

Trainings offered by the HIV/AIDS Resources & Community Health

To volunteer with HIV/AIDS Resources & Community Health, all volunteers are required to complete five core workshops. Other workshops may be required for individual program placement.

Core workshops include:

- HIV/ AIDS 101
- Harm Reduction
- Hepatitis C
- Anti-Racism / Anti-Oppression\*
- Ontario Accessibility Standards Training – Serve-Ability: Transforming Ontario’s Customer Service\*\*

All workshops that are offered by our agency are listed on our website at [www.archquelfph.ca/events](http://www.archquelfph.ca/events) where you are also able to register for them directly.

When you sign up for a workshop, a notice will be sent to the Coordinator facilitating the training as well as Administrative and Volunteer Operations Coordinator and this will be recorded in your file for future reference.

\*\*Serve-Ability: Transforming Ontario’s Customer Service. This training is offered online at <http://www.accesson.ca/mcss/serve-ability/splash.html>. Please notify the Coordinator of Volunteer Operations upon completion.



## **A HISTORY OF HIV/AIDS RESOURCES & COMMUNITY HEALTH**

In 1986 A task group met to assess the need for an AIDS Committee in Guelph. Members of the task group included individuals from Guelph Correctional Centre, the University of Guelph, the Ministerial Association, the Gay and Lesbian Community, Stonehenge, and concerned citizens in the area. The founding members were:

Aleen Bell	Reg Borneo	Gerard Brender	Wendy Campbell
Terry DeForest	John Fogleman	Irene Hussy	David Janzen
Debbie McKinnon	Robin Osborne	Joyce Scroggins	Gordon Youngman
Susan Brown	Jim Dougan	Paul Dugan	Ken Green
Colleen Lodge	Betty McIntyre	Ruth Stevenson	Judith Tresidder

The task group confirmed the need for an AIDS Committee to serve Guelph and Wellington County. This group set out our mission: to provide education and support services to those infected and affected by HIV/AIDS.

In 1987, the first Annual General Meeting was held. At this meeting, a 14 member working Volunteer Board of Directors were elected. The United Way provided a start-up grant, and the Guelph General Hospital provided office space for the committee to meet at 72 Delhi Street Guelph. This was the start of the community-based AIDS Committee of Guelph (ACG).

In 1988, the Volunteer Board was reorganized into a governing Board. The Ontario Ministry of Health provided funding for a full time Executive Director, and Judith Tresidder was elected to this position. The Ministry also provided a part time clerical person. The office was moved to Suite 202 at 73 Delhi Street in Guelph

In 1989, the United Way Community Services of Guelph/Wellington provided funds for the support program, funding which continues to this day. The Trillium Foundation provided funds to create the part-time position of Volunteer Coordinator. ACG also received funds from the Health and Welfare Canada provided a three year grant for a full time position of Education Coordinator while The Ontario Ministry of Health provided funding for the full time positions of Administrative Assistant and Support Coordinator.

ACG revised its mission, vision and core values in 1990: "The AIDS Committee of Guelph and Wellington County is a community-based organization providing education and supportive programs in response to HIV/AIDS". We also added fundraising events at this time, including an Art Auction, an AIDS Walk, and the red ribbon campaign. ACG was also involved in bringing the AIDS Quilt to Guelph for a full weekend. During this event, ACG also hosted a "twinning student" from South Africa for the first time. Dr. A.M. Zajdlík visited ACG during this event. Dr. Zajdlík continued her involvement with ACG as a physician at the Masai Clinic, which serves as the regional clinic for people living with HIV/AIDS in Waterloo-Wellington.

The office remained at 73 Delhi until 1993, when it moved to 265 Woolwich Street Guelph. On the recommendation of Health Canada, the Education Coordinator was redirected to become "Health Promotion Coordinator." At the same time The Ontario Ministry of Health provided core funding which enabled the Volunteer Coordinator position to continue on a part-time basis after the end of the Trillium Foundation funding in 1994.

In 1996, ACG submitted four abstracts for consideration at the International AIDS Conference in Vancouver, BC. All of these abstracts were granted poster presentations.

