



## **Davisville Tennis Club Workplace Violence and Harassment Policy**

The Board of Davisville Tennis Club is committed to the prevention of workplace violence and harassment and is ultimately responsible for worker health and safety. The Board will take whatever steps are reasonable to protect our workers from workplace violence and harassment from all sources.

Workplace violence is defined as:

- physical force against a worker in the workplace that causes or could cause injury;
- an attempt to use physical force that causes or could cause injury against a worker in the workplace;
- a statement or behaviour that is reasonable for a worker to interpret as a threat to use physical force that would or could cause injury to the worker in the workplace.

Sources of workplace violence could be other workers, club members or the public.

Violent behaviour in the workplace is unacceptable. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker, in a workplace, that is known or ought reasonably to be known to be unwelcome. Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code.

Harassment in the workplace is unacceptable. Everyone is expected to uphold this policy and to work together to prevent workplace harassment.

The Davisville Tennis Club Board has established a workplace violence and harassment program that implements this policy. It includes measures and procedures to protect workers from workplace violence and harassment, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

Davisville Tennis Club, as the employer, will ensure that this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence and harassment in the workplace.

The Club Manager will adhere to this policy and the supporting program. The Club Manager is responsible for ensuring that measures and procedures are followed by workers and that workers have the information and instruction to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and harassment and to report any incidents or threats to the Club Manager, the Vice President and the President via email. Workers need not fear consequences for reports made in good faith.

The Board pledges to investigate and deal with all incidents and complaints of workplace violence and harassment in a timely and fair manner, respecting the privacy of all concerned as much as possible.

The Board



Davisville Tennis Club  
**Davisville Tennis Club Workplace Violence and Harassment Program**

### **Introduction**

Davisville Tennis Club (DTC) has a Workplace Violence and Harassment Policy. The Policy is posted on the DTC Website.

This document defines Workplace Violence and Harassment, identifies those to whom it applies, outlines the risks unique to DTC employees and sets out the procedures for identifying, reducing, reporting, managing and responding to workplace violence and harassment.

### **Definition of Workplace Violence**

Workplace violence is defined as:

- physical force against a worker in the workplace that causes or could cause injury;
- an attempt to use physical force that causes or could cause injury against a worker in the workplace;
- a statement or behaviour that is reasonable for a worker to interpret as a threat to use physical force that would or could cause injury to the worker in the workplace.

### **Definition of Workplace Harassment**

Workplace harassment is defined as engaging in a course of vexatious comment or conduct against a worker, in a workplace, that is known or ought reasonably to be known to be unwelcome. Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code.

### **Definition of DTC Employee**

For the purposes of the DTC Workplace Harassment and Violence Policy, a worker is defined as the Court Manager and the Court Stewards. However, this policy will also apply in the event that contract Club Pros are subjected to violence or harassment.

### **Risk Factors at DTC**

DTC consists of 500 members, many of whom are unknown to the DTC staff, Board and Pros, particularly at the beginning of each season when new members are admitted. Club members are, as a rule, polite and well behaved. However, it is possible that some members may be prone to violence or other behavioral problems. The club is unlikely to be aware of any threats that are posed by members unless they display behavior that could be construed as a warning sign.

DTC staff not only interact with club members, but must intervene in some situations. For example Court Stewards must deal with inappropriate behavior and may have to mediate conflict between two club members. This role creates a special risk.



DTC is situated in a large public park that includes a baseball diamond, playground and large treed areas. Members of the public who use the park are a potential source of threats to club staff.

DTC staff work alone the vast majority of the time. It is rare that two Court Stewards are on duty at the same time. While this is less of a problem during busy times when many members are about, it is a risk factor when court usage is low.

DTC staff work after dark and close the club at 10:30 pm. This, combined with the isolation of the Clubhouse from the courts and the long walk between the courts and the Clubhouse, is a risk factor.

### **Risk Identification**

In addition to the risk factors outlined above, specific risks may be identified. For example, staff, club members, the Pros and Board members may witness behavior that could be construed as a warning sign. Such behavior could include:

- unusual aggressiveness
- violence against property
- inebriation

Identifying warning signs is clearly a judgment call and it is likely that most apparent warning signs would turn out to be meaningless.

Specific incidents may also lead to the identification of risks. For example, if a club member pushes a Club Steward, that club member must be seen as an ongoing risk, even though the Board imposes consequences and the incident may be isolated.

When a risk is identified, regardless of whether it is identified through a violent incident or warning sign behaviour or whether the person is a DTC member or an unknown party, any staff member, Pro or Board member who has this information must communicate it immediately to the Club Manager, Vice President and President so that they may take the necessary steps, which would include, at a minimum, informing staff of the risk.

### **Procedures for Reducing Risk**

The procedures for reducing risk are:

1. Staff must have a working phone with them at all times so that they may call for help or call the police.
2. People who may constitute a threat must be identified and staff must be informed so that they can be alert to the threat and take precautions if necessary.
3. Staff who are alone are encouraged to keep the Clubhouse door locked (i.e. closed so that entry is limited to those who know the code) at all times in the evenings. If staff are in the clubhouse when club members are also there, staff must be aware of when the members depart to ensure that the door is then locked (i.e. closed).
4. Staff may wish to avoid accessing the storage room at the east side of the building alone after dark.



5. When faced with a situation that threatens to escalate into a violent situation, Club Stewards are advised to take steps to attempt to defuse the situation, such as maintaining composure, speaking calmly and in quiet tones, or if there is a grievance, suggesting that it be taken to the Board.

Staff, Pros and Board members are encouraged to contribute other suggestions for reducing risk, including methods for diffusing conflict and managing difficult people.

### **Incident Response**

In the event of a violent incident or harassment, the following steps must be followed as appropriate:

1. Diffuse the confrontation if possible.
2. Call for help. This could mean enlisting the support or assistance of any members who are present, calling a board member or calling 911 for police or ambulance, if appropriate.
3. Obtain witness information, if possible.
4. Report the incident to the Club Manager, Vice President or President by phone as soon as possible.

### **Incident Reporting**

The incident must also be reported by email to the Club Manager, Vice President and President. The email should include a factual account of what happened, how the worker was affected (eg, injured, feared for safety, felt intimidated or threatened) and who witnessed the incident.

### **Investigation and Follow Up the DTC Board**

The Club Manager, Vice President or President will take whatever emergency steps are necessary upon learning of the incident. Depending on the severity of the incident, this may include suspending the person responsible for the violence or harassment from the club until a formal investigation and response has been prepared, contacting the police or taking whatever steps are immediately necessary to ensure safety.

The incident will be reported to the full Board.

A team, consisting of the President, Vice President and Secretary will conduct an investigation.

The investigation will include, at a minimum, a meeting with the affected worker, a request for an explanation by the person responsible for the alleged violence or harassment and contact with witnesses for an account of the incident.

A proposed response will be developed for the Board's consideration. The response may include the following:

- A warning letter.
- Suspension.



- Termination of club privileges, or, if the person responsible is an employee or Board member, termination of employment or board membership.
- Turning the matter over to the police.
- Ensuring that all staff and/or members are aware of the violent individual.
- Changes to the Workplace Harassment and Violence Program if appropriate.

All incidents will be recorded on the Club or staff member's confidential profile.

### **Training**

Prior to Opening Day, the Court Manager, Court Stewards and Vice President will meet to discuss the Workplace Violence and Harassment Policy and Program, to ensure that all know their rights, responsibilities and options.

### **Assessment and Development**

At the end of each year, the Workplace Harassment and Violence program will be reviewed by the Club Manager and Vice President. Any deficiencies or proposals for change will be brought the Board's attention.