**POLICY AND PROCEDURE MANUAL – VOLUNTEERS**

**Table Of Contents**

[Abuse 2](#_Toc457549354)

[Clients And Former Clients 3](#_Toc457549355)

[Code Of Ethics / Code Of Conduct 4](#_Toc457549356)

[Confidentiality 5](#_Toc457549357)

[Confidentiality Policy 6](#_Toc457549358)

[Criminal Record Check - Volunteers 7](#_Toc457549359)

[Expenses 8](#_Toc457549360)

[Health And Safety 9](#_Toc457549361)

[Job Descriptions 10](#_Toc457549362)

[Fundraiser / Donations 11](#_Toc457549363)

[Mission Of The Salvation Army 12](#_Toc457549364)

[Program Description 13](#_Toc457549365)

[Recognition Of Volunteer Service 14](#_Toc457549366)

[Selection Of Volunteers 15](#_Toc457549367)

[Volunteer Application 16](#_Toc457549368)

[Tracking Of Hours 18](#_Toc457549369)

[Training Manual 19](#_Toc457549370)

[Training Of Volunteers 20](#_Toc457549371)

[Supervision And Performance Management Of Volunteers 21](#_Toc457549372)

[Volunteers 22](#_Toc457549373)

[Whistleblower Policy 23](#_Toc457549374)

[Workplace Harassment Discrimination And Violence Prevention 25](#_Toc457549375)

[Workplace Harassment And Discrimination Formal Complaint Form 31](#_Toc457549376)

[Formal Violence Incident Report Form 32](#_Toc457549377)

[Formal Violence Incident Witness Report Form 34](#_Toc457549378)

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | May 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Abuse

**Policy:**

The Women’s Counselling Centre is committed to providing a working environment in which all individuals are treated with respect and dignity, and where equal opportunity is promoted and discriminatory practices are prohibited. The Salvation Army has an official policy of zero tolerance for abuse.

**Procedure:**

During their orientation, all volunteers are required to read the Territorial Abuse Policy.

Once the above document has been read, the volunteer will be required to sign a statement indicating that they have read the applicable documents. This acknowledgement sheet will be kept in the person’s personnel file.

If a volunteer has a complaint of Abuse, they are to follow the guidelines outlined in the Territorial Policy.

Confidentiality will be maintained throughout the investigation process. All records of complaints, including contents of meetings, interviews, results of investigations and other relevant material will be kept confidential.

A copy of the Territorial Abuse Policy is in the Human Resources Section of this Policy and Procedure Manual. A copy of the Territorial Abuse Prevention Manual is on the WCC server.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Clients And Former Clients

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers are carefully screened and selected for their positions.

**Procedure:**

A person wishing to volunteer in the Women’s Counselling Centre who is currently a client will not be accepted as a volunteer at WCC but will be encouraged to apply as a volunteer for other programs in the building.

A former client wishing to volunteer at WCC must have been out of our services and groups for a period of one year. If they are going to be assisting with group facilitation, they must also have completed the respective group themselves or be able to provide evidence that they have alternate experience and have personally worked through the content of the group themselves.

We do not normally use volunteers in a clinical capacity.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  | Also In HR |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Code Of Ethics / Code Of Conduct

**Policy:**

It is the policy of the Women’s Counselling Centre that all volunteers will maintain professional standards of conduct at all times.

**Procedure:**

The Salvation Army Social Services Department has a Code of Ethics for Officers, Management Staff, Employees and Volunteers working within its ministries. The Salvation Army also has a Code Of Conduct for all of its Officers, Employees, and Volunteers.

During orientation, volunteers of the Women’s Counselling Centre will be required to read and sign both the Social Services Code of Ethics and the Territorial Code Of Ethics. Once they have read both, they will sign the appropriate signature sheet indicating that they have read the two documents and that they agree to function within those guidelines. A copy of the signature sheet will be placed in their Human Resources file.

A copy of the Code Of Ethics and the Code of Conduct will be given to Volunteers during their orientation.

Volunteers, are expected to maintain confidentiality in all aspects of their work at The Women’s Counselling Centre.

Volunteers are expected to sign the agencies confidentiality statements at the beginning of their volunteering. A copy of the signed statements will be placed in the person’s Human Resources file.

See the Human Resources Section of the Policy and Procedure Manual for more details

about the Confidentiality Policy.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Confidentiality

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers will maintain confidentiality pertaining to our clients and the operation of the counselling centre.

**Procedure:**

All volunteers must sign a “Confidentiality Policy Form” prior to commencement of association with The Women’s Counselling Centre. Copies of this form is attached.