The Committee settled into new quarters at 409 Woolwich Street in January 2005 in order to share space with a (proposed) regional HIV Clinic. In March 2005, the Clinic received core funding from the AIDS Bureau of the Ministry of Health and Long-Term Care, with ACG as the sponsor agency. The Clinic and ACG collaborate to optimize the care and support of people living with HIV and those affected. This new model offers treatment and care which is integrated with ACG and coordinated with other community service providers. The Masai Clinic has a "Community Advisory Committee" comprised of members from the three regions it serves: Kitchener/Waterloo, Wellington/Dufferin and Grey/Bruce Counties.

In 2007, the AIDS Committee of Guelph recognized 20 years of service to those who are infected and affected by HIV in our communities. At this time, a 3 disc DVD collection, "20 Years Gone By," was compiled to highlight ACG's work throughout the years. The collection includes an archived video history of interviewed, photos and articles..

Abercrombie House, a collaborative living model for people living with HIV, was added to ACG's programming in 2008. In partnership with others in the community, this program includes a four bedroom furnished townhouse and a housing support worker on site to provide extra support for the residents. In November 2008, ACG received a three year grant from the Ontario Trillium Foundation to assist with this project. In April, ACG received funding for a Positive Prevention Coordinator through the Public Health Agency of Canada.

2009 brought forth a project to enhance a regional response to HIV and AIDS in the Waterloo/Wellington Region, ACG and the AIDS Committee of Cambridge, Kitchener and Waterloo & Area (ACCKWA) embarked on a strategy to strengthen their existing partnerships. With an increase to core funding through the AIDS Bureau ACG received funding for an HIV IDU Outreach Worker. It was decided that this position would be shared with ACCKWA one day a week to assist with their outreach initiatives in the city of Cambridge. In return ACCKWA new African Caribbean Strategy Worker would provide services at ACG one day a week

In 2009 a new "Community Impact Plan" was developed to assist ACG find new innovative ways to respond to community needs with the involvement of a wide range of community stakeholders a new bold vision was created.

In 2011 ACG and the Masai Centre moved to its current location at 89 Dawson Road (Units 115 and 113). The main stimulus for the move was to ensure compliance with the *Accessibility for Ontarians with Disabilities Act*. This important piece of legislation requires publicly-funded services to identify, remove and enforce mandatory accessibility standards. The move also allows us to carry out our operations openly, accessibly and respectfully, which are in line with our organizational values. ACG and the Masai Clinic both benefit from continuing to share space, which allows us to best support to participants and to maintain our unique and collaborative relationship.

In 2012-2013 there was a lot of change, we received federal funding for a Hepatitis C Project that aims to target it's services to youth, provincial funding for a Community Support Worker to assist

with the growing support services program while continuing with the management of *Abercrombie Place*, our housing project. We also found that our demographics were changing and that the population age is shifting to those that we provide services too. In our response we have since hosted two "LGBTQ and Aging" forums that welcomed service providers from across the province.

We hosted a Logic Model planning session that examined the change and nature of our organization's landscape. This event was a primer our new strategic plan and revised mission statement. We have reached out more into the counties doing work in Dufferin, Mount Forest, Orangeville, all while still providing service to communities based in Guelph.

In our 25<sup>th</sup> anniversary year, we acknowledge and celebrate the changes that we have made and are proud to announce that the AIDS Committee of Guelph and Wellington and the Masai Clinic have a new name and will now be operating under the same umbrella as **ARCH: HIV/AIDS Resources and Community Health**.

All services will remain the same as previously offered. Simplicity and accessibility were two principles that guided our rebranding project – the acronym ARCH flowed naturally from the new name and there was added symbolism with this choice. An arch is symbolic of strength and stability and implies open doors/acceptance.

While the new name encompasses the growing programs and services covered under ARCH, the overall rebrand still serves to address the changes and challenges in working with the HIV/AIDS community and at-risk populations. Our new name now also includes "HIV" which reflects a significant change. "Resources and Community Health" speaks to the variety of support, education, prevention, treatment and community development programs we are passionate about providing, including addressing risk factors for HIV such as homophobia and empowering people living with HIV to prevent transmission.

**Mission:** We provide exemplary multidisciplinary services, education and support in the area of HIV and AIDS through innovative health promotion strategies and community partnerships.

