



# Workplace Harassment and Violence Prevention and Resolution Policy

Developed by the Centre of Expertise for Prevention and Resolution of Harassment  
and Violence in the Workplace (CEHV)

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# Workplace Harassment and Violence Prevention and Resolution Policy

## 1. Effective date

- 1.1. This policy takes effect on December 31, 2024.
- 1.2. This policy replaces the Parks Canada Agency (PC) Workplace Harassment and Violence Prevention Policy dated January 1, 2021.

## 2. Authority

This policy has been developed in accordance with the requirements of the *Canada Labour Code*, Part II, and the *Work Place Harassment and Violence Prevention Regulations*. It is also based on the responsibilities defined by the [Parks Canada Agency Act](#) and directives issued by the Treasury Board of Canada Secretariat.

## 3. Application

- 3.1. This policy is intended to prevent and respond to harassment and violence within Parks Canada. It applies to all employees involved in an occurrence at a workplace associated with Parks Canada operations. More specifically, this policy applies to employees in the workplace or at any other place or event related to their employment, including, but not limited to:
  - (i) While they are travelling;
  - (ii) At a conference organized by the employer;
  - (iii) During training activities/information sessions organized by the employer;
  - (iv) At events organized by the employer, including social events;
  - (v) When using communication technologies associated with the workplace or conditions of employment;
  - (vi) When working remotely (e.g., telecommuting); and
  - (vii) Anywhere employees are performing assigned work on behalf of the employer.
- 3.2. This policy is founded on the [Parks Canada Values and Ethics Code](#), which promotes a common understanding and awareness of the core values and expected behaviours that guide Parks Canada employees in their day-to-day activities and actions.

## 4. Background

Bill C-65, an Act to amend the *Canada Labour Code* (harassment and violence), modified the framework under Part II of the *Canada Labour Code* for the prevention of harassment and violence, including harassment and violence of a sexual nature, in workplaces under federal jurisdiction.

In accordance with Part II – Occupational Health and Safety of the *Canada Labour Code*, federally regulated employers, including the public service, must protect the health and safety of their employees.

The *Work Place Harassment and Violence Prevention Regulations* (the Regulations) stipulate that an employer and the National Occupational Health and Safety Policy Committee (NOHSPC) must jointly develop a work place harassment and violence prevention policy.

## 5. Objectives and expected results

### 5.1. The objectives of this policy are as follows:

- 5.1.1. Prevent harassment and violence in the workplace by providing a comprehensive harassment and violence prevention and resolution framework for all Parks Canada employees and management.
- 5.1.2. Establish the foundations and tools needed to provide a wide range of support measures and promote a safe and respectful workplace.
- 5.1.3. Define the procedures to be followed to respond to potential situations of harassment and violence.

### 5.2. The expected results of this policy are as follows:

- 5.2.1. Awareness and prevention: Employees have a clear understanding of the expectations regarding respect for others, as set out in the Parks Canada Values and Ethics Code and in this policy.
- 5.2.2. Training: Employees and management receive training about harassment and violence, prevention strategies, the harassment and violence resolution process and their right to perform their duties in a workplace free from harassment and violence.
- 5.2.3. Resolution processes (informal and official): Employees can raise issues and report situations of workplace harassment and violence without fear of reprisal and have access to tools for resolving conflicts quickly, effectively, and confidentially.
  - 5.2.3.1. Informal process: Employees have access to a variety of informal conflict management services (ICMS) within Parks Canada.
  - 5.2.3.2. Notification process: Employees have, from the beginning, knowledge of the processes and framework for resolving situations of potential harassment and violence under the *Work Place Harassment and Violence Prevention Regulations*.
- 5.2.4. Regulatory compliance: Compliance is ensured with relevant laws and regulations on workplace harassment and violence.

