

Policy Name:	VIOLENCE IN THE WORKPLACE	
Approved By:	President's Council	
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Policy Holder:	Director, Human Resources & Payroll	
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Category:	Human Resources	

VIOLENCE IN THE WORKPLACE

1.00 PURPOSE

The purpose of this policy is to recognize that workplace violence and abusive/threatening behaviour is an occupational safety hazard, and as such, policy and procedures as a guide for prevention have been developed. This policy works in tandem with [WorkSafeBC](#) regulations on violence in the workplace.

2.00 DEFINITIONS

WorkSafeBC defines "**Violence**" as:

"the attempted or actual exercise by a person, other than a worker, of any physical force to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that the worker is at risk of injury ([Section 4.27](#))."

3.00 POLICY

The College is committed to providing a work environment, which is free and protected from violent and aggressive behaviour and therefore will not tolerate such behaviour that threatens the safety of its employees, students and/or visitors.

4.00 IMPLEMENTATION

The College recognizes that creating a violence-free work environment requires a multi-faceted approach. To this end the College will:

- 4.01 maintain a relevant policy - in consultation with departmental staff/coordinators at each worksite, the Occupational Health and Safety Committee will develop, modify and amend current policies and procedures as needed on an annual basis
- 4.02 modify workplaces as required to make them safer - the Occupational Health and Safety Committee will develop site-specific action plans to eliminate, or at least minimize, threats of workplace related violence. These action plans may include, but are not limited to, modification of the worksite, change in environmental conditions such as lighting, means of egress, etc.
- 4.03 ensure that follow-up procedures are adhered to - Directors and Senior Management are responsible for taking immediate and appropriate action upon learning of a workplace related threat to their employees. This also may include, but is not limited to, violence prevention education and/or work site modification.

5.00 PROCEDURES

5.01 Acts of Violence

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

- Move to a safe location and alert those around you.
- Phone the RCMP:
 - a. State clearly that immediate assistance is needed
 - b. Provide your location and complete details of the situation.

If the individual attempts to leave, do not block their way. Be prepared to give police and security (if applicable) a description of the subject and all available information.

As soon as you are able, report the incident to your supervisor. The supervisor will notify the applicable Director as soon as practicable.

Employees involved in the incident will complete an incident report within 24 hours and this will be placed on file with the Departmental Director, Area Supervisor and the Occupational Health and Safety Committee.

Debriefing and support services will be offered to the affected employee(s) immediately.

Directors will conduct a follow-up assessment of the situation and make required changes to the environment or to the procedures as soon as practicable.

5.02 Abusive Language or Threatening Manner

- 5.02.1 In a polite but firm service manner, inform the client of the College's policy not to interact or deal with customers that display abusive behaviour. Inform the client that if they wish to continue the interaction, their behaviour will need to change.
- 5.02.2 If the client persists, advise the subject you will have to terminate the interaction.
- 5.02.3 Inform the client that they may reschedule the interaction for another time.
- 5.02.4 Maintaining a firm, courteous service manner, ask the client to leave the area immediately and quietly.
- 5.02.5 If the client refuses to leave, call security (if applicable), notify your supervisor and monitor the situation if your safety is not in jeopardy.
- 5.02.6 If at any time you feel the situation has escalated to the point that you sense you, or anyone else, is in danger call the RCMP and request assistance. Call security (if applicable) simultaneously. Notify your supervisor if the supervisor is not already involved. The supervisor will notify the relevant Departmental Director as soon as possible.
- 5.02.7 Do not block the individual if they decide to leave. Be prepared to give police and security (if applicable) a description of the subject and all available information.
- 5.02.8 If the abuse is over the telephone, the conversation is to be terminated in the same manner, giving the client your supervisor's telephone number. Advise your supervisor of all of the details.
- 5.02.9 If you feel that a client who has been abusive or threatening might go directly to another office in your department, or a different department, notify that office and if applicable, advise security.
- 5.02.10 Employees involved in the incident will complete an incident report with 24 hours, and this will be placed on file with the Departmental

Director, Area Supervisor and the Occupational Health and Safety Committee.

5.02.11 Debriefing and support services will be offered to the affected employee(s) immediately.

5.02.12 Departmental Directors will conduct a follow-up assessment of the situation and make required changes to the environment or to the procedures as soon as practicable.

6.00 RELEVANT LINKS & RESOURCES

WCB Regulations:

- [Section 4.29: Procedures and Policies](#)
- [Section 4.30: Instruction of Workers](#)
- [Section 4.31: Response to Incidents](#)