

LOYALIST COLLEGE

SUBJECT: Violence Prevention	NUMBER: OHS-007
ISSUED BY: Occupational Health & Safety	DATE ISSUED: 28-Sep-09
SUPERCEDES: 22-Jun-09	PAGE: 1 of 7

1. PURPOSE:

To define Loyalist College's commitment to provide a safe and respectful environment for all College community members (students, staff, contractors and visitors). This policy is a critical component of Loyalist College's values that encourage a culture where all community members act with respect and integrity. The procedures will outline actions that will assist in violence prevention, define unacceptable behaviours not tolerated by the College, provide a process for reporting violent or potentially violent occurrences and outline the investigation, assessment and follow-up process when reports of violence are received.

2. SCOPE:

- 2.1 This policy applies to College community members when on College property or while conducting or participating in College business at any location. This policy also applies to situations arising from College business.
- 2.2 Violence is the attempted or actual exercise of any intentional physical force that causes or may cause physical injury to a College community member. It also includes any threats which give a person reasonable grounds to believe he or she is at risk of physical injury.
- 2.3 This policy also addresses a wide range of high risk or concerning behaviours which are in conflict with the College's values and code of conduct. These include, but are not limited to aggressive, abusive or intimidating behaviours, harassment, threats, obscene acts and other socially unacceptable and disruptive behaviours.

3. POLICY:

- 3.1 All College community members share the responsibility to create and maintain a safe and respectful College environment free from violent behaviour.
- 3.2 Violence will not be tolerated at Loyalist College.
- 3.3 Weapons or replicas (anything used, designed or intended to be used to cause injury) are not permitted on the College campus, except where approved and used directly for a permitted educational purpose. Facility Services must be contacted in writing for approvals.
- 3.4 All reports of violent incidents or concerning behaviours will be taken seriously, investigated and responded to.
- 3.5 Individuals who commit such acts may be subject to disciplinary action, criminal penalties, or both.
- 3.6 The College will provide training and education on violence prevention and College members will attend the appropriate training as identified by their supervisor.

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4. RESPONSIBILITY:

4.1 College community members will:

- Conduct themselves in a manner that shows respect for the individuality and uniqueness of other Community members.
- Not commit acts of violence.
- Seek assistance to resolve issues to prevent escalation.
- Report all incidents of violence, high-risk behaviours and other concerning behaviours.
- Participate and cooperate fully in an investigation, if an incident of violence occurs.
- Avail themselves of training and educational opportunities, identified as appropriate by their supervisor.

4.2 Supervisory staff will:

- Create and maintain a work environment that encourages collegiality, cooperation and professionalism.
- Assess the risk of workplace violence that could arise from the specific nature of the workplace or function within their area of responsibility.
- Provide necessary controls, work practices and support to control these risks.
- Train their employees on violence prevention and ensure that their employees are aware of the Violence Prevention Policy and Procedures.
- Receive and document reports of concerns and /or violent incidents and act upon them in a timely manner, ensuring proper resolution of issues and for higher risk situations, ensure referrals are made to the appropriate advisory group. **Take all reports of violence or concerning behaviour seriously.**
- Report incidents, as required, to the chair of the Violence Prevention Team.
- Address problem behaviours within their area of responsibility promptly and directly, reinforcing the College's accepted standard of workplace behaviour and progressive discipline actions. In consultation with Student Success or Human Resources, ensure offending student or staff member receives written notification as to the inappropriateness of their behaviour and expectations for change.
- Refer victims of violence to appropriate supports (e.g. EAP, counseling, training).
- Ensure that their staff has received the appropriate training or education on violence prevention.

4.3 Security staff will:

- Ensure that emergency services have been contacted, if required.
- Respond to requests for assistance using non-violent crisis intervention techniques.

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- Immediately report all violent incidents requiring emergency response to the Emergency Manager and document all reports of violence using the Commissionaires Incident Report. Refer to the *Emergency Response Plan OHS-017*.
- When requested, provide security support systems or assistance, such as escorting a College community member to their vehicle.

4.4 **Faculty members** will:

- Review behaviour expectations, as described in the course outline template, with each class at the beginning of each semester. Note that behaviour expectations are also summarized in the “*Student Manual and Guide – Rights & Responsibilities*”.
- Address problem behaviours within the learning environment promptly and directly, always reinforcing the College’s accepted standards of behaviour.

4.5 **Student Success Services & Residence Staff** will:

- Receive, review, assess and report incidents of concern involving students.
- Respond to these incidents following the guidelines laid out in the “*Student Manual and Guide – Rights & Responsibilities*”.
- Immediately refer high-risk threats to the High Risk Assessment Team (HRAT).

4.6 **Human Resources Services** will:

- Receive, review, assess and report incidents of concern involving staff members
- Respond to these incidents following departmental guidelines.
- Immediately refer high-risk threats to the Emergency Management Committee.

