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Name:	Violence in the Workplace: Prevention and Response
Policy Number:	6-2001
Origin:	Human Resources/Student Services
Approved:	1 April 2006
Issuing Authority:	Vice-President, Administration
Responsibility:	Director, Human Resources / Director, Student Services
Effective Date	22 June 2009
Revision Date(s):	1 April 2006 19 March 2008 22 June 2009

1. Purpose

The purpose of this policy is to outline the University's commitment to the prevention of violence in the workplace. While violent acts are not pervasive at Saint Mary's, no university is immune from such behaviour. Saint Mary's University acknowledges that physical violence/threatening behaviour in the workplace is an occupational health and safety hazard that can cause physical and emotional harm. The University views any acts of violence or threats of violence in the workplace as unacceptable. As such, it is committed to working to prevent workplace violence/threatening behaviour and to responding in an appropriate manner if it occurs. All members of the University community, including faculty, staff, students and visitors, are responsible for the creation and maintenance of a safe environment.

2. Definitions

"Violence" means any act or attempted act of physical force that either causes or is intended to cause physical injury to any person, or damage, destruction or loss of property. "Threatening Behaviour" includes any statement or conduct that may cause a reasonable person to believe his or her personal safety is at risk or that property is at risk of damage, destruction or loss.

3. Scope

This policy applies to violent and/or threatening behaviour that is directed at or committed by a member of the University community in all locations and/or situations where activity is directly related to University business.

4. Responsibility

The Director of Human Resources with respect to employee situations and the Director of Student Services with respect to student situations are responsible for the communication, administration and interpretation of this policy.

5. Responsibilities Of Senior Administrators

All senior administrators, in consultation with Security, are expected on an ongoing basis to review reported incidents of violence/threatening behaviour to determine any emerging pattern and to take appropriate corrective action.

6. Policy Statement

- 6.1. Saint Mary's University is committed to taking all reasonable precautions to provide faculty, staff, students and guests with an environment that is safe, secure and free from threats, intimidation and violence.
- 6.2. The University will not tolerate violence/threatening behaviour or any retaliation towards those reporting such incidents. To promote an atmosphere that encourages learning and productive employment, quick responsive action will be taken if violence or the threat of violence arises. (See 7.2)
- 6.3. All members of the University community share responsibility for creating and maintaining a safe work environment to the extent of each member's authority and ability to do so.
- 6.4. Saint Mary's University will work to take steps to reduce the likelihood or severity of workplace violence.
- 6.5. The University will consult with the Joint Occupational Health and Safety Committee when establishing, reviewing or revising the Violence in the Workplace: Prevention and Response Policy.
- 6.6. The University's Violence in the Workplace: Prevention and Response Policy will be reviewed and revised, if needed at least once every five (5) years, or if a new risk assessment shows there have been changes to the potential for violence.

7. Procedure For Reporting Actual or Potential Incidents of Workplace Violence/Threatening Behaviour

- 7.1. Faculty, staff, students and visitors are expected to report incidents of violence/threatening behaviour as soon as possible.
- 7.2. If confronted by violent behaviour one should:

a) Report Emergencies

Threats of violence, physical attacks or other violent incidents that require **immediate response** should be reported to **Security at (420)-5000 /McNally Main Basement**.

Callers should be prepared to provide critical information including the nature of the incident, whether emergency attention is required, the number of perpetrators involved and whether they are present, whether weapons are observed, etc.

b) Report Non-Emergencies

Threatening statements or behaviours that give one reasonable grounds to believe that there is a potential for workplace violence must also be reported. All such circumstances should be reported in confidence to the Supervisor, Chair, Director and/or Dean responsible for the department involved or to a member of the Executive Management Group. The Security Manager may be contacted at (420)-5578 to provide advice.

- 7.3. The details surrounding the situation will be evaluated by any or all of these parties and a decision made regarding further investigation or the initiation of appropriate action.
- 7.4. Such reporting may assist in identifying patterns of potential violence and could assist in the prevention of emergency situations in the future.

8. Procedure For Investigation

All reports of violent incidents or potential incidents will be taken seriously. The form of the investigation will depend on the circumstances and may involve Security, the Faculty or department involved and, as appropriate, external law enforcement agencies.

The University will ensure that notice of actions taken to prevent recurrence of an incident of violence are given to all employees affected by the incident and the Joint Occupational Health and Safety Committee.

9. Support Services

- 9.1. In the event of an incident resulting in physical injury, access to first aid will be provided by contacting Security at **(420)-5000**. The University's Employee Assistance Program is available for employees who have been involved directly or indirectly in an incident by calling **1-800-268-5211**, for confidential external advice. The Faculty & Professional Librarians – SMU Health and Wellness Trust Group Benefits Plan Employee Assistance Program is available at **1-800-387-4765**. Students who have been involved directly or indirectly in an incident can contact the University's Counselling Services at 420-5615 for confidential counselling or at www.smu.ca/counselling. In cases where other support services are necessary, there will be consultation with Human Resources, the Conflict Resolution Office and Student Services.
- 9.2. To evaluate the risk of violence/threatening behaviour in particular workplaces, departments may ask Human Resources to conduct a risk assessment. As part of such assessments, the department will be asked to complete a Violence/Threatening Behaviour in the Workplace Risk Assessment Questionnaire (see attached).

10. Information Sessions/Training

This policy will be distributed widely within the University community.

On-going information sessions on the prevention of workplace violence/threatening behaviour will be provided by the Conflict Resolution Advisor as outlined in the "Lunch and Learn" Series (see attached). Requests for information sessions can be made through the Human Resource Department, the Conflict Resolution Office and Student Services.

