



Office of the
Saskatchewan Information
and Privacy Commissioner

OTHER POLICY

3.0 OTHER

3.07 Inappropriate Behavior, Threats and Violence from the Public

Purpose

To minimize risk of harm to employees of the Saskatchewan Information and Privacy Commissioner (IPC) from work-related exposure to violence, threats or abusive behavior by members of the public.

To facilitate timely and appropriate responses to inappropriate behavior, threats and violence from members of the public.

To limit interference to IPC operations arising from inappropriate behavior, threats and violence by members of the public.

Application

This policy applies to all staff and people engaged in work experience programs within the IPC.

Policy

It is the IPC policy to promote a safe work environment for all employees. The IPC will take all reasonably practicable efforts to ensure no employee is subjected to inappropriate behavior, threats or violence from the public.

Violence means the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behavior that gives a worker reasonable cause to believe that the worker is at risk of injury (see subsection 37(1) of *The Occupational Health and Safety Regulations, 1996*).

Harassment means any inappropriate conduct, comment, display, action or gesture by a person that is either based on race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin or

which adversely affects the employee's psychological or physical well-being and that the person knows, or ought reasonably to know, would cause a worker to be humiliated or intimidated and constitutes a threat to the health or safety of the worker (see subsection 3-1(1)(l) of *The Saskatchewan Employment Act*).

The IPC provides assistance to diverse individuals. Some of these individuals display challenging behaviors which may be related to trauma, immediate crises, developmental disabilities, acquired brain injury, mental health disorders, or other factors. Employees of the IPC are expected to demonstrate patience and compassion when faced with challenging behavior such as inappropriate language, strong emotional expression, loud or aggressive speech, interruption or other impolite conduct.

However, employees are not required to continue communications in which they are subjected to ongoing abusive or threatening behavior.

Employees have the right to refuse direct contact with any person whom they believe represents a risk of harm to their health or safety.

Note: For more information please see the *IPC Guidelines for Responding to Inappropriate Behavior, Threats and Violence from the Public*.

Authority

The Saskatchewan Employment Act
The Occupational Health and Safety Regulations, 1996

Influencing Sources

Saskatchewan Public Service Commission Policy, Section 815 – *Government of Saskatchewan Workplace Violence Policy*
Legislative Assembly Service Human Resource Policy 9.7