

RPRIOR Hospitality Inc.

Workplace Violence and Harassment Prevention Policy

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Mission statement

RPRIOR Hospitality Inc., is committed to a healthy, harassment-free and violence-free environment for all our employees. RPRIOR Hospitality Inc. has developed a company-wide policy intended to:

- prevent and respond to workplace harassment and violence of any type, and
- effectively address any incident that might occur

Application

This policy applies to all employees and contractors at RPRIOR Hospitality Inc. who are engaged in work, work-related activities or work-related relationships. It applies to employees and contractors both on company property and outside of company property. This policy applies to all incidents of workplace harassment and violence, including sexual harassment and sexual violence, family violence and third-party violence.

Definition of harassment and violence

The *Canada Labour Code* (the Code) defines harassment and violence at subsection 122(1) as “any action, conduct or comment, including of a sexual nature that can reasonably be expected to cause offence, humiliation or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment.”

Harassment

Harassment can include, but is not limited to any of the following acts or attempted acts:

- spreading rumours or gossip about an individual or group
- cyber bullying (threatening, spreading rumours or talking negatively about an individual online)
- threats made over the phone, by email, or through other medium to an employee, including from an (ex)partner or family member

- making offensive jokes or remarks
- playing unwanted practical jokes
- socially excluding or isolating someone
- stalking or inappropriately following a person
- tampering with someone's work equipment or personal belongings
- vandalizing or hiding personal belongings or work equipment
- impeding a person's work in any deliberate way
- persistently criticizing, undermining, belittling, demeaning or ridiculing a person
- intruding on a person's privacy
- public ridicule or discipline
- unwelcomed physical contact
- sexual innuendo or insinuation
- unwanted and inappropriate invitations or requests, including of a sexual nature
- displaying offensive posters, cartoons, images or other visuals
- making aggressive, threatening or rude gestures
- misusing authority, including:
 - constantly changing work guidelines
 - restricting information
 - setting impossible deadlines that lead to failure, and/or
 - blocking applications for leave, training or promoting in an arbitrary manner
- engaging in any of the actions, conduct and comments outlined above against a person because of that person's:
 - race
 - national or ethnic origin
 - colour
 - religion
 - age
 - sex
 - sexual orientation
 - gender identity or expression
 - marital status
 - family status
 - genetic characteristics
 - disability, or
 - any of the other prohibited grounds that the *Canadian Human Rights Act* lists

Harassment is not

Harassment is not any of the following:

- consensual workplace banter and interactions (unless it includes hurtful remarks about others, especially if they pertain to any of the prohibited grounds listed above)
- reasonable management action carried out in a fair way, such as day-to-day actions by a supervisor or manager related to:
 - performance
 - absenteeism

- assignments
 - discipline, and
 - even dismissal (unless it is abusive or discriminatory)
- every workplace disagreement, if a conflict is poorly handled or left unresolved, it can lead to harassment

Violence

Violence can include but is not limited to the following acts or attempted acts:

- verbal threats or intimidation
- verbal abuse, including swearing or shouting offensively at a person
- contact of a sexual nature
- kicking, punching, scratching, biting, squeezing, pinching, battering, hitting or wounding a person in any way
- attack with any type of weapon
- spitting at a person

Role of RPRIOR Hospitality Inc.

The role of RPRIOR Hospitality Inc. in relation to harassment and violence prevention includes:

- committing to preventing harassment and violence in the workplace
- jointly reviewing and, when necessary, updating this policy at least once every 3 years or following any change to an element of this policy
- jointly monitoring and, when necessary, updating the workplace assessment with the health and safety representative when there is:
 - a change to the risk factors identified, or
 - a change in the effectiveness of the preventive measures that have been developed and implemented
- jointly reviewing and updating the workplace assessment with the health and safety representative:
 - in situations where the principal party chooses to end the resolution process, but the occurrence is not resolved, or
 - in situations where the responding party is not an employee or the employer
- developing emergency procedures
- deploying the workplace emergency procedures whenever an incident, including an incident of family violence or domestic violence, poses an immediate danger to the health and safety of an employee or there is a threat of such an incident
- jointly reviewing and, when necessary, updating the emergency procedures with the health and safety representative
- making available to all employees' information related to support services
- jointly developing or identifying harassment and violence prevention training
- delivering harassment and violence training to all employees
- jointly reviewing and, when necessary, updating the training at least once every 3 years and following any change to an element of the training

