



**ONTARIO
FEDERATION OF
LABOUR**

**DOMESTIC
VIOLENCE
GOES TO WORK
EVERY DAY:**

A BARGAINING GUIDE



ACKNOWLEDGEMENTS:

this guide includes original materials as well as materials adapted from publications produced by CUPE – *A Bargaining Guide on Domestic Violence*; UFCW – *A Bargaining Guide on Domestic Violence*; CLC – *Model Collective Bargaining Language*; WHSC – *Domestic Violence in the Workplace: breaking the silence*.

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If you are concerned for your own or a co-worker's immediate safety, **call 911.**

If you, a co-worker or a friend need help, **call a 24-hour domestic violence help line.**

Sheltersafe.ca provides a **clickable map** of shelters across Canada, including phone numbers for 24-hour support.

Shelters offer counselling and referral as well as a safe place to stay. They can assist our members in developing a safety plan for themselves and their children. Unions and employers can call on shelter workers for advice and training.



INTRODUCTION

An estranged husband shoots and kills a teacher in the parking lot of her school. A nurse is stabbed to death by her former boyfriend, a doctor working at the same hospital. The reality is domestic violence goes to work every day.

Although we sometimes think of domestic violence as a private family problem, the effects of domestic violence do not stop when our members come to work. Like other struggles for health and safety and equality, domestic violence affects the lives of our members both on and off the job.

Domestic violence can affect your workplace in many ways, ranging from disruptive phone calls, harassing emails, threats, inappropriate visits from an abuser and violent confrontations. As recent workplace incidents have proven, domestic violence can have deadly consequences.

Many union members are victims or survivors of domestic violence. Unions have an important role in supporting members, challenging domestic

violence and ensuring employers live up to their obligations. One way unions can do this is by negotiating collective agreement language on domestic violence. Another is to provide education and training that breaks the silence about partner abuse.

The Ontario Federation of Labour (OFL) recognizes that domestic violence is a trade union concern. Unions must ensure that work is safe for everyone. Unions protect the rights of all workers, and if one worker is vulnerable, then all workers are affected.

This guide sets out some actions unions can take in addressing domestic violence with a focus on bargaining protections on domestic violence.



WHAT IS DOMESTIC VIOLENCE?

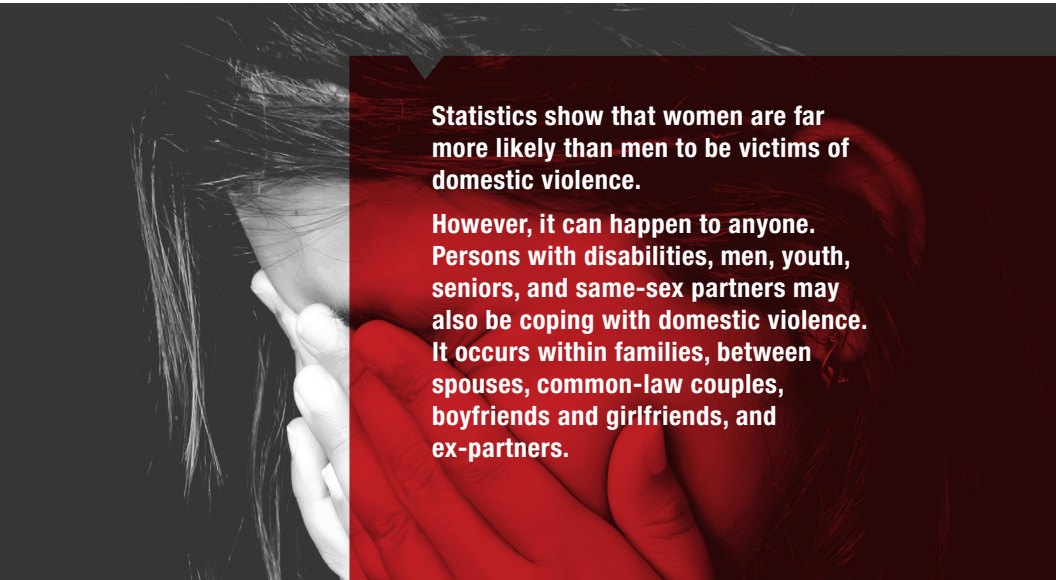
Domestic violence is any form of violence between intimate partners. It occurs between opposite or same-sex intimate partners, who may or may not be married, common law, or living together. It can also continue after a relationship has ended. It can be a single act of violence, or a number of acts that form a pattern of abuse.