### 5.3. The performance metrics of this policy are as follows:

- 5.3.1. Quantity of notification: On or before March 1 of each year, the employer must provide the Head of Compliance and Enforcement of Employment and Social Development Canada with an annual report that sets out:

(i) the total number of occurrences,

(ii) the number of occurrences that were related, respectively, to sexual harassment and violence and non-sexual harassment and violence,

(iii) the number of occurrences that resulted in the death of an employee,

(iv) if known, the number of occurrences that fell under each prohibited ground of discrimination set out in subsection 3(1) of the Canadian Human Rights Act,

(v) the locations where the occurrences took place, specifying the total number of occurrences that took place in each location,

(vi) the types of professional relationships that existed between the principal and responding parties, specifying the total number for each type,

(vii) the means set out in section 32 of the Regulation by which resolution processes were completed and, for each of those means, the number of occurrences involved, and

(viii) the average time, expressed in months, that it took to complete the resolution process for an occurrence.

5.3.2. Completion percentage of mandatory training: The employer evaluates participation and understanding in mandatory training on workplace harassment and violence prevention to measure employee engagement and the effectiveness of awareness programs.

## 6. Roles and responsibilities

### 6.1. General responsibilities

**Employer** - Parks Canada:

6.1.1. Ensure the health and safety of its employees by providing a safe and healthy work environment free from harassment and violence.

6.1.2. Develop, implement and maintain a workplace harassment and violence prevention policy.

6.1.3. Appoint a person or work unit as the designated recipient for notices of occurrence.

6.1.4. Appoint a work unit as the Centre of Expertise for Prevention and Resolution of Harassment and Violence in the Workplace (CEHV).

6.1.5. Ensure that the delegation of the CEO's human resources authorities is conveyed to the various levels of management and supervision within Parks Canada.

**Applicable partner** – National Occupational Health and Safety Policy committee (NOHSPC) and/or Local Health and Safety committees:

6.1.6. Provide advice and guidance on the development and implementation of the workplace harassment and violence prevention policy.

6.1.7. Monitor and review the effectiveness of the policy and associated procedures.

**Designated recipient** - Centre of Expertise for Prevention and Resolution of Harassment and Violence in the Workplace (CEHV):

- 6.1.8. Receive and document reports of harassment and violence in the workplace.
- 6.1.9. Ensure confidentiality and impartiality in the resolution of reports.
- 6.1.10. Facilitate communication between the employees and various partners, at the discretion of the employees involved, if applicable.

**Employees:**

- 6.1.11. Participate in harassment and violence prevention training and awareness activities.
- 6.1.12. Promptly report occurrences of harassment and violence.
- 6.1.13. Contribute to maintaining a safe and healthy work environment free from harassment and violence.

**6.2. Preventive measures**

**Employer** - Parks Canada:

- 6.2.1. Assess the workplace to identify risk factors associated with harassment and violence.
  - 6.2.1.1. When the occurrence is not resolved through the resolution process set out in the Regulations or when the employee who submitted the notice of occurrence terminates the process.
  - 6.2.1.2. When the responding party is neither an employee nor the employer.
- 6.2.2. Develop and implement applicable preventive measures, including training and awareness tools adapted to Parks Canada's culture, conditions and activities.
- 6.2.3. Ensure that all employees are trained on how to recognize, reduce, prevent and respond to harassment and violence in the workplace.

**Applicable partner** - National Occupational Health and Safety Policy committee (NOHSPC) and/or Local Health and Safety committees:

- 6.2.4. Participate jointly in the identification and assessment of risk factors associated with harassment and violence.
- 6.2.5. Review and provide advice and recommendations on the implementation of preventive measures and training and awareness tools.
- 6.2.6. Monitor and review the effectiveness of the policy and associated procedures.

**Employees:**

- 6.2.7. Participate in and apply the training on harassment and violence prevention.
- 6.2.8. Identify and report potential risks that could lead to harassment and violence.

### 6.3. **Notice and investigation**

**Employer** - Parks Canada:

- 6.3.1. Establish and communicate clear procedures for reporting occurrences of harassment and violence.
- 6.3.2. Ensure that all notices of occurrence receive an impartial and confidential review and analysis.
- 6.3.3. Provide support to employees involved in occurrences of harassment and violence.

**Designated recipient** - Centre of Expertise for Prevention and Resolution of Harassment and Violence in the Workplace (CEHV):

- 6.3.4. Receive notices of occurrence of workplace harassment and violence and conduct the initial review.
- 6.3.5. Acknowledge receipt of the notice of occurrence and provide information on the procedure to follow.
- 6.3.6. Select the investigator and provide them with all information relevant to the investigation.

