

CARLETON HEIGHTS CURLING CLUB
Measures and Procedures to Control Risks of Workplace Violence

Control Risks of Workplace Violence

- All workers are to consider steps to be taken to maintain personal safety. These steps include:
 - Where possible, arriving or leaving the Club during daylight hours. If a worker is working the evening shift and closing the Club at the end of the day, the Manager ensures that the worker either has his or her own car available, has arranged to be picked up at the Club or is supplied with cab fare.
 - Closing doors leading to bar area when only one person is tending the bar so access to bar area is restricted .
- Physical safeguards

Management should use physical safeguards to protect workers to the extent possible including:

- Provide adequate lighting for parking areas; and
- Ensure that doors are locked whenever the Club Manager or his delegate is not present.
- Procedures for informing workers of potentially violent situations or people
 - We will not allow patrons who have demonstrated violent tendencies to be readmitted to the Club.
 - If a worker feels that an incident with a patron may become violent or abusive, the worker will call the Club Manager or the police immediately.
- Training on workplace violence policy
 - All workers will be trained in how to deal with aggressive or violent clients.

Summoning Immediate Assistance

- In the event of an emergency workers are expected to call 9-1-1 if it is safe for them to do.
- All workers should have the home and cellular phone numbers of the Manager. In addition, the telephone numbers of two Club members who live close to the Club are posted for workers to call in an emergency.
- When in doubt police should be summoned if a worker feels their life/health or that of a co-worker is in danger.

Reporting Incidents of Workplace Violence

- Workers should immediately report any incident to the Manager. This notification should be followed up in writing where the initial contact was by phone or in person.
- The Manager will undertake to review the matter immediately and obtain external assistance (legal, police, medical) as needed.
- The Manager will advise the WSIB as needed.

Investigating/dealing with Incidents or Complaints

- The Manager will engage such outside assistance as is necessary to investigate incidents or complaints.
- We will report back to the workers member within 24 hours with our initial findings and course of action if necessary.