**Vision:** We dream of a time and place where everyone is free to live healthy, vital lives.

**Guiding Principles:** Inclusive • Respectful • Caring • Accepting • Client-Based • Passionate & Committed • Accountable • Accessible • Sex-Positive • Client-Centered • Evidence-Based • Anti-Oppressive • Harm Reduction-Based • Asset-Based • Greater and More Meaningful Involvement of People who live with HIV/AIDS

#### **Board of Directors:**

The Governing Board of Directors of ARCH has ten seats, with two seats designated for a person living with HIV/AIDS. The current Board Members (2012-2013) are:

<b>President</b>	Nathan Lachowsky	<b>Directors:</b>	Marlene Pfaff
<b>Secretary</b>	Lauren McDonald		Janice Tigert Walters
<b>Treasurer</b>	Alison Burnett		Craig Lahey
			Thomas Sasso
			Lloyd Bowers
			Susan Otten

**ARCH Staff are:**

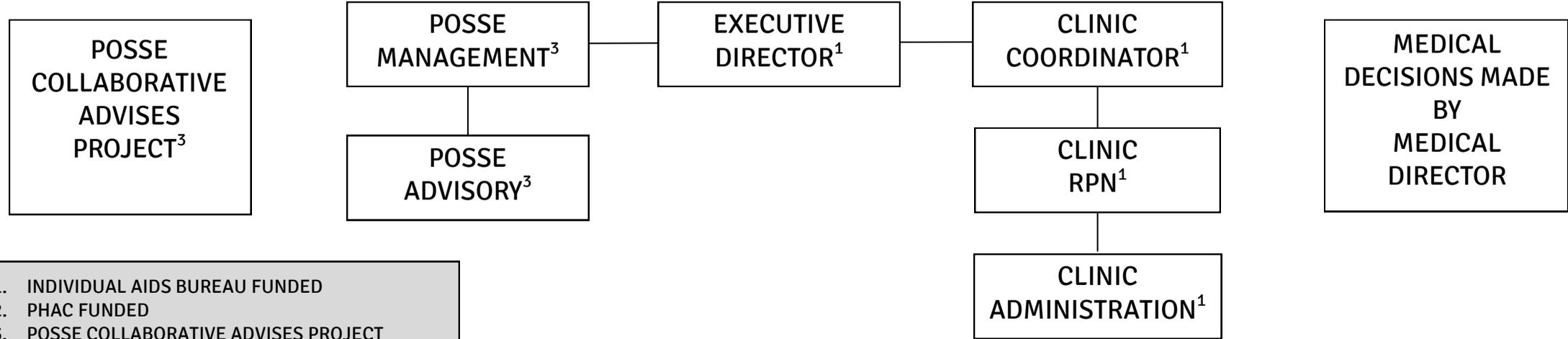
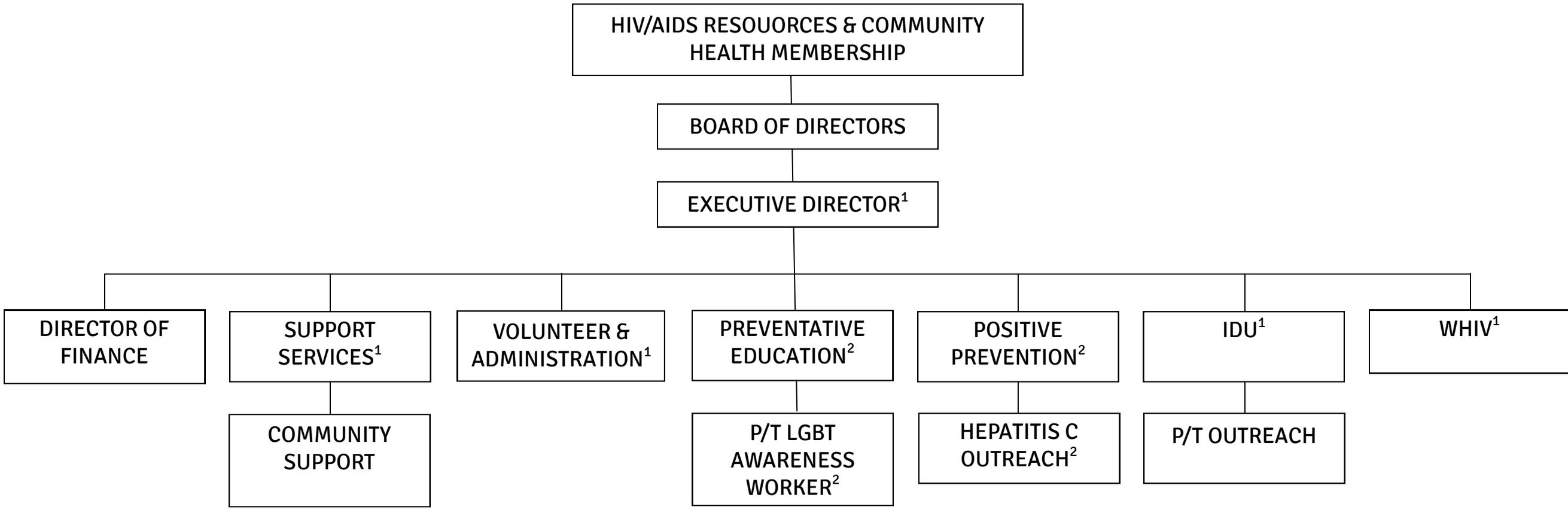
Executive Director  
Community Support  
Administrative and Volunteer Operations  
Harm Reduction and Outreach  
Hepatitis C Outreach Coordinator  
HIV/STI Prevention and Outreach Educator  
Positive Prevention Coordinator  
Street Outreach  
Support Services Coordinator  
Women's Community Development  
Finance Coordinator