The University commits to providing on-going training (with instructors who are certified) to designated members of the University community, using the Non-Violent Crisis Intervention model.

11. Questions

This Policy will be reviewed periodically and revised as necessary. If you have questions about this Policy, please contact any of the following:

Director, Human Resources	(420)-5446
Manager, Security	(420)-5578
OH&S Program Manager	(420)-5658
Director of Student Services	(420)-5608
Conflict Resolution Advisor	(420)-5113

12.Related References, Policies And Procedures

Policy on the Prevention and Resolution of Harassment and Discrimination

Student Discipline Code

Occupational Health & Safety Policy and Program

13.Applicable Legislation/Regulation

Nova Scotia's Occupational Health and Safety Act and Regulations

Freedom of Information and Protection of Privacy Act

14.Other Resources

Employee Assistance Program

Husky Patrol

Emergency - 911

VIOLENCE IN THE WORKPLACE: PREVENTION AND RESPONSE
LUNCH AND LEARN SERIES

The purpose of the Violence in the Workplace: Prevention and Response Lunch and Learn Series is to provide employees with the skills and knowledge required to prevent workplace violence/threatening behaviour that may be committed against any person(s) or property at Saint Mary's University and to provide techniques that will enable an effective response if workplace violence/threatening behaviour does occur.

Upon request, the following workshops can be customized and delivered as an on-going series of training and awareness sessions to employees within the University community.

- Critical Skills for Communicating in Conflict
- Asserting Yourself in Conflict Situations
- Managing the Hostile Individual
- Anger Management
- Shifting from Positions to Interests
- Understanding and Managing Harassment and Discrimination



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Violence/Threatening Behaviour in the Workplace Risk Assessment Questionnaire

This form is designed to help managers and employees (faculty, staff and student employees) of Saint Mary's University carry out an assessment of the potential risks of violence/threatening behaviour associated with the activities carried out in their departments. ("Violence" means any act or attempted act of physical force that either causes or is intended to cause physical injury to any person, or damage, destruction or loss of property. "Threatening Behaviour" includes any statement or conduct that may cause a reasonable person to believe that his or her personal safety is at risk or that property is at risk of damage, destruction or loss.)

Part 1: Department
Please describe your department and the types of activities carried out by you or your colleagues in the department.
Description:
Part 2: History
1. Have there been incidents when you or your colleagues in your department have experienced or been threatened with violence/threatening behaviour?
<input type="checkbox"/> No <input type="checkbox"/> Yes, please describe below.
Description:
2. Are you aware of actual incidents of violence/threatening behaviour on campus that makes you worry about your own personal safety?
<input type="checkbox"/> No <input type="checkbox"/> Yes, please describe below.
Description:
Part 3: Activities which might expose you or your colleagues to the risk of violence/threatening behaviour:
3. Do you or your colleagues in your department work with money or other valuables?
<input type="checkbox"/> No <input type="checkbox"/> Yes
4. Do you or your colleagues in your department deliver or collect items of value?
<input type="checkbox"/> No <input type="checkbox"/> Yes, please describe below.
Description:

<p>5. Do you or your colleagues in your department deal with people who are under the influence of alcohol or drugs?</p>
<p><input type="checkbox"/> No <input type="checkbox"/> Yes</p>
<p>6. Do you and your colleagues in your department deal with people who are deeply troubled or extremely distressed?</p>
<p><input type="checkbox"/> No <input type="checkbox"/> Yes</p>
<p>7. Do you or your colleagues in your department monitor or regulate the activity of others or carry out processes or make decisions that adversely affect others?</p>
<p><input type="checkbox"/> No <input type="checkbox"/> Yes, please describe below.</p>
<p>Description:</p>
<p>8. Are you or your colleagues in your department involved in activities that may elicit a negative or confrontational response?</p>
<p><input type="checkbox"/> No <input type="checkbox"/> Yes, please describe below.</p>
<p>Description:</p>
<p>9. Are you or your colleagues in your department involved in interpersonal conflicts with others on campus?</p>
<p><input type="checkbox"/> No <input type="checkbox"/> Yes, please describe below. <input type="checkbox"/> Don't know</p>
<p>Description:</p>
<p>10. Do you or your colleagues in your department work alone during normal working hours? (Definition -- A person works alone when they work in a situation where they are out of sight and out of hearing of others.)</p>
<p><input type="checkbox"/> No <input type="checkbox"/> Yes, please describe below.</p>
<p>Description:</p>

11. Do you or your colleagues in your department work alone after normal working hours?
<input type="checkbox"/> No <input type="checkbox"/> Yes, please describe below.
Description:
12. Please describe any precautions already taken to safeguard members of your department who work alone.
Description:
13. Please describe other factors of the department or its activities which you feel might increase the risk of violence/threatening behaviour.
Description:
Part 4: Reducing the risk of violence/threatening behaviour
14. Please describe policies or procedures already in place to reduce the risk of violence/threatening behaviour in your department.
Description:
15. Please describe any actions/measures that you take to reduce the risk of violence/threatening behaviour in your department?
Description:

16. In light of your responses to the questions in this assessment:

(a) Do you consider that all reasonable steps have been taken to prevent or reduce the risk of violence/threatening behaviour?

No Yes

(b) What further steps do you recommend?

(c) What assistance do you need to accomplish any of the above steps? Please specify:

Assessment Date: _____

Signature: _____

Respondent's Name: _____

Phone#: _____

(Please print)

E-mail: _____

Thank you for your co-operation and input.

Please return this questionnaire to the Human Resources Department.