



Zero Tolerance for Violence from the Public

Paramedics should not tolerate violence while at work. Peel Regional Paramedic Services has zero tolerance for our paramedics being subjected to violence from the public, and any incident of violence happening to one of our employees is unacceptable.

If you are a victim of violence:

- Contact police and exit the scene if you can
- Report the incident to your supervisor as soon as possible and let them know if you need them to attend the scene
- Ensure the incident is documented. Your supervisor will support you with this
- Document the address to be flagged if appropriate. This is crucial to keep you and your colleagues safer in the future
- Ask for support if you need it, even after the fact. Being subjected to violence can be emotionally impactful and the effects can be cumulative. You deserve care

What you can expect of your supervisor:

- When alerted of a violent incident and that their presence is required, supervisors will attend the scene, stand up for paramedics and set boundaries with perpetrators of violence
- If not already done so, supervisors will contact police and advocate for their timely arrival. If appropriate, they will also advocate for charges to be laid
- They will ensure that you receive emotional support and medical care if required
- They will support you in completing necessary documentation

As an employer we are committed to providing paramedics with a workplace that is safe, to preventing violence and to supporting paramedics following all violent incidents. **No one should ever be subjected to violence while at work.**