- ensuring that employees correctly follow the resolution process that is outlined
- for investigations into an occurrence of harassment and violence, providing a copy of the investigator's report to the principal party, responding party, and workplace health and safety representative
- jointly determining with the health and safety representative which recommendations from the investigator's report should be implemented
- implementing the jointly determined recommendations from the investigator's report
- ensuring the resolution process is completed within 1 year after the day on which a notice of an occurrence is received
- reporting employee deaths resulting from occurrences of harassment and violence, within 24 hours of becoming aware of the death
- complying with all other aspects of the *Workplace Harassment and Violence Prevention Regulations* and the Canadian Labor Code as it relates to harassment and violence

Role of the Health & Safety Representative

The role of the health and safety representative in relation to harassment and violence prevention at RPRIOR Hospitality Inc. includes:

- jointly reviewing and, when necessary, updating this policy with RPRIOR Hospitality Inc. at least once every 3 years or following any change to an element of this policy
- jointly conducting the workplace assessment with RPRIOR Hospitality Inc. and making recommendations to RPRIOR Hospitality Inc. regarding changes that should be made
- jointly monitoring and, when necessary, updating the workplace assessment with RPRIOR Hospitality Inc. when there is:
 - a change to the risk factors identified, or
 - a change to the effectiveness of the preventive measures that have been developed and implemented
- jointly reviewing and, when necessary, updating with RPRIOR Hospitality Inc. the workplace assessment every 3 years
- jointly developing the emergency procedures with RPRIOR Hospitality Inc.
- jointly reviewing and, when necessary, updating the emergency procedures with RPRIOR Hospitality Inc.
- jointly identifying with RPRIOR Hospitality Inc. appropriate harassment and violence training
- jointly reviewing and, when necessary, updating the training with RPRIOR Hospitality Inc. at least once every 3 years and following any change to an element of the training
- jointly developing a list of investigators with RPRIOR Hospitality Inc.
- where appropriate, checking in with RPRIOR Hospitality Inc., if necessary, ensuring continuous compliance with the Regulations and the Code
- implementing the preventive measures developed by the policy committee at the local workplace level

- jointly reviewing and updating with RPRIOR Hospitality Inc. the workplace assessment:
 - in situations where the principal party chooses to end the resolution process, but the occurrence is not resolved, or
 - in situations where the responding party is not an employee or the employer (for example, clients, contractors, former partners)
- referring the results of the above reviews and updates to the policy committee where appropriate
- jointly determining with RPRIOR Hospitality Inc. which of the investigator's recommendations from the investigator's report are appropriate to implement

Role of employees

The role of all employees in relation to harassment and violence prevention at RPRIOR Hospitality Inc. include:

- refraining from committing harassment and violence
- where appropriate and safe, informing a person committing harassment and violence that their actions are inappropriate and unwelcomed
- reporting all occurrences of harassment and violence to their supervisor or the health and safety representative when they experience or witness it
- where appropriate, making every reasonable effort to resolve an occurrence of harassment and violence through negotiated resolution if they were a party to an occurrence
- cooperating with an investigator and the investigation process related to an occurrence
- refraining from retaliatory behaviour against the principal party, responding party, witnesses and any other individuals who are involved in the resolution process for an occurrence
- respecting the confidentiality of the information shared throughout the resolution process of an occurrence

Factors that contribute to workplace harassment and violence

There are a number of factors that can contribute to workplace harassment and violence. These factors can be divided into 5 general categories:

- Client characteristics
- Physical work environment
- Work activity/culture
- Job factors, and
- Other external factors

Client characteristics

Working with clients that exhibit certain characteristics can put employees at greater risk of harassment and violence. This can include working with clients, and their relatives, who may lash out at the closest person due to:

- being angry and frustrated with the system
- having a history of violence
- a mental health condition, emotional disorder, or a head injury
- racist, sexist, homophobic, transphobic, ableist or otherwise discriminatory attitudes and behaviors
- being under the influence of drugs or alcohol

Physical work environment

Certain work environments and workplace designs can result in additional risks that may lead to harassment and violence. These can include:

- working alone, in small numbers or in isolated or low-traffic areas (for example, isolated reception area, washrooms, storage areas, utility rooms)
- working in community-based settings (for example, home visitors)
- having a mobile workplace
- working in a poorly designed client area, such as a cramped room or a room that has poor visibility of clients
- working in an overcrowded environment
- working in an environment with high noise levels

Work activity/culture

- working with the public
- handling money, prescription medication or items of significant value
- working with volatile persons (for example, criminal justice system employees who work with inmates)
- working on premises where alcohol is served
- working in an environment that tolerates or promotes racist, sexist, homophobic, ableist, or otherwise discriminatory attitudes and behaviours
- working during periods of intense organizational change (for example, strikes, privatization, restructuring, downsizing)
- working in the same workplace with an (ex) partner who is abusive

Job factors

Aspects specific to a job, such as mental and physical demands of the job, can result in additional hazards that may lead to harassment and violence. This can include:

- lack of control over how work is done
- excessive workload
- unreasonable or tight deadlines leading to high stress
- confusing, conflicting or unclear job or roles

- ambiguous or complicated reporting structures
- lack of job security

Other external factors

Other external factors that can result in harassment and violence include:

- Family violence or domestic violence, such as a family member or (ex) partner:
 - threatening an employee or co-workers either verbally or over the phone or email
 - stalking the employee
 - verbally abusing the employee or co-workers
 - destroying the employee or organization's property
 - physically harming the employee or co-workers
 - using work time or workplace resources to monitor or attempt to control the actions of an (ex) partner

Harassment and violence prevention training

RPRIOR Hospitality Inc. will provide all of its employees with workplace violence and harassment awareness training. The course will be offered in a eLearning format and will cover:

- elements of the work place harassment and violence prevention policy
- the relationship between workplace harassment and violence and the prohibited grounds of discrimination under the *Canadian Human Rights Act*
- how to recognize, minimize and prevent work place harassment and violence

All new employees will receive training within 3 months after the day on which their employment begins. Further, all employees will receive this training again at least once every 3 years.

Outline of the resolution process

Below is a summary of the resolution process. It includes how a principal party, or witness, can submit a notice of an occurrence.

Notice of an occurrence

You are encouraged to notify the health and safety representative (the designated recipient) if:

- you are an employee who is experiencing or have experienced harassment and violence in the workplace, or

- you are an individual (employees or non-employees) who witnessed an occurrence of harassment and violence in the workplace

Notify the health and safety representative at safetyatthemonte@outlook.com or RPRIOR Hospitality Inc. at innkeeper@themonte.ca

The health and safety representative will ask the employee or individual to fill out a form, in which they provide the following information:

- the name of the principal party and the responding party (if known)
- the date of the occurrence
- a detailed description of the occurrence

If an employee or individual is not able to provide this information in written form, they may provide this information to the health and safety representative verbally. The health and safety representative will then transcribe the information for them on the form.

Please note that, in order to proceed with the resolution process, it is mandatory to provide the name or identity of the principal party who was involved in the occurrence. If you do not provide the name or identity of the principal party, the occurrence will not be further reviewed.

RPRIOR Hospitality Inc. cannot reveal the identities of the parties involved in the resolution process without the consent of the parties. However, the identities of the parties may be revealed to each other as part of the resolution process.