Domestic violence most often spills over into the workplace through the abuse of an intimate partner. However, abusive extended family members can be a threat to victims/survivors at work.

The violence can include incidents of domestic violence entering the

workplace, stalking, personal harassment, psychological harassment, bullying, or any other behaviour that abuses, devalues, or humiliates.

Domestic violence affects both men and women, but the vast majority of abusers are men and victims women. Men abusing women partners tend to carry out more extreme, prolonged and systematic acts of violence. Women marginalized by poverty, racism, homophobia, transphobia and ableism are at the greatest risk of suffering domestic abuse.



Statistics show that women are far more likely than men to be victims of domestic violence.

However, it can happen to anyone. Persons with disabilities, men, youth, seniors, and same-sex partners may also be coping with domestic violence. It occurs within families, between spouses, common-law couples, boyfriends and girlfriends, and ex-partners.



DOMESTIC VIOLENCE: A WORKPLACE ISSUE

However, due to the predictability of their location and hours, women experiencing domestic violence are particularly vulnerable to also experiencing this violence at their workplace.

Many factors can affect a domestic violence victim/survivor's ability to work, including physical injury, abuser's hiding or stealing car keys or transportation money, refusal of partners to show up or care for

Domestic violence can enter the workplace through:

- **Disruptive phone calls**
- **Harassing emails**
- **Inappropriate visits by the abuser**
- **Physical violence in the workplace**
- **Threats of harm to the victim's co-workers**

Work can be a safe haven for someone who is experiencing violence at home. The financial security of a job and time away from their abuser can help a person experiencing violence by providing them with time as they seek support or make a plan to leave the relationship.

children, sleep deprivation, being forced out of their home, death threats, threats to harm children or co-workers.

It is also well established that economic independence and stability are crucial for women escaping abusive relationships. What is less obvious, however, is the impact domestic violence has on women's employment.

To deal with the consequences of domestic violence, women have to miss work. Women must take time off from work to obtain an order for protection, engage in safety planning, seek medical attention, obtain counselling services, secure legal assistance, find childcare and/or relocate. For many victims/survivors, leaving an abusive relationship means completely starting over—a time consuming and financially burdensome task.

Employers are under no legislative obligation to provide victims of domestic violence with leave, so by missing work, victims/survivors put their employment and financial security at risk. Missing work also means missing a day of pay—something most victims/survivors cannot afford to do.

In the simplest terms, the critical steps victims/survivors need to take to leave an abuser, stay safe and begin to heal could jeopardize their ability to live on their own and support themselves and their families. This double bind is the reason many victims end up staying with their abusers.

CAN WORK BE SAFE WHEN HOME ISN'T?

Researchers at University of Western Ontario, in partnership with the Canadian Labour Congress (CLC), recently conducted the first-ever Canadian survey on domestic violence in the workplace.

DV IN THE WORKPLACE



● **53.5%**
DV continued
at work

● **46.5%**
DV did not continue
at work (or no response)

ABUSIVE ACTS AT OR NEAR WORKPLACE

- 40.6%** abusive phone calls/text messages
- 20.5%** stalking/harassment near workplace
- 18.2%** abuser physically came to workplace
- 15.6%** abusive email messages
- 14.5%** abuser contacted co-workers/employer
- 2.2%** other

*“Of those who reported DV experience, 38% indicated it impacted their ability to get to work (including being late, missing work, or both). In total, **8.5% of DV victims indicated they had lost their job because of it.**”*

*Over half (53.5%) of those reporting DV experiences indicated that at least one type of abusive act occurred at or near the workplace. Of these, the most common were **abusive phone calls or text messages (40.6%) and stalking or harassment near the workplace (20.5%).**”*



The report also found that domestic violence has an impact on the workplace.

“Those who reported experiencing DV were also asked how it affected their work performance. Overall, 81.9% reported that DV negatively affected their performance, most often due to being distracted, or feeling tired and/or unwell.

Those experiencing DV are not the only ones affected by it; many (37.1%) reported that their co-workers were affected too. Of those who reported at least one impact on co-workers, the most common response was that co-workers were stressed or concerned about the abusive situation (28.9%).”