Tom Hammond  
Gary Roche  
Kimberly Paton  
Natalie Basaraba  
Cassandra Sheppard  
Sarah Chown  
Tashauna Devonshire  
Tim Walker  
Jim Watkin  
Olivia Kijewski  
Justin Macdonald

**The Clinic Staff are:**

Clinic Coordinator  
Clinic HIV Nurse  
Clinic Administrator

Deanna Clatworthy  
Sharon Fair  
Kristen Wiersma



- 1. INDIVIDUAL AIDS BUREAU FUNDED
- 2. PHAC FUNDED
- 3. POSSE COLLABORATIVE ADVISES PROJECT

### **Volunteers Worker Rights, Rules and Responsibilities**

Volunteering is no longer a causal activity for people who have leisure time, but rather it is an acceptance of the fact that community services are everyone's concern because they strengthen and enrich community life.

#### **As a volunteer, you are entitled to:**

- Be carefully interviewed and appropriately assigned to the volunteer position that best meets your needs and interests.
- Be treated with dignity and respect.
- Sufficient knowledge. To receive training and orientation for your volunteer duties and to be kept informed about matters that affect you.
- Choose how, when, and where you will serve, and when you will stop serving.
- Receive adequate supervision and have access to your supervision.
- Know who to contact with any questions or concerns.
- Be treated as a co-worker, not just free help. Staff and volunteers work together at our agency to achieve our goals and objectives.
- A meaningful and satisfactory volunteer assignment.
- Supervision, guidance and direction.
- Be heard, and have opportunities to express your ideas and opinions.
- Receive an evaluation of your peer worker performance.
- Receive recognition of your service.

#### **Rules and Responsibilities:**

As a volunteer you are subject to a code of ethics similar to that which binds a professional. Like them, when you are assuming certain responsibilities, expect to be accountable for your actions. Please remember your Code of Confidentiality and Anti-Discrimination / Anti-Harassment policy.

As a volunteer, we expect you to do your work with the same high standards as you would your paid jobs.

As a volunteer, we ask for your loyalty to ARCH and our Mission Statement.

As a volunteer, it is expected that you will conduct yourself in a manner that will reflect positively on ARCH. While you are with our agency, you are a representative of the agency.

As a volunteer, we ask that you take to your work an attitude of open-mindedness and a willingness to be trained for your tasks, bringing them your interest and attention

As a volunteer, we expect you to ask questions. We are here to answer them.

As a volunteer, you must be time-responsible. Please arrive on time. Should unforeseen circumstances prevent you from this please inform your program coordinator as soon as possible so that alternate plans can be made.

As a volunteer, and a representative of the agency, we ask that you refrain from the consumption of alcohol or the use of illicit drugs prior to or during any assignment involving the ARCH. If this is a concern, please feel free to contact the Coordinator of Volunteer Services.

As a volunteer, and a respected part of our team, we ask that you speak up! We would love any ideas, feedback, criticism, concerns, or suggestions.

By being eager to contribute your skills and education and by offering a willing heart and hand, the AIDS Committee of Guelph and Wellington County will be that much closer to fulfilling our mandate.

Thank you for choosing to do volunteer with us, we look forward to getting to know you!