**Applicable partner** - National Occupational Health and Safety Policy committee (NOHSPC) and/or Local Health and Safety committees:

- 6.3.7. Supply all necessary information as prescribed by the Code including the review aggregate data on occurrences of harassment and violence to identify trends and recommend improvements.

**Employees:**

- 6.3.8. Report occurrences of harassment and violence to the CEHV or according to the established reporting procedures.
- 6.3.9. Cooperate and make every reasonable effort to resolve the situation reported in the notice of occurrence.
- 6.3.10. Provide relevant information when requested.

### 6.4. **Response and resolution**

**Employer** - Parks Canada:

- 6.4.1. Develop and implement procedures for responding to reports of harassment and violence, including emergency measures, as appropriate.

- 6.4.2. Facilitate resolution processes, which may include mediation, conciliation, restorative practices or other appropriate interventions.
- 6.4.3. Review, select and implement recommendations made in an investigation report pertaining to the notice of occurrence.
- 6.4.4. Take measures deemed appropriate to restore and/or heal the workplace.

**Designated recipient** - Centre of Expertise for Prevention and Resolution of Harassment and Violence in the Workplace (CEHV):

- 6.4.5. Facilitate communication between the employee reporting the occurrence and the investigator, or any other partners involved, if applicable.
- 6.4.6. Provide ongoing support to the employee involved throughout the resolution process.

**Applicable partner** - National Occupational Health and Safety Policy committee (NOHSPC) and/or Local Health and Safety committees:

- 6.4.7. Review the outcomes of harassment and violence cases to ensure that policies and procedures are effective.

**Employees:**

- 6.4.8. Make every reasonable effort and participate in the process to resolve the situation reported in the notice of occurrence.
- 6.4.9. Respect confidentiality and follow established procedures during and after the resolution process.

## 6.5. **Records and reporting**

**Employer** - Parks Canada:

- 6.5.1. Maintain the confidentiality of all parties involved in cases of harassment and violence, except as required by law or other organizational policy.
- 6.5.2. Keep detailed records of all reported occurrences, investigations and resolutions for at least 10 years.

**Designated recipient** - Centre of Expertise for Prevention and Resolution of Harassment and Violence in the Workplace (CEHV):

- 6.5.3. Keep investigation reports and related documents confidential.
- 6.5.4. Maintain a record of notices of occurrence received and actions taken.

6.5.5. Maintain the confidentiality of all parties involved in cases of harassment and violence, except as required by law.

**Employees:**

6.5.6. Respect the confidentiality of all parties involved in cases of harassment and violence.

## 7. Confidentiality and protection of personal information

7.1. Parks Canada is committed to protecting the privacy and confidentiality of people involved in cases of harassment and violence. All personal information collected, used or disclosed as part of the harassment and violence prevention, reporting and resolution processes will be treated in the strictest confidence and in compliance with applicable privacy laws and regulations.

7.2. All information relating to occurrences and investigation reports is subject to the provisions of the *Privacy Act* and the *Access to Information Act* and will be collected, used, disclosed and retained in accordance with these laws.

## 8. Recourse

### 8.1. Violation of the *Canada Labour Code*, Part II or its Regulations – Notice of occurrence

Where an employee has reasonable grounds to believe that Parks Canada or the Designated Recipient has failed to comply with any part of the Code or the Regulations pertaining to notices of workplace harassment and violence, the employee should first bring the matter to the attention of their manager, if the manager is not a respondent in the complaint, or the Designated Recipient and attempt to resolve it as soon as possible (in accordance with the internal complaint resolution process set out in subsection 127.1(1.1) of the Code).

### 8.2. Unresolved complaint

If the matter remains unresolved between the employee and their manager or the Designated Recipient, the complaint may be referred to the Labour Program to obtain a notice. However, the role of the Labour Program is not to determine whether a notice of occurrence of harassment and violence is warranted. The Labour Program's role is to ensure that all parties comply with the requirements of the resolution process set out in the Regulations.