4.7 **High Risk Assessment Team (HRAT)** will:

- Receive reports of students who are threatening harm to themselves or others, displaying violent actions, repeatedly disruptive, or display other behaviours of concern.
- Immediately convene and carry out a documented assessment of a reported incident.
- Triage for risk level.
- Identify potential of high risk incidents.
- Provide a mechanism for feedback.
- Develop a preventative contract with the offending student or determine other appropriate sanctions.

4.8 The **Executive Director Human Resource Services (HR)** will:

- Receive reports of staff members who are threatening harm to themselves or others, displaying violent actions, repeatedly disruptive, or display other behaviours of concern.
- Immediately carry out an assessment of a reported incident.

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- Identify situations where the Emergency Response Plan needs to be invoked. In consultation with senior management, develop appropriate actions and, where appropriate, sanctions or disciplinary measures.

4.9 Facilities Services will:

- Report incidents of threatening or violent behaviour to Student Success or Human Resources, as appropriate.
- When appropriate, issue *Trespass to Property Notices*.
- Review and authorize, if appropriate, requests to bring a weapon (or replica weapon) on campus. If approved, notify Police Services of the situation.

4.10 Violence Prevention Team will:

- Maintain confidentiality of the information received as a team member.
- Receive and review incidents of College violence and violence risk assessments of the College and recommend appropriate preventative measures and /or revisions to the policy and procedures.
- Recommend training or communication needs of the College in regards to violence prevention.
- See Appendix OHS-007(D) for a list of current members.

5. PROCEDURE:

5.1 Prevention

- Treat everyone with respect and dignity.
- Practice early intervention as it can often prevent escalation.
- At the beginning of each semester, faculty members must define the behaviour expectations for each of their classes. These behaviours are spelled out in the "Course Outline Template". Promote a non-violent culture within the learning environment by addressing problem behaviours directly and immediately and consistently and fairly applying consequences to problem behaviours.
- When an employee is displaying concerning behaviour, managers and supervisors must address the behaviour promptly and directly and reinforce the accepted standards of workplace behaviour.
- When dealing with unwanted behaviours or a potentially violent situation:
 - Ensure personal safety for yourself and others,
 - Focus on the situation, issue or behaviour; not the person,
 - Maintain constructive relationships and the self esteem of others,
 - Take initiative to make the situation better.
- Recognize the warning signs that something is wrong and report all concerning behaviours or situations. Refer to Appendix OHS-007(B) - Behaviours of Concern for some examples of worrisome behaviours that may indicate a person is troubled and possibly moving toward a greater risk of violent behaviour.

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5.2 Response & Reporting

- Staff, students and faculty are expected to report all acts of violence or high-risk behaviour on College property or during a College-approved activity using Form OHS-007(A) Violence Prevention Incident Report (VPIR).
- Once completed, the Violence Incident Report form will be forwarded to their manager, dean or designate. The Manager/Dean (or designate) will complete the follow-up section (F) of the "VPIR", within 48 hours of the incident.
- Upon completion of the form, copies will be distributed to the Director of Student Success for students and the Occupational Health & Safety Coordinator for staff.
- The manager, dean or designate is responsible to contact the complainant, within 48 hours, advising them of the initial status of the incident. As the status changes, they must also continue to provide updates to the complainant in a timely manner.
- Privacy legislation permits information sharing under circumstances where there is imminent danger to the safety of any person.
- No reprisals will be taken against any individual who makes a report in good faith. However, if a report is made vexatiously or for vindictive purposes, discipline may ensue.
- All reports of violent or other high-risk behaviour will be taken seriously and these incidents will be investigated.
- Response to violent or potentially violent situations will depend on the level of risk present:
 - **Level I - Alert** – (behaviours of concern) Stay calm and de-escalate situation. Intervene quickly and where appropriate, separate conflicting parties. Document the incident on the "VPIR" form and report it to your manager or dean. Your Student Success or Human Resources contact may be approached for advice or guidance.
 - **Level II - Caution** – (personal safety concerns / threatening behaviour) Stay calm and de-escalate situation; ensure physical safety. Document the incident on the "VPIR" form and report it immediately to your manager or dean and your Student Success contact (for students) or Human Resource contact (for staff).
 - **Level III - High Risk** – (threat of physical injury) is immediately reported to Security (at ext 0 or use an emergency communication device), requesting assistance. Avoid escalation of the threatening or dangerous behaviour. If the situation cannot be diffused upon arrival of Security staff, Police presence will be requested (9-1-1). Seek support and /or assistance from others in your immediate area and go to a safe location. (See Appendix OHS-007(C) for a list of College members trained in "Non-Violent Crisis Intervention") As soon as possible, report the incident to your manager or dean and if involving a student, Student Success and if involving a staff member, HR. Document the details of the incident on the "VPIR" form.