Volunteers are expected to maintain confidentiality according to the statements signed.

Any Volunteer not maintaining confidentiality will be asked to cease their service at the Women’s Counselling Centre.

**The Salvation Army**

**Women’s Counselling Centre**

## Confidentiality Policy

It is a matter of professional ethics, that the strictest confidentiality be maintained regarding any information obtained for and/or about the clients we serve. It is also essential that information pertaining to the business, administrative and financial situation of the Women’s Counselling Centre is also kept confidential. All employees, students, interns and volunteers of the Women’s Counselling Centre must not divulge any information concerning confidential material.

I understand that it is imperative that the confidentiality of our clients be maintained. I further understand that the identities of the Women’s Counselling Centre clients must not be disclosed to the media and/or general public.

Confidential Information Includes but is not limited to the following:

 **Client Information**

* Client File Contents and Information
* Client Identifying Information
* Client Treatment Details
* Details regarding Client’s Family Members

**Business and Agency Information**

* Contact Information for Staff, students, interns and volunteers
* Personal Information regarding Staff, Students, Interns and volunteers
* Minutes of Internal Meetings
* Business, Administrative and Financial Information regarding The Women’s Counselling Centre (In the spirit of collaboration, in some cases, exceptions to this clause may be made but only with the prior consent of the Director.)

I understand that other policies are in place governing the appropriate release of information to other professionals with signed consent, research and removal of files from the premises. I agree that my behaviour will be governed by those policies also.

I understand that anyone found to be in violation of this policy will be subject to appropriate disciplinary action.

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**AGREEMENT**

I understand the above and agree to total confidentiality of Client, Business and Agency information pertaining to The Salvation Army Women’s Counselling Centre. I understand that a copy of this document will be kept in my personnel file.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Director Date

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Criminal Record Check - Volunteers

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers must provide a clear Criminal Record Check.

**Procedure:**

Prior to beginning volunteer service at the Women’s Counselling Centre, a volunteer must provide a clear Criminal Record check. This check must also include the standards for those who are working with vulnerable people.

A copy of the Criminal Record Check will be kept on in the Volunteer’s File.

Any cost pertaining to obtaining a Criminal Record check is the responsibility of the Volunteer.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Expenses

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers will be reimbursed for any approved out of pocket expenses related to their Volunteer Service.

**Procedure:**

Volunteers will not be remunerated for the work they do on behalf of the Women’s Counselling Centre.

Volunteers will be reimbursed for out of pocket expenses provided that these expenses have been pre-approved by the Director or designate.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Health And Safety

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers will adhere to the Health and Safety policies of the Counselling Centre.

**Procedure:**

All Volunteers will be required to adhere to the recognized standards of health and safety of the Women’s Counselling Centre. These will be explained to them during the orientation process.

Volunteers are required to read the Health and Safety Section of the Policy and Procedure Manual and sign a statement that they have done so. A copy of this signed statement will be kept in the Volunteer’s File.

Volunteers are also required to read our Fire Safety Plan and The Salvation Army Communicable Diseases Manual. They will sign a statement indicating that they have done so. A copy of this statement will be kept in the Volunteer’s File.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Job Descriptions

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers will have job descriptions pertaining to the duties that they are performing.

**Procedure:**

During the orientation and training period, Volunteers will receive a copy of the job description that covers their position.

Volunteers will sign a copy of the Job Description and a copy of it will be kept in the Volunteer’s file.

Currently, there is only one Volunteer Job Descriptions in place at the Women’s Counselling Centre. A copy of it is attached.

**Volunteer Job Description**

|  |
| --- |
| Fundraiser / Donations |

|  |
| --- |
| **LOCATION/PROGRAM:**  Erin Mills Corps Women’s Counseling Centre |

|  |
| --- |
| **DESCRIPTION OF POSITION:** Liaison/ build relationships with retail companies for donation purposes.  |

|  |
| --- |
| **SPECIFIC DUTIES:** 1) Liaison with retail/corporate companies to build donation contracts/ relationships 2) Develop a donation resource/contact list 3) Prepare and distribute donation request letters as well as donation thank you letters 4) Transport donations from distributor to centre 5) Organize and maintain donations in an easy access format. 6) Compose a record of donors and donations received. 7) Prepare gifts for special occasions such as a client’s birthday, special events or functions and seasonal holidays. 8) Once a month or as needed, replenish the “welcome basket” 9) Organizing fundraising events for the centre.  |

|  |
| --- |
| **QUALIFICATIONS:** Good communication skills, Administrative skills, Good organizational skills, Creative mind set, Valid Driver’s License and ability to support the mission values of The Salvation Army. |

|  |
| --- |
| **SCHEDULE:** To be determined  |

|  |
| --- |
| **LENGTH OF COMMITMENT NECESSARY:** To be determined |

|  |
| --- |
| **STAFF SUPERVISOR:** Director Of Counselling Services |

|  |
| --- |
| **STARTING DATE:**  |

|  |
| --- |
| **ADDITIONAL INFORMATION:** |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Volunteer Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Director Signature Date

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Mission Of The Salvation Army

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers will work within the Mission Statement of The Salvation Army.

