

BILL 168

New Protections against Violence and Harassment in the Workplace and New Challenges for Employers

presented by

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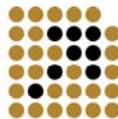
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■ INTRODUCTION

At first glance, legislation that mandates new obligations for employers, including requiring the creation of policies and programs involving new training workers, would seem onerous and a heavy burden. However, many would argue that this is not true. New workplace health and safety legislation has proven to: improve employee morale; decrease lost time; reduce workplace injuries and illnesses; and lower insurance costs.¹

Bill 168, called *An Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters*², was passed by the Ontario legislature in December of 2009, and comes into effect on June 15, 2010.

The Ministry of Labour held public consultations in the fall of 2008 to review the *Occupational Health and Safety Act* (“OHS”) requirements relating to workplace violence with the goal of assessing whether they needed to be clarified or enhanced.

The Ministry saw a need for legislation targeting workplace violence. It quotes a Statistics Canada study from 2004 which found, among other things, that seventeen (17%) percent of all self-reported incidents of violent victimization³ occurred in the victim’s workplace.⁴ The study also found that most incidents of workplace violence were physical assaults.⁵ As we will see later on, this statistic helps to explain the Bill’s primary focus on physical violence.

The Bill amends the OHS and creates Part III.0.1 of the OHS entitled “Violence and Harassment”.

¹ *Safety & Health Management Systems* (United States Department of Labor - Occupational Health and Safety Administration, Washington, D.C.: 2002) online: http://www.osha.gov/OshDoc/data_General_Facts/factsheet-workplace-violence.pdf.

² S.O. 2009 C.23.

³ Self-reported incidents of violent victimization include physical assault, sexual assault and robbery.

⁴ Sylvain de Léséleuc, *Criminal Victimization in the Workplace* (Minister of Industry, Ottawa, Ontario, 2007) online: <http://www.statcan.gc.ca/pub/85f0033m/85f0033m2007013-eng.pdf> at 7.

⁵ *Ibid*, at 8.

■ DEFINITIONS

In general, workplace violence can be defined as violence or threats of violence against workers that may occur in or outside of the workplace.⁶

Before the legislative assembly passed Bill 168, there were no definitions in the OHS Act related to violence or harassment. Bill 168 adds these definitions at subsection 1(1) of the *Act*:

"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;

"workplace violence" means,

(a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,

(b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,

(c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

The legislation treats harassment and violence in the workplace differently.

> Workplace Violence

The workplace violence provisions can be broken down as follows:

Between a worker and a person

The violence concerned here is between a "person" and a worker in a workplace. The violence is not limited to or between workers of the same employer.

⁶ *Workplace Violence (OSHA) Fact Sheet* (United States Department of Labor - Occupational Health and Safety Administration, Washington, D.C.: 2002) online: http://www.osha.gov/OshDoc/data_General_Facts/factsheet-workplace-violence.pdf.

Violence causing or possibly causing physical injury – not psychological injury

The new amendments are concerned with violence that causes or could cause workers physical injuries. The definition was expanded after the Third Reading to **include a form of violence that could** cause physical injury.⁷

The changes were likely made in response to interest groups appearing before the committee reviewing Bill 168. Several groups mentioned that a definition of workplace violence that did not include the concept of psychological violence (*e.g.* bullying) and threats would miss an important aspect of violence: escalation and early warning signs that often act as a precursor to future physical violence.⁸ Other groups noted that psychological violence was much more prevalent than physical violence.

It is notable that the definition only treats violence that could cause physical injury, which excludes **psychological injury**. That the Bill excludes workplace violence causing psychological injuries is in line with legislation in other Canadian jurisdictions.⁹

In any case, it is common ground that threatened, attempted or exercised violence negatively impacts worker safety and productivity.

> Workplace Harassment

As in the case of workplace violence, workers could find protection from workplace harassment under the terms of the general duties of the employer under the OHSA. Ontario is the third Canadian jurisdiction to adoption workplace harassment legislation, after Saskatchewan (1996), and Quebec (2004).

⁷ See subsection 1(1), “workplace violence”.

