

 Assiniboine COMMUNITY COLLEGE	# Pages Page 1 of 5	Number M13
	Originator Human Resources	
Policies and Procedures	Effective Date September 2012	Replaces New
Title Workplace Violence		

PURPOSE Assiniboine Community College (ACC) is committed to the prevention of workplace violence and is ultimately responsible for worker and student health and safety. The college will ensure, as much as reasonably practical, that no employee or student is subjected to violence in the workplace.

AUTHORITY

Manitoba Workplace Safety and Health Act and Regulations
 Freedom of Information and Protection of Privacy Act
 Manitoba Human Rights Code

SCOPE This policy applies to all college employees (including regular, term, casual and contract), students and anyone associated in an official capacity with the college, as well as to any visitor to any location or site that is controlled by ACC.

What is workplace violence?

Workplace violence is defined by the Workplace Safety and Health Division of Manitoba as “the attempted or actual exercise of physical force against anyone, or any threatening statement or behaviour that gives a person reason to believe that physical force will be used against them.”

RESPONSIBILITY Ensuring that the college is a safe environment is a shared responsibility amongst all staff and students. All staff and students contribute to promoting and maintaining a respectful workplace.

Senior Leadership and the Threat Assessment and Management (TAM) Team will:

- Promote a violence-free workplace for all employees and students.
- Assess the risk of violence to a worker or student at Assiniboine Community College
- Ensure that measures and procedures in the violence prevention policy are implemented and enforced.
- Hold management and supervisors accountable for responding to and resolving complaints of violence.
- Ensure that corrective action takes place with anyone under the college’s direction (i.e. staff and students) who subjects an employee or student to violence.
- Ensure employees and students are trained and comply with this prevention policy.
- Ensure that this violence prevention policy has the consultation of Employees.
- Inform each worker or student about the nature and extent of the risk of violence to them in the workplace. Note: the personal information provided will be the minimum amount necessary to accomplish the purpose.
- Track and analyze incidents to guide prevention initiatives.
- Investigate an incident of violence as soon as reasonably practicable after it has occurred.
- Promptly implement control measures that are identified as a result of an investigation to

eliminate or control the risk of violence to a worker.

- Prepare an annual violence report.
- Deal with allegations of violence seriously, quickly and confidentially (except where disclosure is necessary to investigate the complaint or required by law).

Supervisors will:

- Promote a violence-free workplace for all employees and students.
- Ensure employees continuously comply with this violence prevention policy.
- Train employees in this violence prevention policy
- Report acts of violence to senior management as soon as possible
- Investigate an incident of violence as soon as reasonably practicable after it has occurred.

Instructors will:

- Promote a violence-free environment for all students.
- Ensure students continuously comply with this violence prevention policy.
- Train students in this violence prevention policy
- Report acts of violence to senior management as soon as possible
- Investigate an incident of violence as soon as reasonably practicable after it has occurred.

Employees and students will:

- Promote safety and guard against harm to themselves and others.
- Follow established procedures for the prevention and reporting of incidents of violence.
- Work together in a professional manner and resolve issues in a non violent manner.
- Promptly report to their supervisor/instructor (or an appropriate alternative) any incident where they are subjected to, witness or have the knowledge of workplace violence, or they have reason to believe that workplace violence may occur.
- Co-operate with any investigations of violent incidents.
- Contribute to violence prevention risk assessments as required

Workplace Safety and Health Committees will:

- Participate in the development and establishment of the violence prevention policy and procedures.
- Make recommendations to the employer for developing and implementing the violence prevention policy and procedures.
- Monitor and review the effectiveness of the violence prevention policy and procedures (i.e. annual incident report, control measures, changes to the prevention policy) annually or when near misses or incidents of violence occur.
- Participate in Violence Investigations and review corrective actions made as a result of those investigations.

Human Resources, the Employee Assistance Program and the union have responsibilities to educate staff and students about the policy, employee rights and services available and to assist and advise them.

STEPS TO ELIMINATE OR MINIMIZE THE RISK OF VIOLENCE

Safe work procedures are being developed to inform and train employees about the risks of violence. These risks were identified in a risk assessment conducted in conjunction with the workplace safety and health committee. The safe work procedures will be reviewed with all employees.

As a result of the risks identified in the assessment and through earlier discussions with staff, the following physical changes have been made in the workplace:

- Panic buttons installed in high risk areas including
 - Victoria Avenue East Campus
 - Switch Board
 - Cash Desk
 - Admissions
 - Con Ed
 - Library
 - Student Services – 115
 - Learning Curve – 430A
 - Day Care Office
 - Computer Help - 615
 - Human Resources
 - Teaching, Learning and Technology Centre
 - Len Evans Parking Lot
 - Adult Collegiate
 - Reception
 - Student Services Office
 - Basement Reception
 - Parkland Campus
 - Student Services
 - Winnipeg Campus
 - Reception
- Security Video
 - Video feeds from Adult Collegiate, Parkland Campus, Winnipeg Training Centre, Victoria Avenue Campus and North Hill Campus can be monitored by on site staff
 - Victoria Campus and North Hill Campus Security can view video feeds from Winnipeg and Adult Collegiate Campuses
 - Victoria Campus, Len Evans, MICA, Green House, Dauphin, Adult Collegiate and Winnipeg training Centre all have security cameras to monitor all exits as well as public areas
 - Len Evans Building, MICA, Parkland Campus and Victoria Avenue Campus have outdoor cameras for video surveillance
 - Video is recorded and saved a minimum of 14 days
- Door Security
 - Adult Collegiate Admin staff can lock or unlock main front doors
 - Parkland Campus, Victoria Campus and North Hill Campus security can lock entire campuses with the click of a button
 - Winnipeg Admin staff can lock or unlock main front doors
 - Keys being replaced by access cards to improve building security
- Motion Sensors and Door Contacts
 - Adult Collegiate has door contacts for the loading dock doors and west exit doors to notify staff when the door is opened
 - Victoria Campus has door contacts for C, F, I, J and K doors to notify Victoria Campus Security when smoking doors are opened after hours.
 - Winnipeg training Centre has motion sensors installed for after hour building security (monitored by Victoria campus and North Hill Security Officers)
 - Len Evans Building has motion sensors installed for after hour building security (monitored by North Hill Security Officers)
 - North Hill Barn has motion sensors installed for after hour building security (monitored by North Hill Security Officers)