HIV/AIDS Resources & Community Health

## HIV/AIDS RESOURCES & COMMUNITY HEALTH HARASSMENT AND DISCRIMINATION

HIV/AIDS Resources & Community Health [ARCH] is committed to providing an environment where clients, staff, and volunteers enjoy mutual respect, compassion, and dignity. ARCH recognizes the right of all employees to work within an environment where harassment and discrimination are not tolerated. ARCH is committed to addressing all instances of harassment and discrimination.

All complaints of harassment or discrimination against an employee will be investigated and dealt with according to ARCH Human Resources Dispute Resolution policy and procedure.

### Harassment & Discrimination

Harassment and discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, record of offences, marital status, same-sex partnership status, family status or disability are illegal under the *Ontario Human Rights Code*. Examples of harassment and discrimination include, but are not limited to the following:

- Racial or ethnic slurs, slang or name calling, racist/homophobic jokes, threats and/or intimidation;
- Verbal abuse;
- Repeated teasing or annoyance;
- Imitating someone's accent;
- Written racial or ethnic slurs, slang or name-calling, racist/homophobic jokes, threats and/or intimidation;
- Touching another person without that person's consent;
- Discriminatory decisions with respect to evaluation, placement and promotion;
- Racial or ethnic stereotyping;
- Refusing to work with or train someone because of one's race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, record of offences, marital status, same-sex partnership status, family status or disability;
- Abuse of authority which undermines performance or threatens career (including discriminatory work allocation to less desirable shifts or jobs, lack of promotion or training opportunities);
- Exclusion, constantly isolating an individual or group of individuals by not including them in typical workplace activities;
- Display, publication or dissemination of materials or pictures that degrade, humiliate or bring ridicule to people because of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same-sex partnership status, family status or disability.

## **Multiculturalism / Anti-Racism / Discrimination**

ARCH recognizes that the ethno-cultural and racial diversity among residents of Wellington County has brought cultural, social, and economic enrichment to the community. It also recognizes that the members of diverse ethno-cultural and racial groups often encounter barriers to their full participation in society.

ARCH is committed to racial equality and the elimination of racism in the community. It strives to reflect the entire community in its structure (for staff and volunteers) and to promote equal access to its programs and services (for clients and residents). To this end, ARCH will strive to ensure that:

- Recruitment of volunteers, Board, and staff is reflective of the community served;
- Services are sensitive to the needs of culturally and racially diverse groups;
- Programs seek to eliminate systemic barriers to full participation and promote positive race relations and attitudinal change;
- Discriminatory or racist incidents or behaviour are not tolerated; and
- Communications present a positive and balanced portrayal of racial and cultural minorities.

ARCH is committed to providing a work environment that is free from harassment and discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same-sex partnership status, family status, or disability.

### **ARCH is committed to:**

1. Achieving and maintaining a working environment that is free from racial harassment and discrimination and to notify all employees, clients, and volunteers that prejudice and discrimination will not be accepted in the workplace or programs.
2. Informing all employees, clients and volunteers that racial harassment and discrimination are against the law.
3. Making employees aware that racial harassment complaints will be taken seriously, including informing employees about the complaint and dispute resolution procedures.
4. Ensuring that hiring and promotion practices are reviewed, and if necessary revised, in order to eliminate overt or systemic barriers to employment and full participation in the workplace.
5. Affirming the agency's commitment to provide training to staff and volunteers to enable them to become aware of and sensitive to racism and multicultural issues.
6. Enhancing service provisions so that it is clearly inclusive of all ethno-cultural and racial groups.
7. Actively promoting the policy both internally and externally.

## **Sexual Harassment**

Sexual harassment is illegal under the *Ontario Human Rights Code*. Sexual harassment does not have to be sexual in nature. It can mean that someone is bothering you simply because of your sex (male or female) or your gender identity (for example, you are transgendered or transsexual).

Sexual harassment describes a number of types of behaviour, including:

- Unwelcome touching, or touching a person without their consent;
- Suggestive or other sexually aggressive remarks;
- Making stereotypes about a person based on their sex or gender identity;
- Leering (staring at a person's body);
- Compromising invitations;
- Physical assault;
- Reprisal or threat of reprisal by a supervisor for the rejection of such behaviour.