⁸ Bullying Education and Awareness Centre of Ontario (at 1730), Ontario Coalition of Rape Crisis Centres (at 1650), Ontario Human Rights Commission (at 1710) of Hansard at the Committee.

⁹ Such as in Alberta, in the *Occupational Health and Safety Code (2009)*, workplace “violence” is defined in section 1 as “whether at a work site or work related, means the threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury”.

Part of the inspiration for Bill 168 was a history of women being harassed and subjected to violence in the workplace, and in the end, some even lost their lives in the workplace. The cases of Theresa Vince and Lori Dupont led to public inquests. In the Vince case repeated and unwanted compliments ended in her murder. In the case of Dupont there was an escalation of behaviour with a co-worker, with whom she had been in a relationship, which eventually led to Dupont's demise in the workplace. The inquest that followed determined that an adequate investigation by Dupont's hospital employer would have resulted in criminal harassment charges against the doctor/ex-boyfriend that took her life.¹⁰

It is notable that the OHS Act does not define the term "harassment" or "vexatious". Depending on how "vexatious" is interpreted, the lack of a definition for the word may lead a court to impute an element of intention.

The critics of the Bill noted that the OHS Act concept of "harassment" is broad. That is, it does not define harassment as "an abuse of power", "workplace bullying", "psychological harassment", or as an "abuse of authority". The potential broad scope of the definition has caused critics to raise the possibility that the broad definition of harassment will precipitate frivolous complaints.¹¹

Unlike other jurisdictions, in order to constitute workplace harassment, the vexatious comment or conduct must be found to have occurred in the workplace; and the individual(s) engaging in the conduct must know or ought reasonably to know that the comment or conduct is unwelcome.

¹⁰ *Coroner's Jury Recommendations*. Dupont Inquest (December 11, 2007).

¹¹ Standing Committee on Social Policy, Legislative Assembly of Ontario (November 17, 2009), Hansard transcripts at 1730.

Examples of harassing conduct¹²:

- Shouting
- Violent language (*e.g.* “your head is on the chopping block”)
- Use of props suggestive of violence (*i.e.* pounding a hammer on a desk or waving a letter opener in the air)
- Throwing objects (*e.g.*, coffee cup)
- Cyber-bullying, negative blogging
- Bullying
- Blow-ups and eruptions at a person – especially behind closed doors
- Profanity and abusive language
- Violence or explicit threats of violence
- Slamming doors
- Embarrassing, humiliating, degrading, demeaning, belittling, another person
- Retaliation
- Lying about a person’s job status
- Violence or explicit threats of violence

On the other hand, the following are not considered workplace harassment:

- Legitimate performance management
- Probation, a performance improvement plan or other form of recognized discipline
- A disagreement
- Conflict, provided it is civil
- Preference for certain people at work
- All claims of harassment or abuse

¹² The following two tables based on Janice Rubin and Christine Thomlinson, *Human Resources Guide to Workplace Investigations* (Aurora, Canada Law Book: 2007).

■ EMPLOYER OBLIGATIONS

An employer's requirements under Bill 168 differ according to whether the issue is workplace harassment or workplace violence. The employer's obligations with respect to workplace harassment are less onerous than those dealing with workplace violence.

However, it would be good practice for employers to be pro-active towards workplace harassment by matching the efforts expended on workplace violence.

1. Assess Risk of Violence

According to the new section 32.0.3, the employer must assess the risk of workplace violence. There is no such requirement to conduct a risk assessment for harassment. The Bill provides:

- 32.0.3 (1) An employer shall assess the risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work.
- (2) The assessment shall take into account,
- (a) circumstances that would be common to similar workplaces;
 - (b) circumstances specific to the workplace; and
 - (c) any other prescribed elements.

As further indicated at subsection 32.0.3(3), the risk assessment requires the employer to take into account both objective factors and subjective factors. Objective factors are circumstances common to similar workplaces and subjective factors are circumstances specific to the employer's workplace.

The new provisions only require the employer to advise the worker's representatives,¹³ either the health and safety committee or health and safety representative. If these positions do not exist, the employer must advise the workers themselves.

¹³ Subsection 32.0.3(3) OHSA.

The employer is also obliged to provide a written copy to the representatives, if the risk assessment was done in writing; if reporting to the workers, the employer must provide a copy of the results on demand. A risk assessment should be done in writing.

