

4.8.2 Abuse & Violence in the Workplace

POLICY

- A.1 The College of the Rockies recognizes the rights of the members of the College community to study, work, and take part in activities in an atmosphere that is safe, non-violent, non-aggressive and non-threatening.
- A.2 Workers' Compensation Board Regulations state that:
- a. *"A person must not engage in any conduct, including horseplay, practical jokes, unnecessary running or jumping, that may create or constitute a hazard to workers.*
 - b. *"A person must not engage in improper conduct, threats of violence or violence."*

PROCEDURES:

B.1 Definitions:

- B.1.1 *Improper Conduct:* activity or behaviour by a person, such as bullying, intimidation or abuse, at or arising out of the workplace that gives a worker reasonable cause to believe that the activity or behaviour may escalate to violence or threats of violence against that worker or other incidents of abuse.
- B.1.2 *Threat of Violence:* any threatening statement, activity or behaviour by a person at or arising out of the workplace which gives the worker reasonable cause to believe that he or she is at risk of physical injury.
- B.1.3 *Violence:* an act by a person at or arising out of the workplace causing physical injury to a worker, or an attempt to do so.
- B.1.4 *Incidents of Abuse*
- An incident of abuse:* exists where behaviour may include:
- a. violence;
 - b. improper conduct; sexual advances
 - c. conduct disruptive to the teaching/learning process;
 - d. verbal abuse: personal insults, yelling, swearing, etc.
 - e. physical aggression: hitting, pushing, kicking, etc.
 - f. threat of violence, verbal or written threats abuse of employees, students or others accessing College property or activities;
 - g. willful and/or recurring damage to College property

B.2 Assessment & Control

B.2.1 The Occupational Health & Safety Committee will conduct an assessment of the risk of violence and/or threats of violence.

B.2.2 Based on the assessment, the College will develop and implement a violence control plan to prevent threats of violence and violence.

B.3 Education/Instruction

B.3.1 Based on assessments conducted, if workers may be exposed to a risk of threats of violence or violence, the College shall provide workers with the following information:

- a. Nature and extent of the risk of violence, or threats of violence;
- b. How to recognize a risk of threats of violence, or violence;
- c. The violence control plan developed as per B.2.2;
- d. How to respond to threats of violence and violence, including how to obtain assistance; and
- e. Procedures for reporting, investigating and documenting threats of violence and violence.

B.3.2 The Health Services Officer/FOI Coordinator shall be advised of the risk of violence from any person who has a relevant history of violence; shall review potential risks and be guided by the requirements of the *Freedom of Information & Protection of Privacy Act* and the *Workers' Compensation Act* and regulations regarding public safety and protection of privacy and, where necessary shall meet with employee(s), on a need to know basis, to discuss potential risk and precautions.

B.4 Implementation:

B.4.1 The College will establish and work with committees, programs and procedures to promote the safety and well-being of members of the College community. Such committees, programs and procedures include but may not be limited to:

Group/Program	Policies & Procedures
Administrative Practices	Electronic payment systems; flexible scheduling re bank deposits, security assistance re cash outs, etc. <i>1.1.5 Code of Ethics (employees)</i> <i>1.2.1 Illegal Alcohol or Drug Use</i>
Critical Incident Response (Health Services)	<i>Critical Incident Response Protocol; Team; training</i>
Employee Family Assistance (HR)	Employee Family Assistance Program; Committee.
First Aid (Health Services)	<i>4.4.4 First Aid Coverage; attendants; training</i> <i>Incidents database</i>
Health Services and Facilities Department	<i>Emergency Evacuation Procedures</i>
Occupational Health & Safety Committee Campus Worker Representatives	<i>OH & S Program; WCB Act and Regulations</i>
College of the Rockies	<i>4.8.1 Working in Isolation; 4.8.2 Violence in the Workplace; 4.8.6 Harassment</i>
Residence Advisory Committee	<i>Purcell House Student Residence License Agreement</i>

B.5 **Roles & Responsibilities of Workers**

- B.5.1 Workers will report any information that is important to the safety, security and wellbeing of the college, its employees, students and/or visitors.
- B.5.2 Workers will respond to emergencies and incidents as required by policies, procedures, WCB Act and Regulations and other Federal, Provincial or civic requirements.