**Procedure:**

All Volunteers will receive an orientation to the Mission and Values of The Salvation Army and The Women’s Counselling Centre and will sign a copy of these statements indicating that they are in agreement with the Mission statements and are willing to work within the Mission Statements.

A copy of the above signed statements will be kept in the Volunteer’s file.

Any Volunteer found to be not working within our mission statements will first have that mission statement explained to them along with the nature of the violation of the mission statement that they have committed.

If any Volunteers are unwilling or unable to work within our mission statement, they will be asked cease their service at the Women’s Counselling Centre.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  | Also In Program |
| Date Created: | August 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Program Description

**Policy:**

It is the policy of the Women’s Counselling Centre to have a written Program Plan which is reviewed regularly.

**Procedure:**

At theWomen’s Counselling Centre, we offer individual counselling and transition support to women living in Peel Region and who have experienced abuse. All of our services are offered using a holistic model. All of our services are offered within an anti-oppression / anti-racism framework. Our services include: individual counselling, psychotherapy groups, psychoeducational workshops, transitional housing support, legal support and advocacy.

It is the responsibility of the Director to develop and maintain a written Program Plan that contains much more detail and description of our Program. A copy of the current Program Plan is available on the server and a Volunteer may access a copy of this through any staff member.

The Director is also responsible to ensure that this Program Plan is reviewed annually, dated accordingly and that the document is kept up to date.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Recognition of Volunteer Service

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers will be regularly recognized for the service they provide.

**Procedure:**

Each year, the Women’s Counselling Centre will appropriately recognize its volunteers.

The events and methods of volunteer recognition will vary from year to year.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Selection of Volunteers

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers be carefully screen and selected.

**Procedure:**

Any person wishing to Volunteer at the Women’s Counselling Centre must first complete the attached Volunteer Application form.

Once the Application has been received and screened, the prospective volunteer will be interviewed by the Director of Counselling.

The Director of Counselling will explain the requirements of Volunteering at The Women’s Counselling Centre and determine if the person is a suitable candidate for Volunteering at WCC.

Volunteers will be required to undergo a Police record check and provide evidence of a clear police record.

On occasion, a volunteer or group of volunteers (eg a church group) will only provide service for a special event and this will be on a very short time limited basis. In this case, these volunteers will not be required to go through the normal selection process. But if they are going to have client contact, they will be required to sign our confidentiality statement. Any volunteer who may be alone with a client (eg childcare) even for a short time will be required to have a clean criminal record check.

****

## Volunteer Application

|  |  |
| --- | --- |
| **Last Name:** | **Given Name:** |
| **Address:** | **City:** |
| **Postal Code:** | **Phone Number:** |
| **Other phone number:** | **E-mail Address:** |
| **How did you find out about volunteering with the Salvation Army?** |  |
| **Why do you want to volunteer with The Salvation Army?** |
|  |
| **Emergency Contact**  **Name: Phone: Relationship:** |

|  |  |  |
| --- | --- | --- |
| **Volunteer Experience** |  |  |
| **Have you ever volunteered before?** | **[ ]  Yes** | **[ ]  No** |

|  |
| --- |
| **If yes, details:** |
| **Date(s):** | **Organization:** | **Duties** |
| **Date(s):** | **Organization:** | **Duties** |

|  |
| --- |
| **Languages** |
| **To better serve the cultural diversity of Mississauga, please specify any languages other than English that you speak, read and write.** |
| **Language(s):** **[ ]  Speak** **[ ]  Read** **[ ]  Write** **[ ]  Speak [ ]  Read [ ]  Write** |

|  |
| --- |
|  **Education & Employment**  |
| **Highest Level/Degree/Diploma or Grade completed:** |
| **School:** |
| **Current Employer if applicable:**  |
| **Position/Duties:**  |
| **What are your future goals?** |

|  |
| --- |
| **Skills/Hobbies** |
| **Skills/Current Certification:** |
| **Hobbies and Interests:** |

***.***

|  |  |  |  |
| --- | --- | --- | --- |
| **Which area(s) are you interested in?** |  |  |  |
|  | **[ ]  Administration** | **[ ]  Child Care – Special Events** |