Subsection 32.0.3(4) requires the employer to reassess the risks of workplace violence as often as possible, to ensure that the related policies and implementation programs continue to protect their workers. As with subsection 32.03 (3), the results of the reassessment must be communicated to the worker's representatives.

Practice Tips

An assessment process should include:

- Interviews with a sample of employees;
- Comparison of similar workplaces;
- Review of any previous violence or harassment incidents; and
- Consideration of the likelihood of interactions with the public that could lead to danger or confrontation.¹⁴

2. Establish Policies

Once the risk assessment is complete, the employer must create policies to address both workplace violence and harassment.

32.0.1 (1) An employer shall,

- (a) prepare a policy with respect to workplace violence;
- (b) prepare a policy with respect to workplace harassment; and
- (c) review the policies as often as is necessary, but at least annually.

The legislation does not indicate what these policies should consist of.

¹⁴ Cathy Chandler, *Managing Workplace Violence Through Risk Assessment* (Gowling Lafleur Henderson, Toronto: 2010). Conference Paper at LSUC/OBA "Workplace Violence and Harassment: Advising Clients on Amendments to the *Occupational Health and Safety Act* (Bill 168)", Toronto, Ontario (March 12, 2010).

The policy must be written unless the employer has only five (5) or less employees. As well, the policy must be posted “in a conspicuous place”. Notwithstanding the above, a Ministry of Labour inspector has the authority to order the employer to post written policies for their workers.

Practice Tips

The policies should be created in view of the particular workplace, and considering the relationship between management and workers.

Written workplace violence and harassment policies should be straightforward, brief and be:

- Clearly written
- Use plain language
- Use examples of prohibited behaviour
- Emphasize that everyone is responsible for maintaining a safe workplace
- Emphasize that the employer and management are serious – that the employer will not tolerate workplace violence or harassment
- Create and explain the reporting/complaint procedure (as well as steps to be taken to deal with any complaint)
- Explain what to do if a person witnesses a workplace violence/harassment incident.¹⁵

Investigations should not involve situations where employer investigators are in conflicting situations. For example, the person being complained about should not investigate his or her own complaint. The policies should also:

- Provide procedures for contacting and reporting to medical personnel following an incident; and
- Provide procedures for contacting local law enforcement if needed following an incident.¹⁶

¹⁵ Daniel Pugen, Ben Ratelband, *Bill 168: Workplace Violence and Harassment Amendments to OHSA* (McCarthy Tertrault: Toronto, 2010), online: http://www.mccarthy.ca/pubs/Bill_168_PaperSeminar_FEB2010.pdf.

3. Implement Programs

After creating written policies for dealing with violence and harassment, the legislation details the minimum that must be done in order to implement the policy.

- 32.0.2 (1) An employer shall develop and maintain a program to implement the policy with respect to workplace violence required under clause 32.0.1 (1) (a).
- (2) Without limiting the generality of subsection (1), the program shall,
- (a) include measures and procedures to control the risks identified in the assessment required under subsection 32.0.3 (1) as likely to expose a worker to physical injury;
 - (b) include measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur;
 - (c) include measures and procedures for workers to report incidents of workplace violence to the employer or supervisor;
 - (d) set out how the employer will investigate and deal with incidents or complaints of workplace violence; and
 - (e) include any prescribed elements.

There are different minimum requirements for workplace violence programs and workplace harassment programs.

Violence	Harassment
The program must cover:	
Controlling risk	N/A
Summoning immediate assistance	N/A
Reporting incidents to employer/supervisor	Reporting incidents to employer/supervisor
Investigating and dealing with complaints/incidents	Investigating and dealing with complaints/incidents

¹⁶ *Workplace Violence (OSHA) Fact Sheet* (United States Department of Labor - Occupational Health and Safety Administration, Washington, D.C.: 2002) online: http://www.osha.gov/OshDoc/data_General_Facts/factsheet-workplace-violence.pdf.