Co-workers and others in the workplace may also experience the negative effects of domestic violence through increased workloads, stress, calls or visits from their co-worker’s abuser, and other potential safety risks.

Ontario and Manitoba are the only provinces where occupational health and safety laws require employers to help employees experiencing domestic violence. In Ontario, an employer must “take every precaution reasonable” to protect a worker, including creating individually-tailored safety plans for at-risk employees.

Unions have begun to change the way domestic violence is handled in the workplace by negotiating special leave that can be used when workers need time off due to domestic violence.



WHY IS DOMESTIC VIOLENCE A UNION ISSUE?

“ **The effects of domestic abuse, like those of harassment in the workplace, can be far-reaching.** ”

Violence against women and girls is one of the most pervasive violations of human rights of all time. It is everywhere; it permeates every society, class, race, geographical area, and age group. In fact, a 2016 report on the State of Public Health In Canada identified violence against women as an epidemic and a public health crisis.

Violence against women and girls is one of the most pervasive violations of human rights of all time. It is everywhere; it permeates every society, class, race, geographical area, and age group. In fact, a 2016 report on the State of Public Health In Canada identified violence against women as an epidemic and a public health crisis.

In Canada, a woman is killed by her current or ex-partner every six days and figures are sadly rising. All research indicates that in an economic recession or “jobless recovery” domestic violence and abuse increases. At the same time, cuts have an adverse affect on women’s support services.

The vast majority of victims/survivors of domestic abuse are women and children, and women are also considerably more likely to experience repeated and severe forms of violence and sexual abuse.

Domestic abuse is most often perpetrated by men. The OFL recognizes that controlling and abusive behaviour can occur in opposite and same sex relationships, within extended families, and can affect men as well as women.

Abuse can be psychological, financial and emotional, and includes controlling or coercive behaviour. It can also include stalking.

Home and work issues cannot always be neatly separated, especially for a woman. Domestic abuse can affect job performance and, therefore, job prospects and security. It threatens health and safety. It can threaten their lives at work, in our unions and across society.

Equality is the foundation of the labour movement’s bargaining and campaign work. People have the right to be treated with dignity and respect at

work, and to do their job to the best of their ability, free from discrimination and harassment. Just as we support members experiencing discrimination on the basis of race, gender, sexual orientation or any other ground, this Federation recognizes we need to find ways to assist both union and non-union workers who experience domestic abuse.

Domestic abuse is also a health and safety issue. The *Ontario Occupational Health and Safety Act* (OHS) Section 32.0.4 states “If an employer becomes aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace, the employer shall take every precaution reasonable in the circumstances for the protection of workers.”

The OHS also requires employers to develop, and review annually, workplace violence policy and programs. Unions through their Joint Health and Safety Committee (JHSC)

should take into account the issue of domestic violence.

Domestic violence is against the law. In addition to assault and sexual assault, The Criminal Code of Canada, Section 264 (1), outlaws “stalking.” Further the Code also establishes a duty for all persons “directing the work of others” to take reasonable steps to ensure the safety of workers and the public.

It is important to remember that victims/survivors of domestic abuse may be at increased risk of harm in their workplace if they leave an abusive partner, as work may be the only place where they can be located. As such, employers who are aware of domestic abuse and fail to protect their employees from abuse at work may be held liable under health and safety legislation.

The impact of domestic abuse is wide-ranging and will inevitably affect workers and co-workers. It is important that it is not ignored in the workplace but, rather, understood as a serious, recognizable and preventable issue.



Violent behaviour related to domestic violence sometimes occurs around the time of separation or coincides with custody disputes.

A woman who has separated or is thinking about separating from an abusive partner is at greater risk of homicide.





Abusers may use work time or equipment to send abusive messages or to plan and carry out violent acts. They may be preoccupied or distracted, affecting their work performance and leaving them vulnerable to discipline or job loss. Job loss puts their victim at greater risk, since unemployment may amplify the threat of violence and possibility of serious injury or death.

It is the employer's responsibility to provide a safe working environment. However, in situations such as discipline or job jeopardy, the legal Duty of Fair Representation may require the union to represent perpetrators. Union representatives should review all safe options to reasonably accommodate (see page 12).