**Availability?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **[ ]  Mornings** | **[ ]  Afternoons** |  | **[ ]  Evenings** | **[ ]  Flexible** |

*Please list 2 references (excluding relatives). References will be contacted after your interview.*

*All volunteer positions require a Criminal Records Check – details will be given at your interview****.***

|  |  |  |  |
| --- | --- | --- | --- |
| **References** |  |  |  |
| **Name:** | **Relationship:** | **Phone Number:** | **E-Mail Address:** |
| **Name:** | **Relationship:** | **Phone Number:** | **E-Mail Address:** |

 **I understand that this is an application for and not a commitment or promise of a volunteer opportunity.**

 **I certify that I have and will provide information throughout the selection process that is true, correct**

 **and complete to the best of my knowledge.**

|  |  |
| --- | --- |
| **Signature:** | **Date:** |
|  **Please return completed application to the attention of The Women’s Counselling Centre ,** **2460 The Collegeway, Mississauga ON L5L 1V3 Fax 905-820-2050** |
|  |
|  |

**Thank you for your interest in volunteering with The Salvation Army!**

**You will be contacted to arrange a meeting after your application has been received & reviewed*.***

**Office Use Only - Date Received:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Tracking of Hours

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteer’s hours will be tracked and statistics submitted as per DHQ requirements.

**Procedure:**

Each Volunteer is responsible for tracking the hours that they provide service and reporting these hours monthly to the Director.

The Director will submit the Volunteer Hours Total to the Corps Administrative Assistant who will report them to DHQ as per Divisional Policy.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Training Manual

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers are adequately trained for the Volunteer positions that they hold.

**Procedure:**

A Volunteer Training Manual is in place at the Women’s Counselling Centre. It contains important information that Volunteers need to know about our Centre.

Every new Volunteer will be required to read this manual and sign a statement indicating that they have read and understood the Manual. A copy of this signed statement will be placed in the Volunteer’s file.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Training of Volunteers

 **Policy:**

It is the policy of the Women’s Counselling Centre that our Volunteers are adequately trained for the positions they hold.

**Procedure:**

If Volunteers will be performing duties that are also sometimes performed by employees, the Volunteers will have the opportunity to shadow the employee in the performance of the tasks that they will be required to do.

In some cases, a Volunteer may be assisting a staff member with a specific function. When this happens the Volunteer will work closely with that staff member.

Once the Volunteers are appropriately trained, they will be allowed to work on their own performing only the tasks for which they are trained.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Supervision and Performance Management of Volunteers

 **Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers are adequately supervised during their Volunteer service.

**Procedure:**

Volunteers will report to the Director Of Counselling who will function as their primary supervisor.

In some circumstances, this supervision responsibility may be delegated to another staff person. When this occurs, the Volunteer and the employee will be clearly instructed as to the requirement of supervision.

Performance reviews will be conducted with Volunteers as necessary.

If a Volunteer is not completing their assignment in a satisfactory manner, the Director will attempt to correct the performance of the Volunteer. If the Volunteer is unable to correct the performance of their duties, they will either be reassigned to another position or asked to cease Volunteering at this Centre. In the case that a Volunteer is asked not to Volunteer at WCC, they will be encouraged to Volunteer in another appropriate ministry at the Erin Mills Corps.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  | Also in HR |
| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Volunteers

**Policy:**

It is the policy of the Women’s Counselling Centre to use Volunteers, where possible, to enhance the program of the Centre.

**Procedure:**

When possible and necessary, Volunteers will be utilized in the Women’s Counselling Centre to assist with a variety of tasks. Most often these tasks will be administrative in nature.

Volunteers will not be used in a clinical manner – they will not have a caseload of clients.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Volunteers |
|  |  |
| Date Created: | December 2012 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Whistleblower Policy

**Policy:** It is the policy of the Women’s Counselling Centre that staff are aware of the Territorial Whistleblower Policy which is listed below.

**General**

The mission and values of The Salvation Army require Officers, employees, representatives and volunteers to observe high standards of business, ministry and personal ethics in the conduct of their duties and responsibilities.

The Salvation Army insists on:

1. integrity in fulfilling its responsibilities;
2. treating all individuals with dignity and respect;
3. compliance with Salvation Army policies, standards, practices and with applicable laws and regulations.

**Purpose**

The purpose of this policy is

1. to facilitate making disclosures;
2. to facilitate the investigation of disclosures;
3. to protect those who in good faith make disclosures.