Bill 168 does not resolve the question of how an employer is to conduct violence or harassment investigations. Existing OHSA legislation provides a procedure for the investigation of a workplace injury/death. The workplace's Joint Health and Safety Committee may appoint one of its members to investigate an incident and report to the JHSC and the Ministry of Labour. Unfortunately, the OHSA does not provide assistance as to how to conduct the investigation.¹⁷

As well, when there is a work refusal, the OHSA provides guidance as to the treatment of the worker(s) refusing to work, but not as to how to conduct the investigation.¹⁸

Despite this apparent lack of guidance, it is consistent with the Ministry of Labour's approach to favouring the workplace as the best place to identify and resolve workplace hazards. Support for this contention is found in the spirit of the Ministry's *Internal Responsibility System*, which is a model system, within an organization, where everyone has direct responsibility for health and safety as an essential part of his or her job.

Section 32.0.2 sets out further requirements of reporting and reassessment:

- (3) An employer shall,
 - (a) advise the committee or a health and safety representative, if any, of the results of the assessment, and provide a copy if the assessment is in writing; and
 - (b) if there is no committee or health and safety representative, advise the workers of the results of the assessment and, if the assessment is in writing, provide copies on request or advise the workers how to obtain copies.
- (4) An employer shall reassess the risks of workplace violence as often as is necessary to ensure that the related policy under clause 32.0.1 (1) (a) and the related program under subsection 32.0.2 (1) continue to protect workers from workplace violence.
- (5) Subsection (3) also applies with respect to the results of the reassessment.

¹⁷ Subsection 9(31) OHSA.

¹⁸ Subsections 43(4)-(7), sections 45 and 47 OHSA.

Practice Tips

Below are some measures or procedures that may protect workers from the public or customers, depending on the workplace:

- Instruct employees not to enter any location where they feel unsafe
- Introduce a 'buddy' system/provide an escort service/police assistance in potentially dangerous situations or at night
- Equip field staff with cellular phones and hand-held alarms or noise devices
- Keep a contact person in touch throughout the day
- Keep employer-provided vehicles properly maintained
- Provide drop safes to limit amount of cash on hand/ keep minimal amount of cash during evenings and late-night hours
- Install video surveillance, extra lighting, security systems, minimize access to premises by the public
- Provide safety education to employees (*i.e.* how to protect themselves)¹⁹

4. Protect Against Domestic Violence

Bill 168 gives Ontario a novel provision, one that no other Canadian jurisdiction has legislated in the workplace. Section 32.0.4 OHSA imposes an obligation on the employer to take precautionary measures to protect their workers if they become aware of domestic violence that may lead to injury in the workplace. Section 32.04 reads:

If an employer becomes aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace, the employer shall take every precaution reasonable in the circumstances for the protection of the worker.

¹⁹ *Workplace Violence (OSHA) Fact Sheet* (United States Department of Labor - Occupational Health and Safety Administration, Washington, D.C.: 2002) online: http://www.osha.gov/OshDoc/data_General_Facts/factsheet-workplace-violence.pdf.

This provision was undoubtedly influenced by the unfortunate cases where women were victims of domestic violence that occurred in the workplace, such as the Vince and Dupont cases.

There is no separate harassment provision and this provision does not apply to: workplace harassment, domestic harassment or psychological injury. Several interest groups before the Committee noted the absence of provisions dealing with domestic harassment or psychological injury. They also noted the fact that harassment or mental injury represented part of a continuum leading to physical violence, especially as it relates to domestic violence. These interest groups have insinuated that the government only really implemented a half-measure; while it imposes the responsibility on the employer for domestic violence occurring in the workplace, the employer is not responsible for domestic harassment occurring in the workplace – a measure that could pre-empt future occurrences of violence.

Practice Tips

Offer an employee assistance program for those who have personal problems. This may act as a preventive measure for those who may eventually commit workplace harassment/violence, or it may act to assist those who suffer from workplace violence or harassment to seek help.

5. Provide Training

Bill 168 includes a requirement that employers train their employees on workplace violence policies and programs in place in the workplace.

32.0.5

- (2) An employer shall provide a worker with,
 - (a) information and instruction that is appropriate for the worker on the contents of the policy and program with respect to workplace violence; and
 - (b) any other prescribed information or instruction.