### 8.3. Alternative recourse mechanisms

Alternative recourse mechanisms to address workplace harassment and violence at Parks Canada include, but are not limited to:

8.3.1. Filing a complaint or grievance under the *Federal Public Sector Labour Relations Act* (FPSLRA) or under the collective agreement.

8.3.2. Filing a complaint for violation of the Values and Ethics Code for the Public Sector and the Parks Canada Values and Ethics Code by following the applicable process.

8.3.3. Filing a complaint under the *Canadian Human Rights Act*.

8.3.4. Filing a complaint under the *Canada Labour Code*, Part II.

8.3.5. Submitting a disclosure to Parks Canada's Senior Integrity Officer (SIO) under the *Public Servants Disclosure Protection Act*.

## 9. Support measures

Parks Canada provides a variety of support resources to assist employees exposed to workplace harassment and violence, including, but not limited to:

- Managers and supervisors;
- Bargaining agent representatives, if the matter does not involve another member of the bargaining unit;
- [The Office of the Ombud \(OMB\)](#);
- [The Informal Conflict Management \(ICM\) program](#);
- [The Parks Canada's Values and Ethics program](#);
- [Disability management and Occupational health monitoring](#);
- [Occupational health and safety and workplace wellness](#).

Parks Canada has a memorandum of understanding with Health Canada to provide its employees with the [Employee and Family Assistance Program \(EFAP\)](#).

To access EFAP services, dial 1-800-268-7708 or 1-800-567-5803, available 24 hours a day, or chat at [www.canada.ca/eap-chat](http://www.canada.ca/eap-chat) (password: canada). Chat is available Monday to Friday, 8 a.m. to 7:30 p.m. (Eastern Time), except on public holidays.

## 10. Review and update

Parks Canada, in conjunction with the applicable partner, reviews and, if necessary, updates the policy at least every three years and after any change to an element of the policy.

## 11. References

### 11.1. Legislation

- [Access to Information Act](#)
- [Parks Canada Agency Act](#)
- [Canadian Human Rights Act](#)
- [Canada Labour Code](#)
- [Financial Administration Act](#)
- [Privacy Act](#)
- [Federal Public Sector Labour Relations Act](#)
- [Canada Occupational Health and Safety Regulations](#)

### 11.2. Treasury Board Secretariat policy and directives

- [Policy on Access to Information](#)
- [Policy on Privacy Protection](#)
- [Values and Ethics Code for the Public Sector](#)

### 11.3. Parks Canada policies and other instruments

- [Collective Agreement between the Parks Canada Agency and the Public Service Alliance of Canada](#)
- [Parks Canada Values and Ethics Code](#)
- [Parks Canada HR authorities delegation instrument](#)
- [Parks Canada Occupational Health and Safety Policy](#)

## 12. Requests for information

Requests for information regarding this policy should be directed to the Centre of Expertise for Prevention and Resolution of Harassment and Violence in the Workplace (CEHV) – Human Resources and Employee Wellness Directorate (HRD) by email to [respect@pc.gc.ca](mailto:respect@pc.gc.ca) or by voicemail at 819-661-5241.



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## Annex I – Definitions

**Applicable partner** For the purposes of this policy, “applicable partner” refers to the National Occupational Health and Safety Policy Committee (NOHSPC) or, if applicable, the local health and safety committee or representative (*Partenaire concerné*)

**Centre of Expertise in prevention and resolution of harassment and violence in the workplace (CEHV)** The work unit who acts as a front-line regarding all questions pertaining to harassment and violence in the workplace. Can be contacted by email at [respect@pc.gc.ca](mailto:respect@pc.gc.ca) or by voicemail 819-661-5241

**Code** Any reference to the “Code” shall be construed as a reference to the Canada Labour Code (R.S.C., 1985, c. L-2). (*Code*)

**Designated recipient** The work unit in a workplace that is designated by Parks Canada under section 14 of the Regulations. For the purposes of this policy, “designated recipient” refers to the Centre of Expertise for Prevention and Resolution of Harassment and Violence in the Workplace (CEHV) (*Destinataire Désigné*)

