Accessibility for Ontarians with Disabilities Act*
- *Ontario Human Rights Code*
- *Ontario Occupational Health and Safety Act*, and
- The *Municipal Freedom of Information and Protection of Privacy Act*

## Related Policies and Guides

This policy should be read in conjunction with the following:

- Workplace Violence Employee Guide
- Corporate Policy and Procedure - 01-03-04 - Respectful Workplace
- Respectful Workplace Employee Guide
- Corporate Policy and Procedure - 01-03-07 - Standard of Behaviour
- Corporate Policy and Procedure - 03-12-01 - Whistleblower Program
- Mississauga Code of Conduct for Members of Council
- Corporate Policy and Procedure - 01-07-10 - Reporting Accidents

## Definitions

For the purposes of this policy:

“City” means the Corporation of the City of Mississauga.

“Critical Injury” refers to an injury that must be reported immediately to the Ministry of Labour, Immigration, Training and Skills Development, the Workplace Safety and Insurance Board (WSIB) and the applicable Joint Health and Safety Committee (JHSC) members. A Critical Injury is an injury serious in nature that results in one or more of the following:

- a) Places life in jeopardy
- b) Produces unconsciousness
- c) Results in substantial loss of blood
- d) Involves the fracture of a leg or arm but not a finger or toe
- e) Involves the amputation of a leg, arm, hand or foot but not a finger or toe
- f) Consists of burns to a major portion of the body
- g) Causes the loss of sight in an eye

“Complainant” is a person who makes a complaint or raises an allegation. They are an individual who reports that something inappropriate, or against Policy has occurred.

“Domestic Violence” is abusive behaviour and resulting harm caused by a person with whom someone has or had a close personal relationship, often used to assert power or control.

“Employee” includes all unionized and non-union employees employed by the City, regardless of status.

“Investigator” means the person(s), who may be an internal or external party, appointed by the City to investigate a complaint and/or incident.

“Manager/Supervisor” means any individual responsible for directing the work of others.

“Psychologically Healthy and Safe Workplace” means a Workplace that promotes employees’ well being and actively works to prevent harm to Employees’ psychological health including in negligent, reckless, or intentional ways.

“Respectful Workplace” means an inclusive, safe and healthy Workplace that results in the preservation of equal dignity and creates a culture that supports an individual’s physical, emotional, social and psychological health and safety.

“Reprisal” is where an Employee retaliates or threatens retaliation against an individual due to raising an issue under this policy, filing a complaint, acting as a witness or intentionally pressuring a person to lie or provide less than full cooperation with an investigation.

“Respondent” is a person who is alleged to have engaged in the behavior or action being complained about. This is an individual responding to an allegation made about them.

“Trauma Informed Approach” means that the possibility of individuals experiencing past trauma is recognized, and psychological and physical safety is prioritized to avoid the risk of re-traumatization and to ensure everyone is treated with care, dignity, empathy and fairness.

“Workplace” means any land, premises, location or thing at, upon, in or near which a worker works. For clarity, this includes all locations where Employees conduct City business or social activities and where their behaviour may have a subsequent impact on work relationships, work environment and/or performance. This includes when Employees are working remotely, including from home.

Note: Incidents that occur by way of electronic communication (e.g. unwelcome phone calls, voice mail, texts, messages on e-mail or social media and the display of offensive materials on computers, smartphones or other computing devices) will be considered to have occurred in the Workplace if directed to or from Employees and where such conduct may reasonably be expected to have an impact on work relationships, work environment and/or performance.

“Workplace Violence” means any of the following:

- 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 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**

### **City of Mississauga**

The City must:

- Make this policy and the Workplace Violence Employee Guide available in a conspicuous place in the Workplace that is accessible for all Employees
- Develop and maintain a written program to implement this policy
- Establish a process for reporting and responding to complaints and/or incidents of Workplace Violence
- Establish a process for reporting and responding to complaints and/or incidents of Workplace Violence involving the Employee's immediate Manager/Supervisor if they are the alleged Respondent
- Take reasonable preventative measures to protect Employees and others from Workplace Violence
- Provide Employees with information, including personal information that is reasonably necessary for the protection of Employees, related to a risk of Workplace Violence from a person with a history of violent behaviour if:
  - The Employee can be expected to encounter that person in the course of their work, or
  - The risk of Workplace Violence is likely to expose the Employee to physical injury
- Ensure that Workplace Violence risk assessments are conducted as often as is necessary to prevent and protect Employees from Workplace Violence
- Provide the results of the Workplace Violence risk assessments in writing to the applicable Joint Health and Safety Committee(s)
- Ensure that all Employees are trained on Workplace Violence and maintain a record of all completed training, and
- Maintain appropriate and accurate documentation and metrics