**Matters Warranting Disclosure**

"Disclosures" include, but are not limited to, information concerning:

1. an act or omission constituting a violation of Salvation Army policies, standards or practices;
2. an act or omission constituting an offence under any provincial or federal legislation;
3. an act or omission that creates a substantial and specific danger to the life, health or safety of persons or to the environment;
4. gross mismanagement.

**Reporting Responsibilities**

It is the responsibility of all Officers, employees, representatives and volunteers to comply with the mission and values of The Salvation Army in their officership, employment, contractual obligations and volunteer activities, and to make disclosures when appropriate.

**Making Disclosures**

The Salvation Army encourages individuals to make disclosures of the 'Matters Warranting Disclosure' identified above. Under normal circumstances disclosures should be made directly to supervisors, whose responsibility it is to ensure organizational integrity, compliance and accountability.

The Salvation Army recognizes, for various reasons, it may not always be possible to make disclosures through normal channels and thus has provided a means for reporting such disclosures through the mechanism provided in this policy.

**No Reprisal**

An individual who retaliates, in any fashion, against someone who has made a disclosure in good faith may be subject to discipline up to and including termination.

**Anonymity**

Individuals are encouraged to provide their name and contact information when making a disclosure, through the email address provided understanding that this makes it easier to investigate the disclosure. If requested, anonymity can be secured.

**Disclosures not made in Good Faith**

The Salvation Army is concerned about protecting the reputation of its Officers, employees, representatives, volunteers and members from false or malicious allegations. The Salvation Army will therefore ensure that the necessary resources are provided to investigate any disclosure which it receives.

It is important to understand that The Salvation Army will view seriously any disclosure which proves to be false, malicious or of a frivolous nature, and that any person making such a disclosure may be subject to discipline up to and including termination.

**How the Organization will respond**

The Salvation Army will respond to each disclosure in a timely and efficient manner. It should be noted that the seriousness, complexity and timeliness of a disclosure may impact the method, resources and speed with which a disclosure is reviewed and/or investigated, and resolved.

**Reporting Mechanism**

Contact via email at**Whistleblower\_Hotline@can.salvationarmy.org****.**

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | VolunteersAlso in H&S and HR |
|  |  |
| Date Created: | July 2010 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Workplace Harassment Discrimination and Violence Prevention

**Territorial Operating Policy #7907**

The Salvation Army Canada and Bermuda Territory is committed to providing a work environment that is free from harassment, discrimination and violence where all Salvation Army workers are treated with dignity and respect. All Salvation Army workers including officers, employees, volunteers and other individuals affiliated with The Salvation Army are expected to uphold this policy by maintaining a respectful work environment in which all work together to prevent harassment, discrimination and violence.

In accordance with applicable legislation and regulations, the Workplace Harassment, Discrimination and Violence Policy will be reviewed annually, revised appropriately and posted at all Salvation Army workplaces.

**1.0 PURPOSE STATEMENT**

The purpose of this policy is to:

 1.1 Establish and maintain a workplace that is free from harassment and

 violence.

 1.2 Outline types of workplace behaviour which are considered to be

 harassing and / or violent.

 1.3 Ensure that all workers are aware that harassment, discrimination and

 violence in the workplace are unacceptable and will not be condoned.

 Any worker, who is found to be in violation of this policy, may be subject

 to discipline.

 1.4 Establish a structure for the receipt of complaints.

 1.5 Provide a process for notification about allegations of violations to this

 policy.

**2.0 DEFINITIONS**

In this policy, the following definitions are used:

 2.1 **“Workers”** includes all officers, employees, officers, volunteers and other

 individuals affiliated with The Salvation Army.

2.2 **“Workplace**” is definedas any placewhere a worker performs work for

 the organization.

**Note:** “workplace”can include vehicles, off-site business-related function locations (conferences, trade shows), social events related to work and client’s homes.

2.3 **“Workplace Violence”** is defined as any actual, attempted or

threatened exercise of physical force against a worker in a workplace that

could cause physical harm, or where it is reasonable for a worker to

interpret a threat:

* physical attacks….eg. hitting, shoving, pushing, kicking and biting
* threatening behaviour…eg. shaking fists, destroying property or throwing things
* verbal or written threats….eg. a threatening phone call to a worker’s home, or any expression of intent that could reasonably be interpreted as potential for physical harm

2.3 “**Discrimination”** is defined as a distinction, whether intentional or not,

 based on protected grounds relating to personal characteristics of a

 worker or group of workers. This distinction has the effect of imposing

 burdens, obligations or disadvantages on an individual or group of

 workers. It could also include the withholding or limiting of access to

 opportunities, benefits, and advantages available to other workers. The

 prohibited grounds of discrimination include:

1. race, colour, ancestry, citizenship, ethnic origin or place of origin
2. creed, religion
3. age
4. sexual orientation
5. family, marital or same-sex or common law partnership status
6. disability or perceived disability (including the dependence on alcohol or drugs)
7. gender
8. any other prohibited ground of discrimination under applicable human rights legislation

2.4 **“Workplace Harassment”** is defined as a vexatious course of comment

 or conduct against a worker in a workplace that is known, or ought

 reasonably to be known, to be unwelcome. It may include unwelcome,

 unwanted, offensive or objectionable conduct that may have the effect of

 creating an intimidating, hostile or offensive work environment, thereby

 adversely affecting an individual’s employment relationship and / or

 denying an individual dignity and respect. It may be directed at specific

 individuals or groups.

2.5 **“Domestic Violence”** is defined as any actual, attempted or threatened

 exercise of physical force against a worker in a workplace by a person

 who is or was in a domestic relationship with the worker (for example,

 spouse, former spouse, current or former partner or family member) that

 could cause physical harm to a worker at the workplace.

2.6 **“Complainant”** is defined as any worker(s) that makes a complaint under

 this Policy.

2.7 **“Respondent”** is defined as any worker(s) against whom a complaint is

 being brought under this Policy.

2.8 **“Investigator”** is the individual assigned to investigate the complaint.

 This could include but not be limited to a senior employee, an officer, or a

 contracted third party.

**3.0 GENERAL PROVISIONS APPLYING TO WORKPLACE HARASSMENT, DISCRIMINATION AND VIOLENCE**

 3.1 The Salvation Army will take appropriate action to deal with all concerns,

 complaints, or incidents of workplace harassment, discrimination and

 violence in a fair and timely manner while respecting workers’ privacy

 as much as possible.

 3.2 The Salvation Army reserves the right to discipline any worker, regardless

 of position or title, who is found to be in violation of this policy. False

 accusations may also result in disciplinary action.

 3.3 Any person who retaliates or engages in reprisal against a worker for

 filing a complaint or claiming a right under this policy commits a serious

 violation of this policy and will be subject to discipline.

 3.4 Management actions conducted in a respectful non-vexatious manner;

 including measures to correct performance deficiencies or to impose

 discipline for workplace infractions, do not constitute workplace or

 psychological harassment.

 3.5 It is recognized that in the course of employment / service some physical

 contact may be required (eg. when supporting elderly persons or persons

 with disabilities). It is expected that workers will treat one another and

 those they serve with the utmost respect, upholding the personal dignity

 of all.

 3.6 The Salvation Army reserves the right to conduct its own investigations,

 provided that the investigation does not interfere or compromise an

 external authority’s investigation.

 3.7 The Salvation Army will take all reasonable steps to reduce the risk of

 harassment, discrimination and violence by clients towards workers. In

 some instances, The Salvation Army may only have limited legal authority

 to terminate its client relationship or to impose restrictions on such clients

 for harassing or violent behaviour. Workers should report all workplace

 harassment, discrimination or violence from clients to their supervisor.

3.8 In the event of any conflict between this policy and applicable legislation,

 the applicable legislation will prevail.

3.9 Each Salvation Army workplace will assess the risk of workplace violence

 in that location and develop, implement and post a specific workplace

 violence prevention program, which complies with this policy and

 applicable legislative requirements.

**4.0 COMMUNICATION**

4.1 A current copy of this policy will be posted in a conspicuous place at all Salvation Army workplaces so it is available to all workers.

4.2 Supervisors and managers shall give new workers a copy of this policy

 and all other related policies during the orientation policy.

4.3 Revisions of the policy shall be communicated to all workers.

**5.0 RESPONSIBILITIES AND REPORTING**

5.1 **RESPONSIBILITIES OF WORKERS**

5.1.1 Promote and support a workplace that is free from harassment,

 discrimination and violence.

 5.1.2 Attend training and / or information sessions related to workplace

 harassment, discrimination and violence.

 5.1.3 Report to your supervisor any workplace harassment,

 discrimination, violence, or potential violence that you may be aware

of, experience or witness. This also includes domestic violence issues that may have an impact on your safety or that of a co-worker.

 5.1.4 Assess the risk (along with your supervisor) associated with the

 situation and document the incident.

 5.1.5 Contact building security, or where necessary, dial 911 or the local

 emergency number for emergency services where immediate

 assistance is required and a supervisor is unavailable.

 5.1.6 Summon help when immediate assistance is required. Do not enter

 any situation or location where you feel threatened or unsafe.