**Employee** For the purposes of this policy, an employee means any person employed by Parks Canada in accordance with subsection 122(1) of the Code. (*Employé*)

**Harassment and violence** 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. (*Harcèlement et violence*)

**Incident** One or more situations or events of harassment and violence in the work place. (*Incident*)

**Incident Report** Form for reporting Workplace harassment and violence involving a third party. (*Rapport d’incident*)

**Notice of occurrence** Form for reporting harassment and workplace violence through the official process when all parties are employed by Parks Canada. (*Avis d’incident*)

**Principal party** An employee or employer who is the object of an occurrence. (*Partie Principale*)

**The Regulations** The *Work Place Harassment and Violence Prevention Regulations (Le Règlement)*

**Responding party** The person designated in a notice of occurrence given pursuant to subsection 15(1) as the person allegedly responsible for the occurrence. (*Partie intimée*)

**Third party** Individual who is not an employee, including visitors, members of the public, contractors, and subcontractors. (*Tierce Partie*)

**Witness** A person who witnessed an occurrence or is informed of an occurrence by the principal party or responding party. (*Témoin*)

**Work place** Any place where an employee performs work on behalf of Parks Canada in accordance with subsection 122(1) of the Canada Labour Code (*Lieu de travail*)

# Annex II – Process summary

## **Resolution process**

The process set out in this policy is a summary of the Regulation process. To see the detailed process, including the notification process, please refer to the policy manual and the applicable diagram.

The resolution process must be completed within one (1) year after the day on which the notice of occurrence is received by the designated recipient. The principal party may end the resolution process at any time by informing the designated recipient that they choose not to continue with the process.

## **Notice of occurrence**

A principal party or witness may give notice of an occurrence to the designated recipient orally or in writing. For the purposes of this policy, “designated recipient” refers to the Centre of Expertise for Prevention and Resolution of Harassment and Violence in the Workplace (CEHV).

You are encouraged to notify the CEHV (the designated recipient) if:

- you are an employee who is experiencing harassment and violence in the workplace; or
- you are an employee who has witnessed an occurrence of harassment or violence in the workplace.

Please notify the CEHV by email at [respect@pc.gc.ca](mailto:respect@pc.gc.ca) or by voicemail at 819-661-5241.

The **notice of occurrence** must contain:

- a) The name of the principal party and the responding party, if known;
- b) The date, time and location of the occurrence;
- c) A detailed description of the occurrence.

## **Forms for submitting a notice of occurrence**

[Notice of occurrence](#): Form to be used when all parties are employed by Parks Canada.

[Incident report](#): Form to be used when the responding party is a non-employee, including visitors, family members, members of the public, contractors or subcontractors.

## **Anonymous notice**

A witness may provide notice of an occurrence anonymously.

## **Exceptions**

A Notice of occurrence must not be provided in respect of an occurrence if:

- a) the responding party is neither the employer nor an employee;
- b) exposure to harassment and violence is a normal condition of the principal party's work; and
- c) the employer has measures in place to address that workplace harassment and violence.

### **Contact with principal party**

The designated recipient must, within seven days after the day on which notice of occurrence is provided, contact the principal party to inform them:

- a) that their notice has been received or that they have been named or identified as the principal party in the notice provided by a witness, as the case may be;
- b) of the manner in which this policy is accessed;
- c) of each step of the resolution process; and
- d) that they may be represented during the resolution process.

### **Contact with witness**

If the notice of occurrence is provided by a witness who is not anonymous, the designated recipient must, within seven (7) days after the day on which the notice is provided, contact the witness to confirm that notice was received.

### **Contact with responding party**

On the first occasion that the designated recipient contacts the responding party regarding the occurrence, they must inform them:

- a) that they have been named or identified as the responding party in the notice of occurrence;
- b) of the manner in which this policy is accessed;
- c) of each step of the resolution process; and
- d) that they may be represented during the resolution process.

### **Negotiated resolution**

The designated recipient, the principal party and, if appropriate, the responding party, must make every reasonable effort to resolve an occurrence for which notice is provided. These efforts must begin no later than forty-five (45) days after the day on which notice is provided. A reasonable effort includes a review by the principal party and the designated recipient to determine whether the notice of occurrence describes an action, conduct or comment that corresponds to the definition of *harassment and violence*.