### **Managers/Supervisors**

Managers/ Supervisors must:

- Take reasonable steps to prevent the occurrence, escalation or reoccurrence of Workplace Violence by ensuring all Employees abide by this policy
- Ensure that the City's Workplace Violence policy and Program are communicated and understood by Employees, including rights and responsibilities
- Immediately respond to all complaints and/or incidents of Workplace Violence they receive or witness by adopting a Trauma Informed Approach
- Report all complaints and/or incidents of Workplace Violence observed or received in accordance with the reporting process in the Workplace Violence Employee Guide
- Summon immediate assistance when extreme or imminent threats of Workplace Violence occur, which may include notifying the police

- In the case of an incident that results in a Critical Injury, follow Critical Injury procedures as outlined in Corporate Policy and Procedure - 01-07-10 - Reporting Accidents
- Ensure an Incident/Accident Report (Form 301) is completed for any Workplace Violence incident
- Take corrective action as required
- Encourage Employees to report complaints and/or incidents of Workplace Violence
- Communicate and encourage Employees to access internal and external resources, such as the Employee Family Assistance Program (EFAP)
- Conduct investigations in consultation with the appropriate Human Resources representative, and
- Ensure that all Employees and external contractors abide by the Acts and applicable Regulations as it relates to Workplace Violence

### **Employees**

Employees must:

- Work in compliance with the Acts, applicable Regulations and the Workplace Violence policy
- Actively promote a work environment free from Workplace Violence and refrain from contributing to or engaging in any acts of Workplace Violence
- Where appropriate, follow their protective measures procedures, including moving to a safe location and/or calling for help
- Report incidents of Workplace Violence to a Manager/Supervisor or a Human Resources representative; formal complaints involving Members of Council should be reported to the Integrity Commissioner as outlined in the Mississauga Code of Conduct for Members of Council
- In the case of an extreme or imminent threat of Workplace Violence, to themselves or any person, contact Security Services and/or the police
- Participate in training on the City's Workplace Violence policy and program
- Co-operate in the investigation process and in any attempts to resolve Workplace disputes
- Ensure that matters related to complaints or incidents under the policy remain confidential
- Refrain from engaging in any form of Reprisals, and
- Report to a Manager/Supervisor where there is a risk of Domestic Violence in the Workplace

### **Healthy Workplace, Safety**

Healthy Workplace, Safety will:

- Conduct Workplace Violence risk assessments, and reassessments as necessary, in conjunction with the appropriate Manager/Supervisor
- Provide the applicable Joint Health and Safety Committee(s) with written copies of the results of Workplace Violence risk assessments
- Conduct investigations into Workplace Violence incidents and complaints where appropriate, and
- Recommend corrective actions, including preparing safety plans, in response to incidents or threats of Workplace Violence

## **Investigators**

Investigators must:

- Investigate complaints in a timely manner
- Utilize appropriate alternate dispute resolution and a Trauma Informed Approach where appropriate
- Exercise objectivity and impartiality throughout the investigation process
- Ensure confidentiality and address/report any confidentiality breaches as appropriate
- Maintain appropriate and accurate documentation
- Make all necessary findings of fact and report findings, conclusions and recommendations (if any) to the City, and
- Prepare outcome letters and inform the Complainant and Respondent of the results in writing following formal complaints or investigations

## **Workplace Safety and Insurance Board (WSIB) Claims Management Specialist**

When there is a WSIB reporting obligation, the WSIB Claims Management Specialist will:

- Review all Incident/Accident Reports
- Contact the Manager/Supervisor and/or Employee for further clarification of Incident/Accident reports, if required, and
- Complete all the required WSIB paperwork

## **Joint Health and Safety Committees (JHSCs)**

JHSCs will:

- Receive and review the results of City's Workplace Violence risk assessments
- Submit written recommendations to Managers/Supervisors regarding Workplace Violence risks identified through the risk assessment process, and
- Where required, participate in investigations involving complaints and/or incidents of Workplace Violence

## **Members of Council:**

Members of Council must:

- Be aware of the Workplace Violence policy and the Mississauga Code of Conduct for Members of Council
- Actively promote and contribute to a safe Workplace free from Workplace Violence
- Stay up to date with required training
- Report complaints involving Employees, volunteers, suppliers, contractors, consultants and/or visitors to the applicable Manager/Supervisor or a Human Resources representative
- Report formal complaints involving another Member(s) of Council to the Integrity Commissioner
- Cooperate in investigations
- Ensure that matters related to complaints or incidents under the policy remain confidential, and
- Refrain from engaging in any form of Reprisals

## **Contractors, Consultants, Suppliers, Volunteers and Citizen Members of Committees**

All City contractors, consultants, suppliers, volunteers and citizen Members of Committees must actively promote a work environment free from Workplace Violence, refrain from contributing to or engaging in any acts of Workplace Violence and must cooperate in any investigations.