Negotiated resolution

Negotiated resolution is a form of informal resolution where the principal party meets with the employer or designated recipient to:

- discuss the occurrence
- clarify what was submitted in the notice of occurrence, and
- attempt to reach resolution

During negotiated resolution, the employer or the health and safety representative will ask the principal party to meet, either in person or by phone. This meeting is for an initial discussion regarding the occurrence. During this discussion, the employer or the health and safety representative and the principal party will review the notice of occurrence that they received against the definition of harassment and violence in the Code. Together, they will try to determine whether the occurrence meets the definition. If both the supervisor or the health and safety representative and the principal party agree that the occurrence does not meet the definition, then they will deem the occurrence as resolved. If the supervisor or the health and safety representative and the principal party do not agree as to whether the occurrence meets the definition, and the principal party wishes to continue with the resolution process, then the principal party has the option of either:

- continuing with negotiated resolution, or
- pursuing an investigation

If the principal party wishes to continue with negotiated resolution, they must inform the supervisor or the health and safety representative of this decision. The supervisor or the health and safety representative will schedule a series of meetings with the principal party. At the meetings, where applicable, the responding party will discuss the occurrence and attempt to achieve resolution. The responding party does not have to be informed of the principal party's notice of occurrence or be involved at this stage of the resolution process. This is only if the principal party does not wish for them to be notified or involved. The supervisor or the health and safety representative can arrange for any of the following meetings:

- meetings with only the principal party
- meetings with the principal party and responding party
- meetings between the principal party and the supervisor or the health and safety representative, with concurrent but separate meetings between the responding party and the supervisor or the health and safety representative

Investigation

The principal party may request an investigation at any time during the resolution process. If the principal party wishes to proceed with an investigation, they must inform the supervisor or the health and safety representative. The supervisor or the health and safety representative will then:

- provide notice of an investigation to the principal and responding party, and
- select an investigator from the management team to investigate

The selected investigator will investigate the occurrence and provide RPRIOR Hospitality Inc. a report outlining:

- a general description of the occurrence
- their conclusion, and
- their recommendation to eliminate or minimize the risk of a similar occurrence

RPRIOR Hospitality Inc. will then provide a copy of this report to the principal party, responding party and the health and safety representative.

The report will not reveal, directly or indirectly, the identity of the persons who were involved in the occurrence or the resolution process for the occurrence.

RPRIOR Hospitality Inc. and the health and safety representative will then meet to determine which of the recommendations in the investigator's report are to be implemented. RPRIOR Hospitality Inc. will implement those recommendations within 1 year of receiving the notice of occurrence.

Representation

At any time during the resolution process, an employee may be accompanied or represented by a:

- union representative
- friend
- partner
- colleague, or
- person of their choosing

Protection against reprisal

Parties involved in an occurrence are prohibited from seeking retaliation. If you experience any retaliatory action or threat of retaliatory action from the responding party, witnesses, management, or other people within or outside the organization, please inform the supervisor or the health and safety representative.

Workplace assessment

RPRIOR Hospitality Inc. and the health and safety representative will conduct a joint review. If necessary, they will update the workplace assessment if an employee submits a notice of an occurrence and the resolution process cannot proceed for any of the following reasons:

- the principal party chooses to end the resolution process at any point during the resolution process but the occurrence is not resolved
- the responding party is not an employee or the employer (for example, the responding party is a member of the public, a client, or an (ex)partner or family member)

The purpose of the review and update of the workplace assessment is to:

- determine what happened, taking into account the circumstances of the occurrence
- determine whether all risk factors have been appropriately identified
- develop new preventive measures, if needed, to mitigate the risk of a similar occurrence

Emergency procedures

If a harassment and violence occurrence poses an immediate danger to the health and safety of an employee, or if there is a threat of such an occurrence, please contact Robert Prior at 613-769-5657 or call 911 for emergency services (police, fire and ambulance).

Below is a summary of the emergency procedures that the RPRIOR Hospitality Inc. must implement in various types of situations.