Practice Tips

- Employee training should be done in person rather than electronically
- Include discussions during regular employee meetings as reminders and to advise of any changes to the policy/program²⁰

6. Disclose Information

One provision that may make workers and employers uneasy is the obligation the employer will have regarding a person with a “history of violent behaviour”. The employer will be obligated to disclose personal information in certain circumstances.

32.0.5

(3) An employer's duty to provide information to a worker under clause 25 (2) (a) and a supervisor's duty to advise a worker under clause 27 (2) (a) include the duty to provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if,

(a) the worker can be expected to encounter that person in the course of his or her work; and

(b) the risk of workplace violence is likely to expose the worker to physical injury.

(4) No employer or supervisor shall disclose more personal information in the circumstances described in subsection (3) than is reasonably necessary to protect the worker from physical injury.

The obligation is interesting because the obligation is between the employer and the *other* workers at the workplace. It is worth noting again that a person with a history of “harassing” behaviour falls under the radar and ‘other’ workers have no right to receive information about harassing co-workers.

²⁰ Daniel Pugen & Ben Ratelband, *Bill 168: Workplace Violence and Harassment Amendments to OHSA* (McCarthy Tertrault: Toronto, 2010), online: http://www.mccarthy.ca/pubs/Bill_168_PaperSeminar_FEB2010.pdf

The provision is problematic for several reasons. As a start, this provision will likely cause employers unease as they will be required to provide workers that “could be expected to encounter that person in the course of his/her work” with the historically violent worker’s otherwise private information.

Factors requiring the employer to provide information

Subsection 32.0.5(3) requires the employer and a supervisor to provide the information if:

- There is a risk of workplace violence
- From a person with a history of violent behaviour

One of the major problems with this provision is that it does not define who a person with a history of violent behaviour is according to the OHSA. This is problematic because the employer is left to fill in the blanks left by the legislator. Issues to consider:

- What number of violent incidents will result in a worker being classified as a person with such a history?
- Over what period of time?
- Can a length of time or in/frequency of violent incidents absolve the person of being classified under this provision?
- Do they have any recourse to prevent the statutorily-mandated broadcasting of their personal information by the employer?

Workers that have a right to the information

The only workers in a workplace that have the right to receive information from the employer about a ‘violent’ co-worker are the workers that can be expected to encounter that person in the course of his or her work.

In addition, before notifying the other workers and according to their risk assessment policies, the employer will evaluate whether the risk of workplace violence is likely to

expose the worker to physical injury. If the answer to the risk assessment is “yes”, then the employer must advise the other workers of their potentially violent colleague.²¹

The limit on disclosure of a worker’s personal information

The legislation limits the information that an employer or supervisor can provide to information that is no more than is reasonably necessary to protect the worker from physical injury. The legislation does not require the employer to limit the information they release on a worker to be limited to behaviour for which the individual was criminally charged.

The legislation does not describe what is reasonably necessary nor does it provide any further guidance.

OTHER IMPORTANT ISSUES

> Workers’ Right to Refuse Work

A worker’s right to refuse to work under certain unsafe physical conditions was already present in the OHSA under section 43. Bill 168 added a new work refusal allowance for workers who have reason to believe, or have reasonable grounds to believe, that “workplace violence is likely to endanger himself or herself”.²²

Normal work refusal process to be followed

According to the legislation, the usual work refusal process would be followed in the wake of a worker complaint based on workplace violence. This would result in the employer investigating the refusal, and if necessary, a Ministry of Labour inspector would follow the employer with its own investigation.

Employee to remain available to employer after incident

²¹ Subsection 32.0.5(3) OHSA.

²² Paragraph 43(3)(b.1).

The bill also requires under ss. 43(5) and (10) that the worker must remain in a safe place near their workstation. The worker is required to be available to the employer, supervisor or inspector investigating the incident. The worker has these obligations until the investigation is complete.

Some types of workers are denied the right to refuse to work

Under the legislation certain types of public-sector workers are denied the right to refuse to work due to a belief that workplace violence is likely to endanger them. Section 43 of the OHS Act outlines a list of types of workers denied this right, including firefighters, members of a police force, and employees of a long-term care home.

