



HUMAN RESOURCES POLICY AND PROCEDURE

WORK PLACE VIOLENCE PREVENTION POLICY

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7. WORKPLACE VIOLENCE PREVENTION POLICY

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7. WORKPLACE VIOLENCE PREVENTION POLICY

7.1. PURPOSE

The purpose of the policy is to clarify what constitutes Workplace Violence and to outline the procedures for reporting such behaviour at Settlers Park Retirement Village.

7.2. STATEMENT

Settlers Park Retirement Village is committed to preventing workplace violence and to maintaining a safe work environment.

Settlers Park Retirement Village has zero tolerance for violence. Should an employee engage in any violence in the work place, or threaten violence in the work place, the employee's Employment Contract will be terminated immediately for cause. No talk of violence or joking about regarding violence will be tolerated.

7.3. OBJECTIVES

The objective of this policy is to ensure that:

- Individuals are aware of , and understand that, acts of violence or harassment are considered a serious offence for which necessary action will be imposed
- Those subject to acts of violence or harassment are encouraged to access any assistance they may require in order to pursue a complaint. And;
- Individuals are advised of the procedure to engage if they are subject to, or become aware of, situations involving violence or harassment.

7.4. SCOPE

The Workplace Violence Prevention Policy applies to:

- 7.4.1 All permanent vacant positions within Settlers Park Retirement Village
- 7.4.2 Full-time and part-time employees (half day and two third day employees) who are regarded as permanent employees
- 7.4.3 Temporary employees who have applied for permanent vacancies within Settlers Park Retirement Village
- 7.4.4 All Volunteer positions within Settlers Park Retirement Village

7.5. ROLE AND RESPONSIBILITIES

- 7.5.1 _____ (Position) is responsible for updating the Workplace Violence Prevention Policy and Procedures
- 7.5.2 _____ (Positions) within the specific business units are responsible for the maintenance of the Workplace Violence Prevention Policy and Procedures as well as ongoing advisory support to line managers.
- 7.5.3 It is the line manager's responsibility to ensure compliance with the Workplace Violence Prevention Policy and Procedure.

7.6. RELATED POLICIES AND DOCUMENTS

- 7.6.1 The Basic Conditions Of employment Act 75 of 1997
7.6.2 Individual Employment Contracts
7.6.3 Protection of Harassment Act 19 of 2011

7.7. WORK PLACE VIOLENCE

All employees, customers, vendors and business associates should be treated with courtesy and respect at all times.

Employees are expected to refrain from fighting, ‘horseplay’ or other conduct that may be dangerous to others. Conduct that threatens, intimidates or coerces another employee, customer, vendor or business associate will not be tolerated.

Settlers Park Retirement Village's resources may not be used to threaten, stalk or harass anyone at or outside the workplace

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a supervisor, security personnel, and senior management of Settlers Park Retirement Village

When reporting a threat or incident of violence, the employee should be as specific and detailed as possible.

Employees should not place themselves in peril, they should not attempt to intercede during an incident.

Employees should promptly inform the _____ (Position) of any protective or restraining order that they have obtained that lists the workplace as a protected area.

Employees are encouraged to report safety concerns with regard to intimate partner violence.

Settlers Park Retirement Village is committed to supporting victims of intimate partner violence by providing access to community resources and providing reasonable time off for reasons related to intimate partner violence.

7.7.1. DESCRIPTION OF WORKPLACE VIOLENCE

“Violence” includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities.

It is the intent of this policy to ensure that everyone associated with Settlers Park Retirement Village, including employees and customers, never feels threatened by any employee’s actions or conduct

Examples include, but are not limited to:

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

7.7.2. REPORTING VIOLENCE

It is everyone’s responsibility to prevent violence in the workplace.

You can help by reporting what you see in the workplace that could indicate that a co-worker is in trouble. You are in a better position than management to know what is happening with those you work with.

Employees are encouraged to report any incident that may involve a violation of any of the companies' policies that are designed to provide a comfortable workplace environment.

Employees may present their concerns to _____ (Position) or _____ (Position).

All reports will be investigated and information will be kept confidential.

In the event of an immediate threat, needing immediate intervention, the Settlers Park Retirement Village Security can be contacted by dialing _____ (Contact number)

In the case of an emergency, the community police can be contacted by dialing 046 604 2001 or alternatively Emergency Services can be contacted by dialing 10111.

7.7.3. INVESTIGATION AND ENFORCEMENT

Settlers Park Retirement Village will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities.

The identity of the individual making a report will be protected as much as possible.

Settlers Park Retirement Village will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities.

It is a breach of this Policy for any person to retaliate against any individual because they have participated in a process under this Policy. A written allegation of retaliation will be treated as a complaint under this Policy.

To maintain workplace safety and the integrity of its investigations, Settlers Park Retirement Village may suspend employees suspected of workplace violence or threats of violence, whether with or without pay, pending investigation.

Settlers Park Retirement Village Disciplinary Code will be the guideline for the management and resolution of the matter.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines, will be subject to prompt disciplinary action up to and including termination of employment.

Settlers Park Retirement Village encourages employees to bring their disputes to the attention of their supervisors or management body before the situation escalates. Settlers Park Retirement Village will not discipline employees for raising such concerns.

7.7.3.1. INSPECTIONS

Desks, telephones, and computers are the property of the business. Settlers Park Retirement Village reserve the right to enter or inspect an employee's work area including, but not limited to, desks and computer storage disks, with or without notice.

The fax, copier, and mail systems, including email, are intended for business use. Personal business should not be conducted through these systems. Under conditions approved by management, telephone conversations may be monitored and voice mail messages may be retrieved in the process of monitoring customer service.

Any private conversations overheard during such monitoring, or private messages retrieved, that constitute threats against other individuals can and will be used as the basis for disciplinary action.

7.7.4. ALL WEAPONS BANNED

Weapons are guns, knives, explosives, and other items that have the potential to inflict harm.

Settlers Park Retirement Village specifically prohibits the possession of weapons by any employee while on company property.

This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private.

Employees are also prohibited from carrying a weapon while performing services off the company's business premises.

Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this Policy.