## **Complaint Resolution**

Complaints under this policy are reported and resolved in accordance with the City's Workplace Violence Program using the process set out in the City's Workplace Violence Employee Guide.

Any formal complaints against a Member Of Council for which an investigation may be appropriate shall be submitted to the Integrity Commissioner, who may conduct an investigation.

To submit a complaint to the Integrity Commissioner, please visit:

<https://www.mississauga.ca/council/integrity-commissioner/>

For complaints about visitors or customers, please contact your Manager/Supervisor or a Human Resources representative.

Refer to Corporate Policy and Procedure - 03-12-01 - Whistleblower Program for information on anonymously reporting incidents of wrongdoing where there is a fear of Reprisal.

## **Police Complaints**

Employees have the right to contact police regarding complaints and/or incidents of Workplace Violence.

## **Domestic Violence**

In situations where Employees become aware that there is a risk of Domestic Violence causing physical injury to themselves or others in the Workplace, they must report these concerns. Their Manager/Supervisor, another trusted person in a position of leadership, or a Health and Safety Specialist are examples of people to report to.

When a Manager/Supervisor is made aware that there is a risk of Domestic Violence in the Workplace, they must:

- Take reasonable preventive steps to ensure safety in the Workplace
- Provide the impacted Employee with internal and external resources to assist, and
- Provide advice and referral for counselling/assistance through Employee Health Services and the Employee Family Assistance Program (EFAP) to the impacted Employee

## **Right to Refuse Work**

The *Occupational Health and Safety Act* gives Employees the right to refuse work that they believe is unsafe due to the risk of Workplace Violence. Some occupations, such as firefighters, may have a limited right to refuse under the Act. It is important that all Employees and Managers/Supervisors understand the [Work Refusal Process](#).

## Confidentiality

All persons involved with a complaint under this policy must endeavour to ensure that the matter remains confidential. Complaints shall be investigated both confidentially and objectively, with respect for the rights of all Workplace parties involved with details shared with only those involved. Personal information will be disclosed if appropriate and will be provided on a need-to-know basis, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

Investigators must advise all persons interviewed that they are expected to treat the matter as confidential and that breaching confidentiality may lead to corrective action being taken.

Persons interviewed by the Investigator will be required to sign a confidentiality agreement.

Records pertaining to an investigation will be retained by the City, in accordance with the City's retention by-laws.

## Reprisals

Employees have the right to be free from Reprisals for reporting Workplace Violence. The City will take corrective action against any Employee who retaliates or threatens retaliation against an individual due to their filing a complaint or acting as a witness or intentionally pressuring a person to lie or provide less than full cooperation with an investigation.

## Support Persons

Persons involved in an investigation/dispute resolution process under this policy are generally allowed to have someone not directly involved support them, upon request. Union stewards or a support person may attend the investigation, but they cannot intervene or respond on behalf of the persons involved in the investigation. Investigators will provide individuals acting as a support person with information and resources to assist them with performing the responsibilities of this role. Should Complainants and respondents wish to obtain legal advice by seeking representation of their choice, including legal counsel during the complaints process, they may do so at their own expense and outside of work hours.

## Corrective Action

Violations of this policy will result in appropriate corrective action up to and including termination of employment. Please see the City's Workplace Violence Employee Guide for examples of policy violations and the types of corrective actions that may be taken by the City. Corrective action may also be taken if a complaint is found to be trivial, frivolous, vexatious or has been made in bad faith, fraudulently or with malicious intent.

## Revision History

Reference	Description
GC-0403-2010 2010 06 09	

Reference	Description
June 05, 2012	Housekeeping - included Manager, Health and Safety in Investigator definition; updated position names
September 28, 2017	Major review. Policy now supported by a Workplace Violence Program.
June 27, 2019	Scheduled annual review – no changes.
May 28, 2020	Scheduled annual review - admin changes to Workplace/Workplace Violence definitions.
June 21, 2021	Scheduled review – no changes.
July 4, 2022	Scheduled review – revised the policy statement and policy owner/contact.
June 12, 2023	Scheduled review. No revisions.
November 30, 2023	Housekeeping revision to repair hyperlinks.
February 14, 2024	Scheduled review. No revisions.
June 3, 2025	Scheduled review. No revisions.
May 7, 2026	Substantial revision to update terminology, clarify processes and procedures and to incorporate the City's commitments to Psychological Health and Safety and EDI. Aligned to the updated Respectful Workplace policy.