### **Conciliation**

The principal party and the responding party may attempt to resolve an occurrence for which notice is provided by conciliation if they agree to conciliation and on a person to facilitate it. Parks Canada's Informal Conflict Management services (ICMS) will be offered to the various parties whenever possible.

However, if the occurrence is also investigated, it cannot be resolved by conciliation after the investigator has provided their report.

### **Investigation**

If an occurrence is not resolved under negotiated resolution or conciliation, the principal party may request that an investigation be carried out. If the occurrence is resolved through one of the aforementioned options, the investigation will be discontinued.

### **Notice of investigation**

The designated recipient must notify the principal party and the responding party that an investigation is to be carried out.

### **Relevant information**

The designated recipient must provide the investigator with any information relevant to the investigation.

To ensure procedural fairness during the investigation, the responding party will be informed of the substance of the events reported by the principal party before being questioned and will be given the opportunity to respond directly to these allegations in an interview with the investigator. The responding party will also have the opportunity to provide documentary evidence or the names of witnesses in support of their response. Once the initial interviews with the parties and any witnesses have been completed, both parties are provided with any relevant information received during the investigation that might challenge their account of events. Each party will also have the opportunity to respond to this information. Consequently, during the investigation, the investigator may disclose the identity and statements of the parties and witnesses in a preliminary summary of the facts. The investigator will determine whether it is necessary to withhold personal information.

### **Investigator's report**

The investigator's report shall contain the following elements:

- a) a general description of the occurrence;
- b) their conclusions, including those related to the circumstances in the workplace that contributed to the occurrence;
- c) their recommendations to eliminate or minimize the risk of a similar occurrence.

The report shall never contain:

- a) disciplinary findings or measures;
- b) individual remedies, including, but not limited to, reimbursement of leave;
- c) payment of damages.

The investigator's report shall not reveal, directly or indirectly, the identity of any person involved in an occurrence or in the process of resolving an occurrence under this policy and the Regulations.

A copy of the report shall be given to the employer, the principal party, the responding party, the local health and safety committee or representative and the designated recipient.

### **Implementation of recommendations**

Parks Canada, the employer, in conjunction with the local committee or representative, will select the recommendations made in the report and implement the selected recommendations.

### **Completion of resolution process**

The resolution process is completed when one of the following situations occurs:

- a) if a workplace assessment is required, the review and, if necessary, update of the assessment are carried out;
- b) the occurrence is deemed to be resolved when the notice of occurrence does not contain the name of the principal party or make it possible to determine their identity, or by virtue of a negotiated resolution and/or conciliation;
- c) if the investigator has provided a compliant report and Parks Canada has implemented the selected recommendations.

Parks Canada shall ensure that the resolution process is completed within one year of receipt of the notice of occurrence. If either party is temporarily absent from work for more than ninety (90) consecutive days, the resolution process must be completed within the later of:

- a) one year after the day on which notice is provided;
- b) six (6) months after the day on which the party returns to work.



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## Annex III – Risk factors and workplace assessment

A number of factors can contribute to workplace harassment and violence. These factors can be divided into five general categories:

- client characteristics;
- physical work environment;
- work activity/culture;
- job factors; and
- other external factors.

### **Client characteristics**

Working with clients who 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 because of, but not limited to,:

- being angry and frustrated with the system;
- having a history of violence;
- a mental health condition;
- racist, sexist, homophobic, transphobic, prejudiced or otherwise discriminatory attitudes and behaviours;
- 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, but not limited to,:

- working alone, in small numbers or in isolated or low-traffic areas (for example, isolated reception area, washrooms, storage areas, utility rooms, in telework);
- 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**

This may include all the tasks and responsibilities of a person's work according to the values and practices shared within the organization, such as, but not limited to, :

- working with the public;
- handling money or items of significant value;

- 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 could contribute to harassment and violence. These 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's 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.

### **Workplace assessment**

Parks Canada, in conjunction with the various local occupational health and safety committees and representatives, shall conduct a workplace assessment that includes identifying risk factors and developing and implementing preventive measures. Preventive measures must be implemented within six months of the risk factors being identified.