Remember, domestic violence is not a "fight" between two members.

Although both members deserve representation, the abuser needs to know that his or her behaviour is wrong and will not be tolerated.

RESPONDING TO MEMBERS WHO ABUSE AT WORK





BARGAINING CONTRACT LANGUAGE ADDRESSING DOMESTIC VIOLENCE

Domestic violence is a complex problem with no simple, single solution. Preventing and addressing domestic violence requires effort at many different levels. Collective bargaining can play an important role in keeping people safe and supported at work. It provides unions with a powerful tool to secure workplace support and policies and to hold employers accountable.

By negotiating language on domestic violence, unions also send a strong message that domestic violence will not be tolerated and may help members feel more comfortable disclosing domestic violence and getting the assistance they need.

Unions can negotiate language that recognizes domestic violence as an important workplace concern and requires specific services and supports, like safety planning, training, referrals and accommodation. Language could include provisions for confidentiality, and protection from discipline or adverse action due to the impacts of domestic violence at work. Some employers might insist on a requirement for proof in order to access domestic violence entitlements. If that is the case, unions should ensure that language is as flexible as possible and includes the possibility of letters provided by workers at women's shelters or other crisis services. Collective agreements can also require employers to develop, and make accessible, a clear policy on addressing the impacts.





PRINCIPLES FOR COLLECTIVE BARGAINING

It can be challenging for members to speak up when they see warning signs of domestic violence at work. Therefore, it is vital that unions take the initiative to address domestic violence at work by building awareness and making it a bargaining priority. This is how unions send a message to the members that they can trust their union, and that help is available.

The Canadian Labour Congress strongly encourages unions to include provisions designed to protect and support employees who are experiencing domestic violence, in line with the following principles.

Collective agreement language should, at minimum, do the following:

- » Provide dedicated paid leave for employees experiencing family or domestic violence;
- » Disclose information only on a “need to know” basis to protect confidentiality while ensuring workplace safety;
- » Implement workplace safety strategies, including risk assessments, safety plans, training and a timely and effective process for resolving concerns;
- » Provide for counselling and referral to appropriate support services;
- » Provide appropriate training and paid time off work for designated support roles (including union health and safety representatives);
- » Provide employees experiencing domestic violence with flexible work arrangements, an advance of pay, and other accommodations; and
- » Protect employees from adverse action or discrimination on the basis of their disclosure, experience, or perceived experience of domestic violence.



MODEL COLLECTIVE BARGAINING LANGUAGE

These model clauses are suggested language that unions can use to develop proposals on domestic violence for collective bargaining. Using the Principles and language adapted from precedents in Canada and Australia, this language can serve as a starting point.

PAID LEAVE

When victims of violence know their job and income are secure, they may feel more confident about seeking help. Paid leave means that people have access to time off to do things like go to court, talk with legal advisors, meet with domestic violence counsellors, find childcare or do other tasks that may need to take place during working hours. It's important to negotiate additional, dedicated paid leave which can be accessed prior to depleting other leave—workers in a domestic violence crisis need all available leave. The number of days can vary depending on your industry and workplace environment. Precedents range from 5 days (Yukon Teachers) to 20 days and even unlimited (Australia).

MODEL LANGUAGE

The Employer recognizes that employees sometimes face situations of violence or abuse in their personal life that may affect their attendance and performance at work. Workers experiencing domestic violence will be able to access (x) days of paid leave for attendance at medical appointments, legal proceedings and any other necessary activities. This leave will be

in addition to existing leave entitlements and may be taken as consecutive or single days or as a fraction of a day, without prior approval.

GENERAL PROVISIONS AND WORKPLACE SAFETY AND VIOLENCE POLICIES

In addition to paid leave, unions can negotiate language that recognizes domestic violence as an important workplace concern and requires specific services and supports, like safety planning, training, referrals and accommodation. Language should include provisions for confidentiality and protection from discipline or adverse action due to the impacts of domestic violence at work. Collective agreements can also require employers to develop and make accessible a clear policy on addressing the impacts of domestic violence at work.

PROOF

Some employers might insist on a requirement for proof in order to access domestic violence entitlements. If that is the case, unions should ensure that language is as flexible as possible and includes the possibility of letters provided by workers at women's shelters or other crisis services.