Violence in the workplace

If you witness or experience violence at work:

- remove yourself from the situation if you can
- inform your supervisor or seek help from a co-worker immediately
- if your supervisor is the perpetrator, notify another supervisor in the line of authority
- if your physical security or well-being is threatened, if possible call 911
- contact the supervisor as soon as you are able to do so

If you are dealing with a violent person:

- stay calm
- try to calm the other person or diffuse the situation (if you can)
- avoid saying or doing anything that could aggravate the situation
- avoid eye contact or sudden movements that can be perceived as threatening
- respect the person's personal space
- continue the conversation with the person only if the person calms down
- tell the person that you understand the reason for their anger
- if the behavior persists, end the conversation
- politely notify the person that you will leave the work area or ask them to do so
- notify your supervisor or seek help from a co-worker immediately (use the panic button if necessary)
- if the person refuses to leave the premises and the situation escalates call 911 and contact the supervisor

Active shooter

If you witness an incident involving an active shooter outside the building:

- stay out of sight (away from windows) and warn colleagues, clients and visitors
- leave the area at risk
- when safe to do so, call 911, the supervisor and other building occupants
- if you cannot evacuate the building safely, lock outside doors and close the blinds and curtains
- wait for instructions from first responders

If you witness an incident involving an active shooter inside the building:

- stay calm
- if you can do so safely, leave the area immediately
- warn others, as many as possible, without attracting the attention of the assailant
- if you can do so safely, call 911 and notify the supervisor and other building occupants
- lock the doors or barricade yourself in a room using furniture
- block the windows, close the office blinds and curtains
- if the workspace has no door, hide under your desk or where you cannot be seen
- if you are in a washroom, remain there, if safe to do so
- silence your cellphone, turn off radios and computers
- if you cannot escape, remain silent and hide until first responders arrive

- wait for instructions from first responders

Bomb threat

If you are made aware of a bomb threat by telephone:

- listen to the caller calmly and do not interrupt them
- try to get as much information as possible, such as:
 - when the bomb is supposed to explode
 - where the bomb is located
 - description of the device
 - reason for the call or motivation for the threat
 - telephone number on the display screen (if possible)
- remember any details you can about the caller, such as:
 - approximate age
 - gender
 - accent
 - level of nervousness
 - any background noise
- call 911 and inform your supervisor
- remain available to provide information to first responders

If you are made aware of a bomb threat by e-mail:

- save the email (or letter)
- send it immediately to the supervisor

Privacy protection

RPRIOR Hospitality Inc. is committed to the protection of the privacy of the persons involved in an occurrence. As such, only trained staff will engage in the resolution process with the principal party and responding party. Further, we will not permit an investigator to disclose in any report it produces and distributes the identity of any of the persons involved in an occurrence or the resolution process for an occurrence. This includes the principal party, responding party, witnesses and any other individuals interviewed by the investigator.

Recourse avenues

Employees can pursue multiple recourse avenues for their occurrence. This includes:

- pursuing recourse under the *Canadian Human Rights Act* with the Canadian Human Rights Commission, or
- pursuing recourse under the *Criminal Code*

Support measures

Employees can access a list of medical, psychological or other support services available within a 30km radius at the following link: www.lcma.ca. Supports and resources related to family violence are available at www.fscllg.ca.

Notices submitted in bad faith

Notices of harassment and violence that are identified throughout the resolution process as having been made in bad faith may be subject to dismissal.

Complaints related to employer non-compliance with the Code or Regulations

In accordance with section 127.1 of the Code or Regulations, if you, as an employee believe that there has been a contravention of the Code as it relates to an occurrence of harassment and violence, you may make either a verbal or a written complaint to your supervisor or to RPRIOR Hospitality Inc. You can reach Rob Prior at 613-769-5657 or rob@almonteriverside.com

Definitions

The following definitions apply to this policy:

- **Designated recipient** means the work unit that has been designated by RPRIOR Hospitality Inc., to whom a notice of an occurrence may be submitted. For the purposes of this Policy, the health and safety representative will act as the designated recipient
- **Occurrence** means an occurrence of harassment and violence in the workplace
- **Principal party** means an employee or employer who is the object of an occurrence
- **Responding party** means the person who is alleged to have been responsible for the occurrence in a notice of an occurrence provided to the designated recipient
- **Witness** means a person who witnessed an occurrence of harassment and violence or is informed of an occurrence by the principal party or responding party
- **Workplace** means any place where an employee is engaged in work for the employee's employer as per 122(1) of the Code