 5.1.7 Advise your immediate supervisor at the earliest opportunity in the

 event that threats of workplace harassment, discrimination or

 violence are received by mail, telephone, fax, email or any other

 manner, or if you come into contact with an individual whose

 behaviour has the potential to result in workplace violence.

 5.1.8 Co-operate with the police, Salvation Army investigators, and other

 authorities during an investigation related to workplace harassment,

 discrimination or violence. If you give evidence, information or if

 otherwise involved in the process, you must keep this information

 confidential, except when disclosure is necessary to effectively deal

 with an issue.

5.2 **RESPONSIBILITIES OF MANAGERS AND SUPERVISORS**

5.2.1 Promote and support a workplace that is free from workplace

 harassment, discrimination and violence.

 5.2.2 Attend training and / or information sessions related to workplace

 harassment, discrimination and violence. Ensure that each worker

 receives training on this policy, and the workplace prevention

 program for the location.

 5.2.3 Ensure a workplace violence risk assessment is conducted, a

 workplace violence prevention program is in place, and that the

 program is reviewed and updated annually for each location.

 5.2.4 Encourage workers to inform their immediate supervisor of any

 workplace harassment, discrimination and violence or potential

 violence that they may be aware of, experience and / or witness.

 This also includes domestic violence issues that may have an

 impact on the safety of a worker or his / her co-workers.

 5.2.5 Advise your immediate supervisor at the earliest opportunity in the

 event that threats of workplace harassment, discrimination or

 violence are received by mail, telephone, fax, email or any other

 manner, or if you come in contact with an individual whose

 behaviour has the potential to result in workplace violence.

 5.2.6 Report all incidents of workplace harassment, discrimination and

 violence (including situations that could result in future workplace

 violence) to your senior manager.

 5.2.7 Ensure that the Divisional Commander / Department Head and his /

 her designate is advised. The Divisional Commander / Department

 Head is to advise the Territorial Headquarters Employee Relations

 Director and the Secretary for Personnel will be notified.

 5.2.8 Co-operate with the police, Salvation Army investigators and other

 authorities during an investigation related to workplace harassment,

 discrimination or violence. If you give evidence, information or if

 otherwise involved in the process, you must keep this information

 confidential, except when disclosure is necessary to effectively deal

 with an issue.

 5.3 **RESPONSIBILITIES OF DIVISIONAL DIRECTOR OF EMPLOYEE**

 **RELATIONS**

 5.3.1 Promote and support a workplace that is free from harassment,

 discrimination and violence, and offer worker training and

 awareness programs.

 5.3.2 Notify and consult the Territorial Director of Employee Relations

 when a formal investigation to a complaint is recommended.

 5.3.3 Provide guidance and support to the workplace parties involved in a

 complaint under this policy including the provision of information on

 Employee and Family Assistance Program (for employees) and

 Pastoral Services (for officers) as applicable.

 5.3.4 Ensure confidential records are maintained.

 5.4 **RESPONSIBILITIES OF TERRITORIAL DIRECTOR OF EMPLOYEE**

 **RELATIONS OR DESIGNATE**

 5.4.1 Promote and support the harassment, discrimination and violence

 prevention policy in the organization.

 5.4.2 Ensure the Secretary for Personnel is advised of all incidents.

 5.4.3 Assign investigators to complaints / incidents. This may be in

 conjunction with the Secretary for Personnel if an officer is party to

 the complaint / incident.

 5.4.4 Provide guidance and support to the workplace parties involved in a

 complaint / incident under this policy including the provision of

 information on Employee and Family Assistance Program and

 Pastoral Services as applicable.

 5.4.5 Receive the formal investigation report from investigators. The

 report will be distributed to the Divisional Commander / Department

 Head and to the Divisional Director Of Employee Relations. Where

 a Salvation Army officer is the complainant or respondent, the

 Secretary for Personnel will also receive the report.

 In cooperation with the Divisional Commander / Department Head

 appropriate action will be taken based on findings of the investigation.

 Where a Salvation Army officer is the complainant or respondent, the

 Secretary for Personnel will take appropriate action.

 5.5 **RESPONSIBILITIES OF THE INVESTIGATOR**

 5.5.1 Promote and support the harassment, discrimination and violence

 prevention policy in the organization.

 5.5.2 Conduct the investigation of a formal complaint or violent incident

 in accordance with the investigation guidebook.

**6.0 PROCEDURE FOR INVESTIGATION OF HARASSMENT & WORKPLACE**

 **VIOLENCE**

6.6.1 When a complaint of workplace harassment or violence has been

 received, the procedures outlined in the *Investigative Reference*

 *Guide* will apply.