B.6 **Emergency Response:**

- B.6.1 An emergency response shall be necessary where an employee, student or other individual exhibits inappropriate, threatening or disruptive behaviour that is or may be a threat to the wellbeing of others.
- B.6.2 Anyone suspecting that an emergency situation exists involving personal safety shall:
 - a. Go to a safe location and alert those around him/her.
 - b. Call for Assistance:
 - i. Cranbrook Campus: dial 222 or 9-911 and/or
RCMP: 9-911
 - ii. Regional Campuses: contact Campus Manager / Sr.
Admin.Asst. / Worker representative
 - iii. State clearly that immediate assistance is needed
 - iv. Provide location and complete details of the situation
 - c. Not attempt to halt, block or restrain the individual.
 - d. Be prepared to provide authorities with a description of the subject and all information available.

B.7 **Personal response**

- B.7.1 Anyone observing or subjected to incidents of abuse, threats and/or damage may:
 - a. Politely and firmly advise the individual that the College does not condone such abusive or threatening behavior or damage and that the behaviour must change if the individual wishes to continue the discussion/interaction or remain.
 - b. If the individual persists, advise that the discussion/interaction will terminate.
 - c. Inform the individual that s/he / they may reschedule the discussion/interaction for another time;
 - d. Politely and firmly ask the individual(s) to leave the area immediately and quietly.

- e. If the individual(s) refuses to leave, call for assistance as follows:
 - i. Cranbrook campus dial 222:
 - ii. Regional campuses: Campus Manager / Senior Admin Asst.
 - iii. First Aid Attendant or ambulance
 - iv. Police and/or fire department
- c. Workers involved in the incident will complete an Incident Report to the Health Services Officer within 24 hours.
- e. The College will immediately provide support and/or debriefing services to the affected worker(s).

B.8 Reporting, Assessment and Control

- B.8.1 Anyone who is subject to or witnesses a threat of violence or violence or other incident of abuse, shall report the incident to the Health Services Officer who will, if appropriate, report the incident to the Workers' Compensation Board as soon as possible.
- B.8.2 Anyone observing dangerous or potentially dangerous conduct shall take immediate and appropriate action, which may include removal of the offending individual from the College or college activity.
- B.8.3 The College will notify the Workers' Compensation Board of any threat of violence or occurrence of violence.
- B.8.4 Upon receiving a report of violence, the College shall immediately inform the individual who is subject to violence, or who witnesses the violence, of the availability of debriefing.
- B.8.5 The College shall determine the circumstances of the reported threat of violence or violence, and implement adequate and appropriate measures to prevent violence, and such other measures as required by the Board.
- B.8.6 The College, including the Health Services Officer and a worker representative of the Occupational Health & Safety Committee where required by the *Workers' Compensation Act*, will initiate a full investigation of incidents and take appropriate action as per the applicable authority, i.e.:
 - a. The Workers' Compensation Act
 - b. The Freedom of Information & Protection of Privacy Act
 - c. The respective Collective Agreement(s) or Terms of Employment;
 - d. Policies 2.4.6 *Student Discipline*, 2.4.7 *Appeal Process on Student Discipline*, 4.8.6 *Harassment*
 - e. *The College & Institutes Act*
 - f. Board policy.
 - g. Federal, provincial or civic jurisdictions
- B.8.7 Based on the results of the investigation, the College shall implement measures that are adequate and appropriate to prevent violence and other such measures as required by the WC Board.

B.9 **Facilities**

B.9.1 Facilities and/or workstation issues involving health and safety shall be reported to the Occupational Health & Safety Committee and/or the Health Services Officer for investigation, response and/or referral. Such issues may include but not be limited to communications, lighting, education of employees.

B.9.2 Facilities planning shall take into consider the health and safety of college employees, which may include such considerations as:

- i. High visibility of reception areas/sales counters;
- ii. Use of barriers/counters
- iii. Restricted access areas
- iv. Silent alarm systems.

B.9.3 The Occupational Health & Safety Committee and/or the Health Services Officer shall work with the College to recommend and implement safety procedures.

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