Sexual harassment happens most often to women, but it can also happen to men, between members of the same sex, or be targeted at someone based on gender identity. Usually sexual harassment is a pattern of behaviour that happens frequently over a period of time. However, a single incident can be serious enough to be considered harassment.

### **Duty to Report Harassment or Discrimination**

All employees have a duty to report in writing all behaviour of an allegedly discriminatory or harassing nature. Reports must be made immediately, or as soon as possible, after the alleged incident or behaviour.

### **Harassment or Discrimination by a Client**

If the employee did not directly observe the allegedly discriminatory or harassing behaviour, before reporting the incident in writing they shall briefly determine the circumstances, nature and seriousness of the behaviour.

The employee against whom the allegedly discriminatory or harassing behaviour was directed, the person who observed the behaviour, or who is aware of the behaviour, has an obligation to report the behaviour as follows:

- Orally to their supervisor as soon as possible after the incident;
- All incidents shall be recorded in writing in the client's Charting Notes before the end of the employee's shift;
- Serious incidents shall also be written up as Incident Reports before the end of the employee's shift. The existing Policy, Standards and Guidelines regarding Incident Reports should be followed.

A client who harasses or discriminates against an employee, volunteer, client may be refused services.

### **Harassment or Discrimination by an Employee**

All clients, volunteers, and employees have a right to file a complaint against an employee who allegedly engages in harassing or discriminatory behaviour without fear of retaliation. Retaliation against an employee who reports alleged harassment or discrimination is illegal and will not be tolerated.

All employees have a duty to report in writing all behaviour of a discriminatory and harassing nature. Reports must be made immediately, or as soon as possible, after the incident.

If the employee did not directly observe the alleged discriminatory or harassing behaviour before reporting the incident in writing, they shall briefly determine the circumstances, nature and seriousness of the alleged behaviour.

The employee against whom the behaviour was directed, who observed the behaviour, or who is aware of the behaviour, has an obligation to report the behaviour, before the end of their shift or as soon thereafter as possible, as follows:

- To the direct supervisor of the employee who is alleged to have engaged in the harassing or discriminatory behaviour or,
- Where the person who is alleged to have engaged in the behaviour is the Executive Director, to the Chair of the Human Resources Committee of the Board of Directors.

All complaints of harassment or discrimination against an employee will be investigated and dealt with according to ARCH Dispute Resolution Policy and Procedure.

An employee who harasses or discriminates against a client, resident, employee or volunteer may face disciplinary action up to and including termination of employment.

HIV/AIDS Resources & Community Health [ARCH] supports a work environment that respects and protects the rights of employees, clients, members, service users, and volunteers as guaranteed by the Occupational Health & Safety Act, the Canadian Charter of Rights and Freedoms, the Human Rights Code, the Criminal Code and other applicable legislation that protects the rights of all individuals.

ARCH recognizes that violence and aggression can be committed by any person including staff, clients, members, service users, volunteers or the public. Every individual is entitled to protection from abuse, violence and aggression, and, if subjected to abuse, violence or aggression in the workplace, each person has the right to immediate protection and support.

With respect to the prevention of violence in the workplace as set out in the Occupational Health & Safety Act, ARCH is committed to the following”

1. To proactively identify and prevent violence in the workplace.
2. To minimize the risk of violence by assessing work practices, through education and communication with workers and, by implementing workplace practices that will minimize and reduce the risk of a violent incident occurring
3. To maintain privacy and confidentiality of the individual(s) concerned wherever possible.
4. To review the “Preventing Workplace Violence” policy at least once each calendar year.
5. ARCH will not discriminate or retaliate against persons because they are or are perceived to be victims of workplace violence.
6. Workplace violence will not be tolerated, on ARCH premises, while conducting ARCH business, or at ARCH functions or social events, whether such violence is perpetrated by management, volunteers, board members, employees, contractors, clients, visitors or members of the general public.
7. Ensuring that all employees behave in a manner that is professional, courteous and respectful. Employees must not act in ways that would threaten, bully, harass, coerce, or intimidate another individual.

We are pleased to support a workplace where safety comes first. This statement of commitment is reflected in our policy “Preventing Workplace Violence” and can be accessed in the Personnel Policies manual.

