

POLICY AND PROCEDURE MANUAL

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3.17 WORKPLACE VIOLENCE PREVENTION AND REPORTING

It is the goal of St. Clair College to provide a safe and secure college campus. The safety and wellbeing of all staff and students is extremely important, both in terms of enhancing the educational environment for students and promoting a supportive working atmosphere for all employees.

St. Clair College is committed to the prevention of workplace violence and will take necessary, reasonable, precautions to protect our workers and students from workplace violence.

Workplace Violence is defined under the Occupational Health and Safety Act. Violence is defined as:

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- a statement or behaviour that 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 College has a Workplace Violence Program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of mobilizing immediate assistance and a process for workers to report incidents or raise concerns. The program also addresses proactive workplace violence risk assessments and utilizes the Campus

Care Team (CCT) to review all acts of violence and includes involvement from the local Police Department and potentially other community assistance groups as required

All employees must work in compliance with this policy and the supporting program. Incidents of workplace violence must be reported in accordance with the Workplace Violence Reporting Procedure.

Managers will adhere to this policy and the supporting program. They are responsible for ensuring that measures and procedures are followed by workers and that workers have the information that they need to protect themselves. Management will investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible.

2.1 PURPOSE

All members of the College Community have a right to work, learn and participate in a College environment that is free of workplace violence. St. Clair College will not tolerate any incidents of violence on its campus grounds. The purpose of this procedure is to minimize the potential of workplace violence and mitigate any physical injuries that can result from any such incidents.

The procedure provides direction regarding:

- The promotion of a work and learning environment that is free from workplace violence and/or behavior that could be interpreted as workplace violence including threats to exercise physical force.
- Communication, training and procedures required to recognize, assess and minimize hazards related to violence and harassment.
- Mechanisms for staff and students to report acts of workplace violence, which are strictly prohibited, on the College campus.
- Summoning immediate assistance in the event of workplace violence.
- Aiding employees exposed to workplace violence with the assistance and support they require.
- Description of communication and training that will be available to all staff.

2.2 SCOPE

This procedure applies to the College community as a whole and applies to all activities and functions conducted on or off the College campus which are sanctioned by the College or part of normal employment of the College or as part of the learning program at the College. This procedure encompasses all campuses and business locations. The workplace violence policy applies to employees and acts of violence against an employee by any member of the College community. Any acts of violence between students that have no impact on employees are handled under the Code of Student Rights and Responsibilities. Community members will be addressed through security investigation and local law enforcement as deemed appropriate.

If an act of violence occurs off campus, independent of the College, and it poses a continued risk to the personal safety of an employee while on campus, this policy will apply to the extent necessary to take reasonable steps in the circumstances for the safety of the employee while he or she is on the College campus.

Where the College becomes aware, or ought to be reasonably aware, that an employee may be exposed to domestic violence that might result in physical injury in the workplace, the College will take all reasonable precautions to ensure the protection of the worker, as well as coworkers.

2.3 DEFINITIONS

CCT – Campus Care Team

Respondent - An individual or individuals who is/are alleged to have engaged in Campus violence or believed to have threatened violence against another individual(s).

College Community - Includes staff, board members, students, contractors, volunteers, visitors, renters, and any member of the Public who works, learns, or otherwise carries out activities at the College.

Complainant - An employee who is/are alleged to have been subjected to Campus Violence or conduct believed to be contrary to this policy.

Stakeholder - A person or persons in a department(s) having a requirement or need-to-know of any reported incident of campus violence. For example, a stakeholder may include an administrative supervisor or human resources; if an incident involves a student, a Stakeholder may include the academic manager or the Registrar.

Workplace Violence - Workplace Violence is defined under the Occupational Health and Safety Act as:

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- a statement or behaviour that 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.

Weapons –anything used, designed to be used or intended for use in causing injury, or anything used, designed to be used or intended for use for the purpose of threatening any person.

2.4 ASSESSMENT, REPORTING, AND INVESTIGATION PROCEDURE

2.4.1 Workplace Violence Hazard Assessment

2.1.4.1 The Occupational Health and Safety Office assists department managers in conducting risk assessments of College departments and programs. A part of this department risk assessment is to review the potential for workplace violence. These risk assessments are conducted in accordance with the Hazard Assessment policy.