Harassment not a basis to refuse to work

The right to refuse to work based on workplace violence also serves to exclude harassment as a basis for a refusal. Implicitly excluding work refusals based on harassment likely takes away the jurisdiction of the Ministry of Labour inspectors to assess and make a determination whether the conduct is likely to endanger the refusing worker. This leaves the responsibility for work refusals to the employer's internal framework for dealing with workplace harassment.

> Interaction with Human Rights Legislation

In their submissions to the Standing Committee on Social Policy, the Ontario Human Rights Commission stated that they viewed Bill 168 as complementary to the Ontario *Human Rights Code*. They submitted that the OHS Act amendments were complementary because they place mechanisms directly into employers' hands to promote compliance province-wide, instead of having to address human rights issues and litigate compliance one case at a time.

The Commission also submitted to the Committee that employers should have the same obligation to look at risk factors around harassment that they currently do for violence.²³

This is an additional reason for employers implementing practices that conduct risk assessment for workplace harassment, in a way, shadowing the type of exercise that is required for workplace violence.

> **Enforcement**

Ministry of Labour inspectors have received new powers. One such power is the power to order employers to prepare and post written policies with respect to workplace violence or harassment.²⁴ This power can only be used on an employer with five (5) or less workers.

The MOL inspector also has a power to order an employer to make a written assessment or re-assessment of workplace violence.²⁵

Bill 168 gives the Minister the power to make regulations:

- Determining the elements of workplace violence or harassment policies;
- Requiring an employer to designate a workplace violence and harassment coordinator;
- Providing for restrictions, prohibitions or conditions; and
- Clarifying the risk to refuse to work.

²³Standing Committee on Social Policy - November 17, 2009 - Bill 168, Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace) 2009 at 1710, online: http://www.ontla.on.ca/web/committee-proceedings/committee_transcripts_details.do?locale=en&Date=2009-11-17&ParlCommID=8875&BillID=2181&Business=&DocumentID=24517#P178_40884.

²⁴ Section 55.1 OHSA.

²⁵ Section 55.2 OHSA.

CONCLUSION

Bill 168 strengthens worker's rights and imposes obligations on employers in relation to issues of workplace violence and harassment. The Bill outlines a framework for employers to follow when addressing the difficult issues associated with workplace harassment and violence.

It is important that employers familiarize themselves with the requirements of Bill 168 to both improve workplace safety and insulate themselves from repercussions from failing to implement the necessary changes.

Useful links:

Safety & Health Management Systems (United States Department of Labor - Occupational Health and Safety Administration, Washington, D.C.: 2002).

- <http://www.osha.gov/SLTC/etools/safetyhealth/index.html>

Legislative Assembly of Ontario – Presentation to the Committee on Bill 168:

- http://www.ontla.on.ca/web/committee-proceedings/committee_transcripts_details.do?locale=en&Date=2009-11-17&ParlCommID=8875&BillID=2181&Business=&DocumentID=24517#P391_107463

Ontario Ministry of Labour - How to prepare an occupational health and safety policy:

- http://www.labour.gov.on.ca/english/hs/pubs/ohsa/ohsag_appa.php

Ontario Ministry of Labour - Protecting Workers From Workplace Violence and Workplace Harassment:

- http://www.labour.gov.on.ca/english/hs/sawo/pubs/fs_workplaceviolence.php

Full text of Bill 168, *An Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters*, ch. 23, S.O., 2009:

- http://www.ontla.on.ca/web/bills/bills_detail.do?locale=en&Intranet=&BillID=2181

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- *Occupational Health and Safety Act*, R.S.O. 1990, CHAPTER O.1
- *Occupational Health and Safety Code (2009)*, Alta. Reg. 87/2009 of the *Occupational Health and Safety Act*, R.S.A. 2000, c. O-2.

Jurisprudence –

- *Streeter v. HR Technologies* 2009 HRTO 841 at 33

Committee Transcripts –

- Standing Committee on Social Policy - November 17, 2009 - Bill 168, Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace) 2009

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- *Safety & Health Management Systems* (United States Department of Labor - Occupational Health and Safety Administration, Washington, D.C.: 2002).
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Other -

- *Coroner's Jury Recommendations*. Dupont Inquest (December 11, 2007) online: <http://www.whsc.on.ca/pdfs/Dupont.pdf>.
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