## **POLICY OVERVIEW**

It is the policy of the to provide a work environment that respects and protects the rights of employees, clients, members, service users, and volunteers as guaranteed by The Canadian Charter of Rights and Freedoms, The Ontario Human Rights Code, The Criminal Code of Canada and other legislations that protect the rights of all individuals. ARCH is committed to be proactive in preventing, recognizing and addressing violence and aggression in the workplace. ARCH recognizes that violence and aggression can be committed by employees, clients, members, service users, volunteers or the public. For purposes of this policy, the term “worker” refers to employees, volunteers and students who are working with ARCH.

**The purpose of this policy is:**

1. To recognize and define workplace violence as means of control and/or abuse of power.
2. To ensure the dignity, respect and safety of each individual through prevention of violence and aggression.
3. To provide a process for recognizing and reporting all abusive, violent and aggressive actions encountered in the workplace or any place ARCH provides services.
4. To provide a procedure for reporting abuse, violence and aggression to the appropriate external agencies and authorities as required.

**ROLES AND RESPONSIBILITIES****Executive Director and/or Immediate Supervisor, Manager:**

1. To ensure that every worker is aware of their rights and responsibilities under this policy.
2. To identify which positions/type of work require vulnerable sector screening or criminal background checks and, ensuring that those individuals are screened prior to their first day of work, in order to minimize the risk of violence.
3. To ensure appropriate training for all workers in the methods of prevention, recognition and addressing all types of abuse, violence and aggression, including but not limited to physical, verbal, mental and financial abuse.
4. For investigating all complaints.
5. To alert workers who may be impacted by potentially volatile or violent persons and other hazardous situations that could put them at risk for violence, abuse or aggression.

**Employees, Volunteers and Students:**

1. To report all incidents of abuse, violence and aggression to their immediate supervisor/manager or the Executive Director. Any time that there is the potential for abuse, violence or aggression or, if a situation or work activity appears unsafe, it is to be reported to the supervisor/manager or the Executive Director.
2. For ensuring that false or misleading allegations of violence, abuse or aggression are discouraged and not reported.
3. The employees who participate on the Joint Health & Safety Committee (or Representatives) are responsible for tracking and trending reported incidents along with making recommendations for prevention initiatives.

**POLICY GUIDELINES****General:**

1. ARCH workers shall at all times behave in a manner that is professional, courteous and respectful and must not act in ways that would threaten, coerce, harass or intimidate another individual.
2. In accordance with this policy, every worker is entitled to protection from abuse, violence and aggression, and, if subjected to abuse, violence or aggression in the workplace, each person has the right to immediate protection and support.
3. Every individual is allowed to make a complaint without fear of reprisal.
4. Every individual who is alleged to have committed an act of abuse, violence or aggression is presumed innocent until an investigation proves otherwise.

**Duty to Warn:**

1. ARCH workers must be warned about persons who are known to present a risk of violence (based on a past history of violence).
2. Persons working with individuals who are known to be potentially violent will be informed of this (in advance) through client profiles, orientation processed and formal meetings with management.
- 3.

**Reporting & Investigating:**

1. All allegations of violence, abuse or aggression shall be investigated immediately and documented by the Executive Director (or designate) within 48 hours of the report.
2. In cases where the Executive Director is the subject of such allegations, the individual(s) making the complaint should report the allegation/incident directly to a designated member of the Board of Directors. If a Board member is the subject of such allegations then the individual should report to the Executive Director.
3. All allegations of violence or aggression will be thoroughly investigated and documented in order to determine whether or not external authorities should be contacted.
4. Should an ARCH employee or volunteer witness an incident of abuse/violence/aggression while providing services, an incident report must be filed immediately with the Executive Director or designate.
5. ARCH employees and volunteers are to report all violence-related incidents or hazards to their supervisor or the Executive Director. This report can be made confidentially, at the person's request, with the exception of when there is a need to ensure the safety of others and prevention of recurrence.
6. Investigation of alleged violence, abuse or aggression shall be undertaken in a manner that is sensitive to the confidentiality of the person who has reported the allegation or a person who is alleged to have committed a violent or aggressive act. In the event of a violation of the Criminal Code, ARCH may also advise the complainant to notify the police or appropriate authorities.