SUGGESTED LANGUAGE ON:

CONFIDENTIALITY

All personal information concerning domestic violence will be kept confidential in line with relevant legislation. No information will be kept on an employee's personnel file without their express written permission.

PROTECTION FROM DISCIPLINE AND ADVERSE ACTION

The Employer agrees that no adverse action will be taken against an employee if their attendance or performance at work suffers as a result of experiencing domestic violence.

WORKPLACE POLICY

The Employer will develop a workplace policy on preventing and addressing domestic violence at the workplace. The policy will be made accessible to all employees and will be reviewed annually. It should explain the appropriate action to be taken in the event that an employee reports domestic violence or is perpetrating domestic violence, identify the process for reporting, risk assessments and safety planning, indicate available supports and protect employees' confidentiality and privacy while ensuring workplace safety for all.

WORKPLACE SUPPORTS AND TRAINING

The Employer will provide awareness training on domestic violence and its impacts on the workplace to all employees. The Employer will identify a contact in [Human Resources/ Management] who will be trained in domestic violence and privacy issues, for example training in domestic violence risk assessment and risk management. The Employer will advertise the name of the designated domestic violence contact to all employees. [NOTE: unions may also want to negotiate recognition of and support for trained union-led peer support representatives, such as Women's Advocates].



DOMESTIC VIOLENCE DEFINITIONS OF WORKPLACE VIOLENCE



“Violence” means the attempted, threatened, or actual conduct of any person that causes or is likely to cause injury, and includes any threatening statement or behaviour that gives a worker reasonable cause to believe that persons, including employees, supported individuals, or members of the public are at risk of injury. Violence includes the application of force, threats with or without weapons, severe verbal abuse, and persistent sexual or racial harassment.

It also includes incidents of domestic violence entering the workplace, stalking, personal harassment, psychological harassment, bullying, or any other behaviour that abuses, devalues, or humiliates.



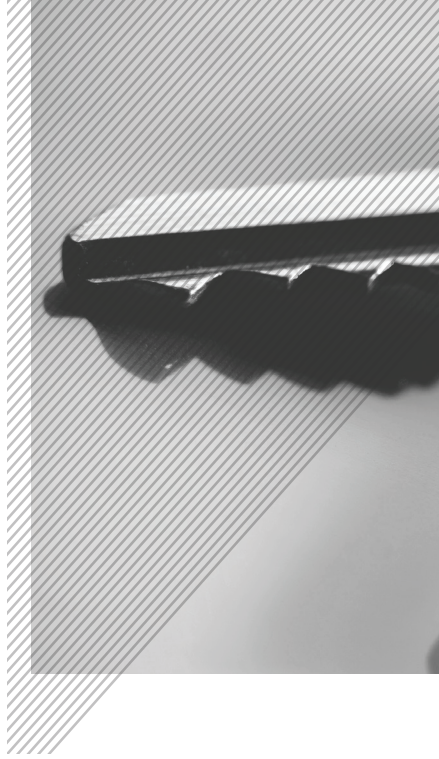
INDIVIDUAL SUPPORTS

The Employer will approve any reasonable request from an employee experiencing domestic violence for the following:

- » Changes to their working hours or shift patterns;
- » Job redesign, changes to duties or reduced workload;
- » Job transfer to another location or department;
- » A change to their telephone number, email address, or call screening to avoid harassing contact; and
- » Any other appropriate measure including those available under existing provisions for family-friendly and flexible working arrangements.

WOMEN'S ADVOCATES AND UNION-LED PEER SUPPORT PROGRAMS

A women's advocate is a specially trained workplace representative who assists women in the workplace with concerns such as workplace harassment, intimate partner abuse or family violence. She is not a counsellor, but a person that other women workers can go to for support and referrals to community resources. Unifor Women's Advocate Program is one example of an effective initiative where a union and employer work together to promote a safe and healthy workplace. All advocates complete a week long training conducted by the union but paid for by the employer with regular supplementary training.





**MODEL LANGUAGE
(ADAPTED FROM UNIFOR)**

The Employer and Union recognize that employees who identify as women sometimes need to discuss with another woman matters such as violence or abuse at home or workplace harassment.

Workers who are women may also need to find out about resources in the workplace or community to help them deal with these issues such as the Employee Assistance Program (EAP), a women's shelter, or a counsellor.