- Green House will have motion sensors installed for after hour building security (monitored by North Hill Security Officers)
- Parkland Campus has motion sensors installed for after hour building security (monitored by DSI)
- PA System
 - Each Campus has emergency messages pre-recorded for emergency events

PROCEDURES TO FOLLOW IF INVOLVED IN A CURRENT VIOLENT SITUATION

If you find yourself in a potentially violent situation your number one priority is your own safety.

- If you are attacked, yell as loudly as you can. Run to where other people are if possible, yelling the entire time. If you are situated close to a panic alarm activate it immediately.
- If the perpetrator is demanding a personal possession or cash, give in to demands.
- Act as quickly as possible and don't argue with the perpetrator.
- If there is anything that could startle or surprise the perpetrator, let them know. If you must reach for something or move in any way, let them know. If there is another worker nearby and could startle them, let them know.
- Never chase the perpetrator. Many people have been seriously hurt by doing so.
- Protect and free yourself from the situation. Use any means possible to free yourself.
- If you get out of a dangerous situation, never go back.
- If you are in a secure location, call out for help. Then summon immediate assistance by phoning 911 immediately or activating a panic alarm. Report the time of the crime, a description of the perpetrator and the direction they left if applicable.
- Once 911 has been called, notify Campus Security or Campus Services as promptly as possible.
- Protect the crime scene by ensuring that other people stay clear of the area and nothing is touched or moved. If there were any other witnesses, ask them to wait for police.
- If a physical assault has occurred the police MUST be notified.
- If you have been the victim of violence in the workplace we encourage you to seek medical assistance for treatment as well as counsel and support, either through internal sources (HR, student services) or through outside agencies such as the Employee Assistance Program (EAP).

PROCEDURES FOR REPORTING & INVESTIGATING VIOLENCE

Reporting incidents/threats of workplace violence:

If there is an immediate risk of violence, take all necessary steps to resolve the situation, including involving external resources (i.e. police).

All incidents, threats, attempted or actual violence connected to ACC or carried out on ACC grounds, must be reported.

Do not ignore threatening or violent behaviour. You should report the situation to a supervisor, an instructor, a person in authority or campus security if:

- you witness or experience violence in the workplace.
- you witness or experience threats in the workplace.
- you feel that a colleague, student or visitor is likely to become violent.
- you feel that a colleague, student or visitor is likely to be the target of violence.

No person who in good faith reports an incident of violence or potential violence, or assists with an investigation will be subject to retaliation or discipline. Any person who participates in any

such retaliation will be subject to disciplinary action.

College Investigation and Action:

Any employee, student or visitor engaged in a violent or threatening behaviour will be removed from the premises as quickly as is safely possible. They may be banned from access to ACC's premises pending the outcome of an investigation, and possibly indefinitely.

Threat assessment and resolution is the responsibility of the Threat Assessment and Management Team. This team will collaborate with appropriate college divisions or affiliates (Human Resources, Office of the VP Academic, Campus Security, MIT, etc.) and will obtain expert assistance from external sources as required.

The Threat Assessment and Management Team will promptly investigate all reports of violent or threatening acts with a view to resolving any ongoing threat of violence. Where there is a risk of violence all potentially affected employees will be advised of the nature and extent of the risk, including personal information related to the risk of violence from persons. Personal information will be kept to the minimum necessary in order to protect the potential victim of violence, with the protection of staff and students being the priority.

Investigations may include interviewing the alleged victim, gathering evidence such as photographs, video surveillance and emails, interviewing witnesses, interviewing the accused and other actions deemed reasonable to determine the facts of the case. A decision on whether a violent or threatening act was committed will be made based on the information gathered.

If it is determined that there is an ongoing risk of violence to employees, control measures must be implemented to eliminate or minimize the risk. First and foremost, employees must be informed that there is a risk of violence, the extent of this risk, and what measures are in place to control the risk. These measures may include

- eliminating the risk (e.g. dealing with complaints over the phone instead of in person)
- engineering controls (e.g. putting a physical barrier in place)
- administrative controls (e.g. enhanced training and policy implementation)

Reporting

The Threat Assessment and Management Team will prepare an annual report that includes the following:

- Records of violent incidents in the workplace.
- Results on any investigations of violent incidents, including a copy of recommended control measures taken, changes to the violence prevention policy and any report of a serious incident or violent act.
- Control measures that were implemented as a result of violent incident investigations.

The annual report will be provided to the WSH Committees.

Confidentiality

The college will not disclose the name of a complainant or the circumstances of the complaint to anyone except where the disclosure is:

- necessary to investigate the complaint
- required to take corrective action
- required by law

This Workplace Violence policy is not intended to discourage or prevent the complainant from

exercising any other legal rights under any other law.

Date

President