

Topic: Workplace Health & Safety

7.1 Appendix D - Violence and Harassment Procedures: Summoning Assistance

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Signature of Board Chairperson (and Date):

Any person subjected to workplace violence or the threat of workplace violence should immediately, where appropriate, go to a safe location at the workplace. All incidents of workplace violence or threats of violence must be immediately reported to the CEO/Librarian. In cases of violence, every employee should feel empowered to contact police.

If an incident of workplace violence or threat of violence involves a person who is not an employee of the Library, the NKPLB will report the incident to that person's employer. In appropriate circumstances, we may contact the police, or other emergency responders as appropriate, to assist, intervene or investigate workplace violence.

To summon assistance, follow departmental procedures. Equipment / tools to summon assistance may include:

- voice / shouting
- phones (leave an open line when dialing 911 so that your conversation can be overheard)
- cell phones (turn your GPS location on)
- radios / pagers
- establishment of internal code words
- designate safe areas
- establish lockdown / evacuation procedures

Emergency telephone numbers and/or email addresses should be readily available / posted.

Procedures to control risks are specific to each workplace and form part of the departmental procedures. These procedures may include information on summoning assistance particular to your workplace.

- Work Alone
- Cash Handling
- Volatile Customer Policy
- Direct Contact with Customers

North Kawartha Public Library (NKPL)

Volatile Customer Report

(Attachment to Volatile Customers – Interaction and Communications Policy)

Procedure for Reporting violent or harassment incidents

Purpose: This report is to be used for NKPL employees to record and report an incident with a non-employee involving behavior involving violence or harassment. Completion of this report is **mandatory**. Completed reports are confidential and should be distributed as indicated on the bottom of the report.

For all Cases of an urgent nature:

- Call 911 to activate Emergency Services.

For all Cases involving injury:

- Promptly obtain first-aid.
- Report the situation **immediately** to the CEO/Librarian (or Board Chair if the CEO/Librarian is not available) or the Occupational Health and Safety Representative.
- Obtain Health Care if required.
- **If it is a critical or fatal injury, do not disturb and preserve the scene and call the Ministry of Labour immediately. 1-800-387-0750**

For the purpose of the Act and the Regulation, “**critically injured**” means an injury of a serious nature that;

1. Places life in jeopardy.
 2. Produces unconsciousness.
 3. Results in substantial loss of blood
 4. Involves the fracture of a leg, arm, hand or foot, but not a finger or toe.
 5. Involves the amputation of a leg, arm, hand or foot, but not a finger or toe.
 6. Consists of burns to a major portion of the body.
 7. Causes the loss of sight in an eye.
- Fill out Workers Safety Insurance Board reports with the Treasurer at the Municipal Office (eg. Form 7) if required.
 - Fill out accident/incident report and copy the report to the Health & Safety Representative, CEO/Librarian and Board Chair.
 - Please refer to the Ministry of Labour poster “**In Case of Injury at Work**”