For these reasons, the parties agree to recognize the role of Women's Advocate in the workplace.

The Women's Advocate will be determined by the Union from amongst the bargaining unit employees who identify as women.

The Advocate will meet with women workers as required and discuss problems with them and assist accordingly, referring them to the appropriate agency when necessary.

The Employer agrees to provide access to a confidential phone line and voice mail that is maintained by the Advocate and accessible for all women workers to use to make contact when needed.

The Employer will provide access to a private office in order for the Advocate to meet with employees confidentially.

The Employer and the Union will develop appropriate communications to inform all women employees of the advocacy role of the Women's Advocate and information on how to contact her.

The Employer will provide the Advocate with a management support person to assist her in her role.

The Advocate will participate in an initial basic training and an annual update training program to be delivered by the Union.

The Employer agrees to pay for lost time, travel time, registration costs, lodging, transportation, meals, and other reasonable expenses.



CHECKLIST


DOMESTIC VIOLENCE POLICY AND PROCEDURES

There are a number of things employers and Unions can do to ensure the workplace is safe for workers subject to domestic violence and their co-workers. First and foremost, the workplace violence policy and program should also take into account the issue of domestic violence.

Domestic violence policy and procedures, like the overall workplace violence program, should be developed in consultation with the Joint Health and Safety Committee (JHSC), or health and safety representative and should include the following:

- ☑ Information and instruction for workers, managers and supervisors in domestic violence identification and response, plus workplace-specific policies and procedures;
- ☑ Posting of information on domestic violence, phone numbers and locations of nearby shelters in accessible areas in the workplace (e.g. lunchrooms, washrooms, and on union and company website);
- ☑ Enhanced security in the workplace to prohibit a worker's abuser (and other non-employees) from entering the workplace unescorted;
- ☑ A provision for all workers to inform the employer if they fear a specific case of domestic violence may enter the workplace;
- ☑ A provision stating the employer will treat all reports of domestic violence with appropriate confidentiality;
- ☑ Employer commitment to help enforce an existing peace bond and/or restraining order;
- ☑ Regardless, the employer commitment to develop an individual plan of prevention and emergency response with the cooperation and input of the victimized workers;

- ✓ Establish or expand Employee Assistance Program to provide services for workers who are victims subject to domestic abuse;
- ✓ Workers witnessing a domestic violence incident must report it to the employer, security, and/or the police;
- ✓ Workers witnessing a co-worker using company resources or equipment to harass, threaten or stalk someone must report it to the employers;
- ✓ Workers witnessing violent actions or directly impacted by violence in any way will be offered critical incident debriefing services to reduce long-term effects of violence;
- ✓ Accountability (e.g. discipline) for workers or co-workers who are perpetrators of domestic violence and use company resources such as work time, workplace telephones, fax machines, mail, email or other means to harass, threaten, or stalk their intimate partner or co-workers;
- ✓ Reporting the offending worker to the police (if appropriate);
- ✓ Referral of the offending worker or co-worker to resources in the community to get help.



For information on prevention of workplace violence and harassment see Workers Health and Safety Centre (WHSC) Resource Lines, entitled, *Workplace Violence: Predictable and Preventable and Workplace Harassment: From Investigation to Prevention.*