**Disciplinary Action:**

1. The Executive Director or designate will suspend an employee or volunteer who is alleged to have committed violence or abuse, pending the outcome of an internal investigation. If a client is involved the Executive Director or designate will arrange for alternative service provision and/or assistance to the client to access community supports to deal with the alleged abuse.
2. Disclosure of any details of the situation to anyone not appropriately directly involved, either during or after the investigation, will result in disciplinary action up to and including termination.
3. An employee or volunteer who falsely alleges abuse/violence/aggression will be subject to disciplinary action up to and including termination of employment or volunteer position.
4. A client who falsely alleges abuse/violence/aggression will be subject to a review of their service agreement and appropriate action taken which may include a written warning up to and including termination of the service agreement.

**Domestic Violence:**

1. ARCH will endeavour to deal with disclosures by workers that they are victims of domestic violence with as much confidentiality as is possible. However, attempts to preserve confidentiality will not be allowed to supercede ARCH's responsibility to warn employees of the risk of violence when, providing such warning is warranted.

2. Employees and Volunteers are required to report to the Executive Director, any concerns they have about domestic violence involving themselves or a co-worker, which has the potential to affect the workplace.
3. ARCH will take all reasonable steps necessary to keep employees and volunteers safe from domestic violence when they are on duty (when ARCH becomes aware that an employee or volunteer is at risk of domestic violence).

**Education:**

1. Workers are to receive education and training with respect to this policy and any related prevention protocols prior to commencement of regular duties, during their new hire orientation and/or when there is a change in jobs such as a transfer or promotion.
2. Each worker is required to understand the potential risks and prevention protocols that are associated with their respective positions.
3. Workers are to be notified immediately of any incidents or changes that could increase the risk for potential violence and, are to receive education and support that will reduce or remove the risk.

## **POLICY DEFINITIONS:**

**Violence** is defined as any actual, attempted or threatened conduct of a person that causes or is likely to cause physical and/or psychological harm/ injury/illness or that gives a person reason to believe that they or another person is at risk of physical or psychological harm/ injury/illness, including, but not limited to, any actual or attempted assault (including sexual assault, physical attacks); threats; verbal, psychological or sexual abuse and harassment or acts of aggression. For the purpose of this policy; the terms aggressive behaviors, assault and violence can be used interchangeably.

**Assault:** any intent to inflict injury on another, coupled with an apparent ability to do so; any intentional display of force that causes the victim to fear immediate bodily harm.

**Harassment:** engaging in any vexatious comment or conduct, such as bullying that is known or ought reasonably to be known to be unwelcome, and causes the person to believe their health and safety are at risk.

**Near Miss:** an act of striking out, but missing the target.

**Physical attack:** an act of aggression resulting in a physical assault or abuse with or without the use of a weapon. Examples include hitting, shoving, pushing, punching, biting, spitting, groping, pinching, or kicking the victim, unwelcome displays of affections or inciting a dog to attack.

**Psychological abuse:** an act that provokes fear and diminishes an individual's dignity or self worth or that intentionally inflicts psychological trauma on another.

**Sexual abuse:** any unwelcome verbal or physical advance or sexually explicit statement, pinching, brushing against, touching, patting or leering that causes the person to believe their health and safety is at risk.

**Sexual assault:** the use of threat or violence to force an individual to touch, kiss, fondle or have sexual intercourse with another.

**Threat:** a communicated intent (verbal or written) to inflict physical or other harm on any person or to property by some unlawful act. A direct threat is a clear and explicit communication distinctly indicating that the potential offender intends to harm, for example, "I am going to make you pay for what you did to me." A conditional threat involves a condition, for example, "If you don't leave me alone you will regret it." Veiled threats usually involve body language or behaviours that leave little doubt in the mind of the victim that the perpetrator intends to harm.

**Verbal abuse:** the use of vexatious comments that are known or that ought to be known, to be unwelcome, embarrassing, offensive, threatening or degrading to another person (including swearing, insults or condescending language) which causes the person to believe their health and safety is at risk.

**Workplace:** defined as any place where ARCH employees deliver services.

## REPORTING INCIDENT FORM

### Section 1 – Identifying Information

Your Name:		Incident Date:	
Your Position:		Incident Time:	
Phone Number:		Incident Location:	
Are you the complainant or did you witness to incident?			

Was medical attention obtained? YES NO      If YES, describe the medical attention provided:

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### Section 2 – Incident Details

Provide a description of the event or incident:

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### Section 3 – Witnesses:

Witness #1 name and number:	
Witness #2 name and number:	
Witness #3 name and number:	
Witness #4 name and number:	

### Section 4 – Additional Relevant Information (please use reverse side if needed):

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