 Note: In addition to the definitions under “Discrimination” Salvation Army

 officers are bound by Orders & Regulations and the ecclesiastical standards set within. In the event of a conflict between the provisions of

 this policy and by Orders and Regulations, the latter shall take

 precedence.

 WORKPLACE HARASSMENT, DISCRIMINATION AND VIOLENCE

 PREVENTION POLICY

## Workplace Harassment and Discrimination Formal Complaint Form

**SECTION 1: IDENTIFYING INFORMATION**

**Date of Incident:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_ am pm

**Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Job Title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of Facility:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Department:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Immediate Manager/Supervisor: \_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of Individual(s) Responsible for Violation:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 2: FORMAL COMPLAINT - Describe Incident(s):** (use additional paper if necessary)

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**SECTION 3: WITNESS**

**Witness #1** (name):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Witness #2:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Witness #3** (name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Witness #4:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 4: SIGNATURES** (I authorize The Salvation Army to initiate an investigation into the above noted complaint).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

 (Name of Complainant) (Signature) (Date)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Individual providing assistance in the completion of this form – optional) (Date)

**Workplace Harassment, Discrimination and Violence Prevention Policy 7907**

## Formal Violence Incident Report Form

All workers who have been involved with a workplace violence incident are to complete this form. Please keep blank photocopies of this form and ensure the form is available during all shifts to ensure that the workers can complete this report as soon as possible.

**IDENTIFYING INFORMATION**

|  |  |
| --- | --- |
| **Name:** | **Today’s date:** |
| **Date and time of incident:** | **SA Ministry Unit name and location:** |
| **Location:**[ ]  Automobile[ ]  Corps[ ]  Thrift Store[ ]  Ministry Unit[ ]  Parking Lot | [ ]  Front Reception[ ]  Kitchen[ ]  Office[ ]  Other \_\_\_\_\_\_\_\_\_\_\_\_ | **Type of violent act:****[ ]** Verbal[ ]  Struck (hit)[ ]  Bitten[ ]  Pushed | [ ]  Threatened[ ]  Kicked[ ]  Scratched[ ]  Other \_\_\_\_\_\_\_\_\_\_\_\_ |
| **First aid obtained: [ ]** Yes **[ ]** No**First aid report completed:**[ ]  Yes [ ]  No**Name of first aid attendant:** | **Medical attention advised and obtained:**[ ]  No [ ]  Yes - [ ]  Ambulance [ ]  Walk-In Clinic [ ]  Physician |
| **Reported to supervisor?**[ ]  Yes [ ]  No – why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date and Time Reported\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |
| **Police called?**[ ]  Yes [ ]  NoIf yes, Police file # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_If no, why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Ambulance or Fire called?**[ ]  Yes [ ]  NoIf yes, provide details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Describe what happened, including factors leading up to the incident.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Describe any action taken after incident occurred.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **DESCRIPTION OF PERSON** |  |
| [ ]  Unknown person [ ]  Person you know[ ]  Delivery person[ ]  Co-worker[ ]  Ex-boyfriend/girlfriend[ ]  Ex Worker[ ]  Customer/Client[ ]  Family member[ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Name, if known:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Has the person been involved in any previous violent situations that you know of? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **If unknown, please describe the person in detail:**Male or female:Age:Height:Weight:Hair Color:Glasses/eye color:Clothes:Shoes/socks:Tattoos/scars:What did he/she say? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Additional information:**Hat: No hat:Objects in hands:Weapons visible:MC900370482[1]Vehicle description (make, model, color, license plate)::Direction of person upon exiting: |
| Your name ( please print): | Signature: |
| Date: |  |

**PLEASE SUBMIT THIS REPORT TO YOUR IMMEDIATE SUPERVISOR/MANAGER**

****

**Formal Violence Incident Witness Report Form**

**Witness Account Form**

*Note: Complete this form if you are a witness to the alleged workplace violence –photocopy additional copies as needed*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date of incident:

|  |
| --- |
|       |

 | Name:

|  |
| --- |
| Victim [ ]  Witness [ ]  |

 | Date of report

|  |
| --- |
|       |

 |
|   | Address/City location of witness:

|  |
| --- |
|       |

 | Phone number:

|  |
| --- |
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 |
| Describe incident in detail. Include what happened, where, who was involved, other witnesses, what you heard, saw, etc:

|  |
| --- |
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 |
| List names of the witnesses:

|  |
| --- |
|       |

 |
| Signature: Date:

|  |
| --- |
|  |

 |
| Person receiving witness statement: Date:

|  |
| --- |
|  |

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