CHECKLIST

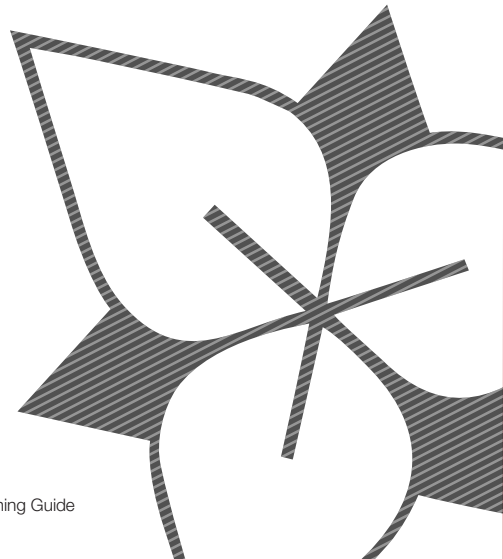
BARGAINING

CONTRACT LANGUAGE

ADDRESSING

DOMESTIC VIOLENCE

- ☑ Definition of domestic violence;
- ☑ State employer's responsibility to provide a workplace free of harassment and violence, including domestic violence. Refer to the *Occupational Health and Safety Act*, *Human Rights Code* and other legal obligations;
- ☑ Provide dedicated paid leave for employees experiencing family or domestic violence;
- ☑ Disclose information only on a “need to know” basis to protect confidentiality while ensuring workplace safety;
- ☑ Implement workplace safety strategies, including risk assessments, safety plans, training and a timely and effective process for resolving concerns;
- ☑ Provide for counselling and referral to appropriate support services;
- ☑ Provide appropriate training and paid time off work for designated support roles (including union health and safety representatives);
- ☑ Provide employees experiencing domestic violence with flexible work arrangements, an advance of pay, and other accommodations; and
- ☑ Protect employees from adverse action or discrimination on the basis of their disclosure, experience, or perceived experience of domestic violence.





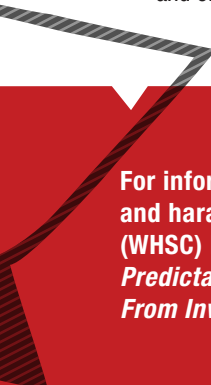
CHECKLIST AN INDIVIDUAL SAFETY PLAN

An individual safety plan should be developed for all established domestic violence situations in the workplace.


The Employer should consult with internal security or local law enforcement. In addition to the above measures they should assess the overall workplace violence policies and procedures for the protection they afford. But as indicated above, the employer should also work in concert with the victimized worker to determine what additional measures are needed.

The plan should consider the following actions:

- Establish clear communication procedures for worker to report a threat at work;
- Change the worker's work station (position the desk or work area away from doors, windows, lobbies or parking lots);
- Change work schedule (office flex time);
- Provide the worker parking near the front door and arrange for someone to walk with them to and from their car;
- Remove the worker's email address and telephone extension from public directories;
- Have another worker or third party screen the victim's telephone calls and email messages;
- Encourage the worker to save any threatening emails or voice-mail messages (these can be used in future for legal action);
- Help the worker document all incidents of harassment and/or stalking that occur in the workplace;
- If the worker has secured a peace bond and/or restraining order prohibiting the abuser from having contact with them, they should ensure these documents include the workplace and supply copies to the employer;
- The worker should also provide a photograph of the abuser to the employer; and
- Bargain paid leave for the worker to attend legal proceedings, tend to family emergencies and attend counselling sessions.



For information on prevention of workplace violence and harassment see Workers Health and Safety Centre (WHSC) Resource Lines, entitled, *Workplace Violence: Predictable and Preventable and Workplace Harassment: From Investigation to Prevention.*



CHECKLIST

WHAT CAN THE UNION DO

Co-workers are often reluctant to intervene when they suspect that a friend or colleague is the victim of domestic violence. Co-workers fear the reaction to a perceived “invasion of privacy” when they want to be proactive and offer help to their colleague. However, with more awareness of the issue of violence, this attitude is changing.

There are several things a union steward, women’s committee, health and safety representative or co-worker can do to help a colleague who is the victim of domestic violence. These include the following:

- ✓ If you suspect a co-worker is suffering abuse, do not directly confront them since it is important for an individual to self-disclose for their own safety and well-being;
- ✓ Express concern and a willingness to listen and be supportive if needed;
- ✓ Offer support by listening and assisting; when an individual is ready they will confide;
- ✓ If you witness an incident at work, contact your employer, supervisor and the police department immediately so appropriate steps can be taken. Make sure that the incident is documented;
- ✓ Be open-minded and avoid judging (try to keep your personal feelings and opinions to yourself);
- ✓ Don’t blame either the worker or their partner (tell the worker the abuse is not their fault);
- ✓ Provide information not advice (you are not the expert); and,
- ✓ Do your best to ensure confidentiality (talk in a quiet place; assure your co-worker you will not repeat the conversation).



