	Policy No.	Replaces	Policy
	E. 407	ARM 5512	Executive
	Policy Name		
VIOLENCE IN THE WORKPLACE - POLICY, PROCEDURES, DEFINITION, RESPONSIBILITY			
Approved by	Responsibility		Category
Executive	VP, Human Resources		Human Resources
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Capilano University is committed to providing an environment in which all employees can work without threat to personal safety from acts of violence. To this end, any threat or act of violence against an employee or member of an employee’s family is unacceptable and will not be tolerated.

The University will remove immediately any person who threatens the safety of any employee or who exhibits violent behaviour towards any employee.

Capilano University will promote conditions that are intended to reduce the risk or eliminate the potential for incidents of violence that occur within its operation or facilities. In promoting an environment of personal safety, the University will:

- Train employees to follow practices aimed at responding to various incidents.
- Based on input from employees, establish practices that identify and address risks for each work location.
- Develop and maintain practices and procedures that contribute to the reduction of risk or elimination of potential incidents of violence.
- Comply with Workers’ Compensation Board regulations.


PURPOSE

The purpose of this policy is to ensure that:

- Employees are aware of the seriousness with which Capilano University views any acts of violence.
- Employees follow safety practices to respond to various incidents.
- The risk of incidents of violence at the University are eliminated or minimized.
- Employees are aware of the assistance that is available to them and the recourse they may take should they believe that they are subjected to, or become aware of situations involving violence.

DEFINITIONS

The following description integrates the definition of violence included in the regulations of the Workers’ Compensation Board with the intent of application of this policy at the University. The definition has been rewritten such that the policy applies to employees who may threaten through

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an act of violence, the personal safety of other employees. Accordingly, for the purposes of this policy, violence is defined as:

- The attempted or actual exercise of any physical force so as to cause injury to an employee, and includes any threatening statement or behaviour which gives an employee reasonable cause to believe that they are at risk of injury.
- Verbal abuse is considered an act of violence when it includes threats or behaviour which give an employee reasonable cause to believe that the employee is at risk of force being applied.
- Any improper activity or behaviour that might create or constitute a hazard to an employee.

PROCEDURES


DEVELOPMENT AND MAINTENANCE OF A PROGRAM TO REDUCE THE RISK OF VIOLENCE

Capilano University will develop and maintain a program that aims to reduce the risk of violence. The program will include:

- Risk assessment and administration.
- Investigation of reported incidents of violence in a prompt, objective and sensitive manner.
- Provision of appropriate support for victims of violence.
- Provision of appropriate training for employees.
- Information to employees of the risk, nature and extent of issues related to violence.
- Regular reviews to evaluate the effectiveness of the policy and any programs pertaining to the policy.

Capilano University acknowledges that where known, employees will be provided with information related to the risk of violence from persons who have a history of violent behaviour and whom employees are likely to encounter in the course of their work. In providing such information, Capilano University acknowledges that there is a requirement to balance the provision of information with the protection of privacy.

Capilano University shall provide the following to employees who may be exposed to the risk of violence:

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- The means for recognition of the potential for violence.
- The procedures, policies and work environment arrangements which have been developed to minimize or effectively control the risk to employees from violence.
- The appropriate response to incidents of violence, including how to obtain assistance.
- Procedures for reporting and documenting incidents of violence.

RESPONSIBILITIES

All employees are responsible for contributing to a safe work environment.

Ignorance of University policies or regulations will not absolve an individual of responsibility.

Employees will:


- Provide input into risk assessments.
- Attend training sessions when requested.
- Provide input into the development and maintenance of local plans.
- Follow procedures for reducing the risk of violence.
- Report incidents of violence.
- Provide input into incident investigations.
- Consider accessing counselling services when offered by the University.

Any behaviour which may be perceived as threatening violence, whether intended or not, will be dealt with as real. Appropriate disciplinary action will be taken.

EMPLOYEE, SUPERVISOR, AND ADMINISTRATOR TRAINING

Training may address a number of issues associated with reducing the risk of violence in the workplace. In view of the many employees performing jobs with front-line responsibility, training will be required for employees, supervisors and administrators in dealing with hostile situations, debriefing critical incidents and managing work-related stress.

Records pertaining to training in this area will be kept in the Human Resources Department.

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REPORTING ACTS OF VIOLENCE

When an employee observes an act or a behaviour that may be violent or threatening in nature, and they believe that there is a threat to their personal safety or the safety of others, the following procedure will apply:

- Move to a safe location and alert those around you.
- Contact security, or have a co-worker contact Security at (604) 984-1763. If Security is unavailable, contact the RCMP at 911.
- State clearly that immediate assistance is needed.
- Provide your location, and complete details of the situation.
- As soon as you are able, report the incident to the Administrator responsible for that location, or any other Administrator.


RESPONSIBILITY OF THE ADMINISTRATOR

The Administrator acts on behalf of the Vice-President, Human Resources and is the University liaison between the RCMP and the University and takes such lawful steps as are necessary to deal with an incidence of violence. Such steps may include, but are not limited to the following:

- Order Security or the RCMP to remove a person or persons from the University.
- Order the closing of all or part of any campus.
- Report all actions to the Vice President – Human Resources.
- Document and maintain all records pertaining to the case.
- Coordinate de-briefing sessions in conjunction with those individuals selected to provide a variety of follow-up services following an act of violence.
- Maintain communications with other members of the University community.
- Arrange for the provision of any special measures to protect members of the University community.

INCIDENT REPORTING, INVESTIGATION, AND FOLLOW-UP

The Vice-President, Human Resources shall assign the responsibility for an investigation of incidents of violence.

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A written report of the incident, investigation and recommendations considered necessary shall be provided to the Vice President, Human Resources.

The University shall ensure that corrective actions are taken in response to incidents of violence in accordance with the requirements of the Workers Compensation Board.

The University shall ensure that an employee reporting an injury or adverse symptom as a result of a violent incident is advised to report to First Aid for referral to a counsellor or physician as required. Employees reporting any adverse symptoms as a result of an incident of violence may also contact the University's Employee Assistance Plan.

EMERGENCY RELIEF

Notwithstanding any of the above procedures, the Vice President, Human Resources or designate, may take whatever interim actions considered necessary to protect the safety of the University users and/or prevent damage to University property.

DETERMINATION OF APPROPRIATE DISCIPLINARY ACTION

Where the violent behaviour is that of a student, then the student will be disciplined in accordance with the Policy on Student Misconduct.


Where the violent behaviour is that of any employee, then the appropriate collective agreement or policy shall apply.

Where the behaviour is illegal, a complaint will be filed with the local RCMP.

The results of all incidents and investigations will be provided to the University's Occupational Health and Safety Committee.

COMMUNICATION

The coordination of internal and external communications associated with threats and/or risks related to incidents of violence shall be the responsibility of the Vice-President, Human Resources in conjunction with the Director of Buildings and Grounds, and the Administrator of the location where the incident occurred.

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The University's Safety Program shall include information on eliminating or reducing the risks of violence in the workplace.

Where an employee contacts the RCMP directly as a result of an act or perceived act of violence, then the employee will inform their Administrator, or designate as soon as possible. If the employee's administrator is not available, the employee will inform Human Resources. If it is after hours, the employee will inform the Facilities Department.