The development and implementation of preventive measures is intended, to the extent feasible, to:

- I. mitigate the risk of harassment and violence in the workplace;
- II. neither create nor increase this risk.

Parks Canada, in conjunction with the local committee or representative, shall review and, if necessary, update the workplace assessment every three years. A review of the workplace assessment and, if necessary, an update is required when:

- a) a notice of occurrence is provided, and the occurrence is not resolved under the negotiated resolution process and the principal party ends the resolution process;
- b) the responding party is neither the employer nor an employee.

If a review and update is required following multiple occurrences involving substantially the same matters, those occurrences may be addressed together in the same review and update.



# Annex IV – Summary of emergency measures

At Parks Canada, all sites are required to have procedures in place to respond to the variety of emergencies that could arise at its facilities and buildings and to:

- Protect the health and safety of all employees in the event of an emergency affecting the workplace; and
- Provide all employees with information and support in the event of an emergency.

This section provides links to emergency procedures for specific sites, as well as the necessary tools and examples to help managers prepare emergency plans, including a building emergency and evacuation plan (BEEP) and a building emergency and evacuation team (BEET) for their locations.

## **Sample procedures and documents – For all sites**

[Building Emergency and Evacuation Plan \(BEEP\)](#)

[Armed Intruder Procedures](#)

[Bomb Threat Procedures](#)

[Building Evacuation Procedures](#)

[Demonstration Procedures](#)

[Earthquake Procedures](#)

[Lockdown Procedures](#)

[Medical Emergencies Procedures](#)

[Shelter in Place Procedures](#)

[Suspicious Package Procedures](#)

[Tornadoes and Severe Windstorm Procedures](#)

## **Sample documents - building emergency management**

[TEMPLATE - Emergency Procedures Guide - Field Unit Personnel](#)

[Armed Intruder Poster](#)

[Emergency Procedures Poster](#)

[Suspicious Mail Poster](#)

[BEET + Floor Emergency Warden Training](#)

[BEEP for NOSH](#)



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## Annex V – Summary of training courses

Parks Canada, in conjunction with the National Occupational Health and Safety Policy Committee (NOHSPC), has developed and selected training courses on workplace harassment and violence to be given to employees, management, the occupational health and safety committees and representatives and the designated recipient.

Jointly with the NOHSPC, Parks Canada reviews and, if necessary, updates these training courses at least every three years and following any change to an element of the training.

COURSE TITLE	EMPLOYEES	SUPERVISOR / MANAGER / OHS COMMITTEE & REPRESENTATIVE	DESIGNATED RECIPIENT
<p><b><u>(WMT101) Preventing Harassment and Violence in the Workplace for Employees</u></b>  <i>Understand harassment and violence to learn how to minimize and prevent situations of harassment and violence. Includes case studies on how to recognize and respond to harassment and violence. Understand Parks Canada's internal workplace harassment and violence prevention and resolution process.</i></p>	<b>Mandatory</b>	<b>Mandatory</b>	<b>Mandatory</b>
<p><b><u>(WMT102) Preventing Harassment and Violence in the Workplace for Managers and Health and Safety Committees</u></b>  <i>Understand the responsibilities and duties of managers and OHS committees and representatives in preventing harassment and violence within the PCA. Includes case studies on how to recognize and respond to harassment and violence. Understand Parks Canada's internal workplace harassment and violence prevention and resolution process.</i></p>		<b>Mandatory</b>	<b>Mandatory</b>
<p><b><u>(WMT103) Preventing Harassment and Violence in the Workplace for Designated Recipients (60 min.)</u></b>  <i>Understand harassment and violence in the workplace and become familiar with the specific obligations required of designated recipients.</i></p>			<b>Mandatory</b>

<i>Includes case studies on how to recognize and respond to harassment and violence.</i>			
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**Deadlines for completing mandatory training**

Parks Canada employees, supervisors and managers: within three months of the start date of employment and;

- a) At least every three years thereafter;
- b) After every training update or assignment to a new role involving increased or specific risks of workplace harassment or violence.