

Procedure Name:	VIOLENCE IN THE WORKPLACE	 <p>coast mountain college</p>
Approved By:	President's Council	
Approval Date:	March 2001	
Next Scheduled Renewal Date:	February 2006	
Procedure Holder:	VP, Corporate Services	
Operational Lead:	Director, Human Resources	
Procedure Number:	HMR-006P	

VIOLENCE IN THE WORKPLACE PROCEDURE

1.00 PURPOSE

- 1.1 The purpose of this procedure is to serve as a guide for preventing workplace violence and for dealing with any occurrences of it.

2.00 DEFINITIONS

- 2.1 **Violence:** 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 (WorkSafeBC, Section 4.27).

3.00 ACTS OF VIOLENCE

- 3.1 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:
- a) Move to a safe location and alert those around you.
 - b) Phone the RCMP:
 - i. State clearly that immediate assistance is needed.
 - ii. Provide your location and complete details of the situation.
- 3.2 If the individual attempts to leave, do not block their way.
- a) Be prepared to give police and Security (if applicable) a description of the subject and all available information.
- 3.3 As soon as you are able, report the incident to your Supervisor. The Supervisor will notify the Applicable Director as soon as practicable.
- 3.4 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.
- 3.5 Debriefing and support services will be offered to the affected Employee(s) immediately.

- 3.6 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.

4.00 ABUSIVE LANGUAGE OR THREATENING MANNER

- 4.1 In a polite but firm service manner, inform the Client of the College's policy not to interact or deal with customers who display abusive behaviour.
- 4.2 Inform the Client that if they wish to continue the interaction, their behaviour will need to change.
- 4.3 If the Client persists, advise the subject you will have to terminate the interaction.
- 4.4 Inform the Client that they may reschedule the interaction for another time.
- 4.5 Maintaining a firm, courteous service manner, ask the Client to leave the area immediately and quietly.
- 4.6 If the Client refuses to leave, call Security (if applicable), notify your Supervisor and monitor the situation if your safety is not in jeopardy.
- 4.7 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.
 - a) Call Security (if applicable) simultaneously.
 - b) Notify your Supervisor if the Supervisor is not already involved.
 - c) The Supervisor will notify the relevant Departmental Director as soon as possible.
- 4.8 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.
- 4.9 If the abuse is over the telephone, the conversation is to be terminated in the same manner.
 - a) Give the Client your Supervisor's telephone number.
 - b) Advise your Supervisor of all of the details.
- 4.10 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.
- 4.11 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.
- 4.12 Debriefing and support services will be offered to the affected employee(s) immediately.
- 4.13 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.

5.00 RELATED POLICIES, PROCEDURES, AND SUPPORTING DOCUMENTS

- 5.1 [HMR-006, Violence in the Workplace Policy](#)

6.00 HISTORY

Created/Revised/ Reviewed	Date	Author's Name and Role	Approved By
Created	June 12, 1999		President's Council
Amended	March 2001		President's Council