OTHER THINGS TO REMEMBER

- ☑ Nothing justifies abusive behaviour. Many forms of abuse are criminal acts;
- ☑ Alcohol and drugs contribute to abuse but they are not the cause of it;
- ☑ Once a pattern of abuse has been established it is very difficult to stop without outside help;
- ☑ Leaving an abusive relationship is very difficult and in some cases, the worker, their closest friends and family members are at extreme risk of harm;
- ☑ Be patient. You need to understand that people can only take action to leave an abusive situation when they are ready. Tell them you believe in their ability to make changes when they are ready. Offer support;
- ☑ If you witness an assault and you are having trouble coping with the incident after the fact you might need some outside assistance. Contact your Employee Assistance Program (EAP).

For more information on domestic violence, visit:

www.neighboursfriendsandfamilies.ca/

For information on prevention of workplace violence and harassment see Workers Health and Safety Centre (WHSC) Resource Lines, entitled, *Workplace Violence: Predictable and Preventable and Workplace Harassment: From Investigation to Prevention.*





SERVICES FOR WOMEN EXPERIENCING VIOLENCE

ACCESSING SERVICES ONLINE

The Government of Ontario provides information on programs and services in communities across Ontario for victims of crime through the Victims Services Directory.

You can search the Directory, also known as the ‘Find Help’ database, under “Sexual Assault” for services in your area: <http://services.findhelp.ca/ovss/>

Other services that can help you locate help in your community include:

WWW.211ONTARIO.CA

211 provides information to help people navigate the system of services available in their community and make informed decisions about the services that are right for them. Services for diverse communities can be accessed quickly and easily, 24 hours a day, 7 days a week, in over 100 languages.

ASSAULTED WOMEN’S HELPLINE

The Assaulted Women’s Helpline provides crisis counselling, safety planning, emotional support, information and referrals, accessible 24/7.

www.awhl.org

1-866-863-0511

TTY: (416) 364-8762

THE ONTARIO NETWORK OF SEXUAL ASSAULT/DOMESTIC VIOLENCE TREATMENT CENTRES

35 hospital-based centres that provide 24/7 emergency care to women, children and men who have been sexually assaulted or who are victims or survivors of domestic violence (intimate partner) abuse. Services include: emergency medical and nursing care, crisis intervention, collection of forensic evidence, medical follow-up and counselling and referral to community resources.

Ontario Network of Sexual Assault/Domestic Violence Treatment Centres

76 Grenville Street

Toronto, ON M5S 1B2

Tel. (416) 323-6400

Fax (416) 323-7518



TRAINING

All workplaces in Ontario need to have a Workplace Violence and Harassment training program which includes a *'written and posted policy'* and *'training'* for every employee. The only exception is for workplaces with 5 or fewer *'regular employees'*: in this case all employees still require WVH training but the *'WVH policy'* may be delivered verbally (no need to have the policy written and posted).

For more details on the Ontario specific regulations please view the *Ontario Health and Safety Act* (OHSA) at <https://www.ontario.ca/laws/statute/90o01#BK50>

Check with your union on training available.

Other resources:

THE WORKERS HEALTH & SAFETY CENTRE

WHSC is designated by the government as Ontario's health and safety training centre.

E-mail: contactus@whsc.on.ca

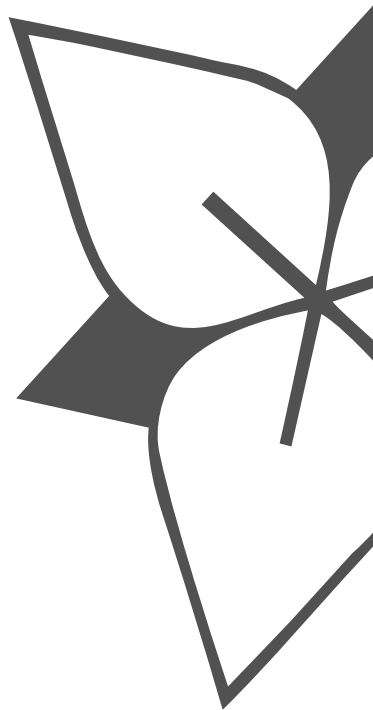
www.whsc.on.ca/training

MAKE IT OUR BUSINESS

The Centre for Research & Education on Violence against Women & Children, Faculty of Education, The University of Western Ontario. Has designed a systematic 'whole company' approach that allows organizations of all sizes to build skill, knowledge and confidence to address domestic violence in the workplace.

www.makeitourbusiness.com

CONTACT YOUR LOCAL WOMEN'S SHELTER.





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