2.1.4.2 The results of risk assessments are posted on the College intranet and the Joint Health and Safety Committee (JHSC) is notified. Recommendations from these risk assessments will be communicated to the JHSC and SOG. Appropriate action plans will be developed by the appropriate Manager and confirmation provided to the JHSC and SOG of complete implementation. .

2.4.2 Violence Response and Reporting

2.4.2.1 Any employee who is a victim of or witness to violence must immediately:

- Remove themselves from the threat (if it is safe and possible to do so).
- Call Security in the case of physical violence.

Emergency Numbers
4911 – Windsor Campuses
3911 - Thames Campus
911 – Other Business Locations

Follow up with a call to 519-972-2727 ext. 4911 when able to report incident to the Central
Command Center

Security can also be summoned by using Alertus installed on workstation desktops or through the mobile app that can be downloaded to your phone.

Should an employee notify the Police, the employee must immediately notify Campus Security and their Manager and

Within 24 hours the employee must complete a Complaint Form under either Respectful work and Education Place policy (matters involving staff to staff interactions only) or Code of Student Rights and Responsibilities (matters involving student to staff interactions).

2.4.2.2 If an employee believes that they have been subjected to a threat of physical violence (whether in writing, electronic, or verbal), they must report it to Security (and their Manager) within 24 hours and complete a Complaint Form as described in 2.4.2.1

2.4.2.3 An employee who is in receipt of a written submission, whether handwritten, electronic, drawing, or text and believes that there is a threat of physical violence against a person or the College, shall report it to Security (and their Manager) immediately and complete the Complaint Form within 24 hours.

2.4.2.4 These reports will be communicated by Security or the Department Manager to the Associate Vice President, Safety, Security and Facilities Management and the Manager, Health Safety and Wellness. Appropriate communication to stakeholders, including the Behaviour Assessment and Care Team, will be done through the Associate Vice President, Safety, Security and Facilities Management as appropriate.

2.4.2.5 Effective classroom management must be implemented by all staff to reduce incidents from escalating into violent situations. Behaviour which is either verbally or physically abusive shall not be tolerated. If the behaviour is verbal and disrespectful, the Faculty should first, inform the student that their behavior is not acceptable. If the student persists, the Faculty may ask the student to immediately leave the classroom. If the student will not leave the classroom, the Faculty shall call security to have the student removed. A subsequent meeting will be called with the faculty, Chair and student before the student is allowed to re-enter the class.

If the behaviour is physically abusive or threatening, Security must be called to immediately address the situation. Once the Security and Faculty reports are filed, the matter will be addressed in accordance to the Code of Student Rights and Responsibilities.

2.4.2.6 Security may, depending on the circumstances, immediately notify the local police services by dialing 911, providing pertinent details.

2.4.2.7 Incidents of Workplace Violence must be reported promptly.

2.4.3 Investigation Process

2.4.3.1 Once the report of campus violence is communicated to the Associate Vice President, Safety, Security and Facilities Management and /or the Manager, Health Safety and Wellness, CCT will be informed and a determination of next steps will be established. Appropriate members of CCT will be designated to conduct a violence risk assessment if deemed necessary.

The investigation into the matter will be done in accordance to either the Respectful Work and Education Place (for staff to staff interactions) or the Code of Student Rights and Responsibilities (for student to staff interactions). If a violence risk assessment was deemed necessary by CCT, the results of the violence risk assessment will be shared with the Investigator in accordance with the applicable policy. Investigations will be done as soon as practical after the report of campus violence is submitted.

2.4.3.2 Some acts of violence may also be investigated by local Police. The College will cooperate fully in Police investigations. Depending on the circumstances, the local Police may assume control of any criminal investigation at their discretion

2.4.3.3 In cases where an incident of Violence occurs off College campus and independent of the College, the College may investigate the incident to the extent necessary to take reasonable steps in the circumstances for the personal safety of the employees while on campus.

2.4.3.4 In the event that the Complainant withdraws a complaint of Workplace Violence, the College reserves the right to continue to act on an issue arising from such a report, if the College deems it necessary to continue the investigation in order to protect its employees or students.

2.4.3.5 Employee must cooperate with CCT, the Investigator and/or the local Police and provide the following information:

- The identity of the person reporting the incident of Workplace Violence.
- The time and date of the incident(s) of Workplace Violence.
- The nature of the incident and details of Workplace Violence being reported.
- The names, if known, of the complainant(s), respondent(s) and any witnesses to the incident of Workplace Violence.

2.4.3.6 Confidentiality: Confidentiality will be maintained to the greatest extent possible, having regard to the circumstances giving rise to the report of Workplace Violence and subject to the College's obligation to conduct a thorough investigation.

The Complainant may not be entitled to complete confidentiality and anonymity. The Respondent will be informed of the identity of the Complainant unless it is determined there is a safety or security risk for the Complainant

- Parties and witnesses are expected to keep information discussed confidential.
- Unwarranted breaches of confidentiality may result in disciplinary action.
- Confidentiality with respect to the findings of an investigation will be maintained, except to the extent necessary to implement and/or defend the corrective and/or disciplinary action taken, or as required by law.
- Where corrective or disciplinary action is taken against either the Complainant or the Respondent, the other party will be advised that action has been taken but will not be provided with the particulars of that action. This will be reviewed on a case by case basis and if it is deemed necessary for the safety or security of either party to have some details of the outcome made known, the Investigator will make this determination and document their decision.

2.4.3.7 Documentation regarding corrective or disciplinary action taken will be maintained by the College in the individual's employee or student file. Documentation regarding the investigation will be maintained by the College Resolution Officer and / or the Coordinator of the Respectful Work and Education Place policy as appropriate.

2.4.4 Incident Response

Based on the assessment of the Workplace Violence incident, appropriate response measures will be initiated by Campus Security and CCT. All media communications will be coordinated by the Vice President, College Communications and Community Relations or by the College President.

2.4.5 Interim Measures

In certain situations, such as where the personal safety of an employee may be at risk, it may be necessary to take immediate interim safety measures to address the circumstances. Such interim measures may include involving the local Police, Senior Management and stakeholders, establishing a personal safety plan for the Complainant, relocating the Respondent, placing the Respondent on a non-disciplinary suspension pending the outcome of an investigation, interim suspension of students and/or issuing a Trespass Order. The implementation of interim measures may mean that certain aspects of this procedure, including confidentiality, will be set aside.

If a personal safety plan is warranted, it will be established by an appropriate member of BACT. The plan will be monitored and continuing need for such plan will be assessed at set intervals.

2.4.6 Sanctions

2.4.6.1. Sanctions will be determined once investigations are complete. Sanctions for students will be in line with what is outlined in the Code of Student Rights & Responsibilities. Sanctions for staff will be determined by the VP, Human Resources and Health and Safety. Appropriate measures, up to and including a No Trespass Order, will be outlined for individuals who are neither an employee nor student.

2.4.6.3 Where an incident of Workplace violence, retaliation/reprisal and/or vexatious or bad faith allegations is substantiated, the College will take appropriate corrective and/or disciplinary action and/or sanctions that may include, without limitation, warning, suspension, suspension/termination of privileges and termination of employment. In addition, depending on the circumstances, the College may initiate, civil legal action, and/or initiate any criminal proceedings.

2.5 TRAINING AND COMMUNICATION

2.5.1 The Workplace Violence Prevention Program will be communicated to all staff through email, posting on the College internet and intranet and posting on the Health and Safety boards at all campuses.

2.5.2 Workplace Violence and Harassment training is included in the Health and Safety Awareness training which all new employees must take within one week of their employment with the College. All employees will receive refresher training every three years or if legislation changes.

2.5.3 Appropriate training will be offered at different times of the year to supplement this program. Supplemental training may include:

- Dealing with Difficult People
- Customer Service
- Non-Violent Crisis Intervention
- Classroom Management

2.6 EVALUATION AND CONTINUOUS IMPROVEMENT

The Workplace Violence Policy and Procedure will be reviewed annually by the Joint Health and Safety Committee and CCT.

CCT meets weekly to review all potential violent risk issues, triage the concerns and conduct violence risk assessments as appropriate.

The proactive workplace risk assessments for workplace violence will be reviewed annually by department managers as part of the Workplace Hazard Assessment process to address and document any changes or concerns that have occurred within the year.

2.7 REFERENCES

- 2.5.1 Respectful Work and Educational Place Policy, 5.15
- 2.5.2 Code of Student Rights & Responsibilities, 7.1
- 2.5.3 Procedures for Dealing with Student Behavioural Concerns, 3.31
- 2.5.4 Active Shooter, ERP-7
- 2.5.5 Terms of Reference, Campus Care Team
(<https://www.stclaircollege.ca/cct>)
- 2.5.6 Workplace Hazard Assessment Policy 3.10