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- **Level IV - Emergency** - (imminent risk and immediate danger of death) is reported by calling 9-1-1 from any land-line or cell phone. Also call Security (at ext 0 or use an emergency communication device) so that they can direct the arriving first responders. If appropriate, seek shelter and lockdown. Refer to Emergency Response Plan OHS-017. Document details of the incident on the "VPRI" form.
- Refer to Appendix OHS-007(A) for a summary of the appropriate responses by risk levels.
- Never put yourself (or your students or staff) in any imminent danger. Do not step between individuals involved in an altercation and never leave yourself, staff or students alone with a violent offender.

5.3 Consequences/Sanctions

- Consequences appropriate to the violation will be applied up to and including termination of employment or expulsion from College programs, courses and activities.
- Determining what actions will be taken will depend on the context and level of risk of the incident.
- **Level I risk** will normally be managed by College faculty and staff in conjunction with their respective manager or dean. Your student success or Human Resources contact may be approached for guidance.
- **For Level II risk and above**, the appropriate actions and sanctions will be determined by Student Success or HR, as appropriate, in conjunction with the dean or manager.
- Unlawful activities as defined by the Criminal Code will be reported to and investigated by the Police. The College may apply sanctions separate from those applied by the Police.
- Weapons related offences will automatically result in Police involvement and immediate expulsion from the College.
- Any community members who could be affected by the sanction imposed must be notified. This could include security, residence management or the complainant. A member of the Student Success or Human Resources team, as appropriate, is responsible to make the appropriate notifications.

5.4 Training

- At least annually, all employees will receive information about the Violence Prevention Program.
- Information on the Violence Prevention Program will be included in the "Student Manual and Guide - Rights & Responsibility".
- During orientation, new employees will be made aware of the College's commitment to violence prevention, including their role and responsibilities in the Violence Prevention Program.
- Appropriate training will be offered to employees based upon their potential level of exposure. These training and communication programs will be developed in consultation with the College Violence Prevention Team.

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5.5 Policy Maintenance

- At least annually, the Occupational Health & Safety Coordinator will review, assess and update this policy as needed, in conjunction with the College's Violence Prevention Team.
- The Occupational Health & Safety Coordinator will coordinate the completion of a Violence Risk Assessment of the College. The results of the Risk Assessment will be shared with the Violence Prevention Team.
- The Policy and subsequent revisions will be reviewed by the Senior Executive Team and approved by the Board of Governors.
- The Violence Prevention Policy will be posted in conspicuous locations around the College and the Violence Prevention Policy and Procedures will reside on the WIKI, under "Health & Safety".

6. **ASSOCIATED APPENDICES, FORMS & PROCEDURES:**

- Appendix OHS-007(A) Response Guidelines
- Appendix OHS-007(B) Behaviours of Concern
- Appendix OHS-007(C) Non-Violent Crisis Intervention Trained Staff
- Appendix OHS-007(D) Violence Prevention Team Members
- Form OHS-007(A) Violence Prevention Incident Report
- OHS-017 Emergency Response Plan
- OHS-017G Violent Behavior
- High Risk Assessment Team: Case Management Referral Protocol
- Student Manual and Guide – Rights & Responsibilities
- Residence Handbook

7. **REFERENCES:**

- Occupational Health & Safety Act, including draft Bills 29 & 168 (Harassment and Violence in the Workplace)
- Ontario Human Rights Code
- Criminal Code of Canada
- Academic Employee and Support Staff Collective Agreements

8. **REVISION HISTORY:**

Sep 28/09 – Clarify Supervisory responsibility. Added Appendix of VPT members.

9. **APPROVALS:**

Written by: Janet Mathany Date: September 28, 2009

Approved by: Karen Cullen Date: September 29, 2009

LOYALIST COLLEGE

Violence Prevention - Response Guidelines

Prevention	<ul style="list-style-type: none"> Broadly communicate code of conduct Establish behavioural expectations and consequences Design workplace for safety Personal safety awareness measures 	<ul style="list-style-type: none"> Train on how to manage aggressive behaviour Utilize de-escalation techniques Report concerning behaviours Utilize specialized behavioural services Apply disciplinary processes 	<ul style="list-style-type: none"> Train and educate regarding emergency procedures, immediate actions to diffuse violent situations and reduce escalation and reporting requirements 	<ul style="list-style-type: none"> Train and educate regarding specific procedures such as evacuation, lockdown and emergency communications systems
Risk Level	Level I – Alert	Level II – Caution	Level III – High	Level IV - Emergency
	<ul style="list-style-type: none"> Behaviour is individually managed, not frequent, not severe, no negative consequences for others or learning / work environment Includes behaviours such as: disruptions, potentially aggressive behaviour, authority challenging, verbal abuse, offensive comments, slurs 	<ul style="list-style-type: none"> Behaviour has a detrimental influence on the work / learning environment, is objectively apparent, increased frequency or severity of violence beyond level I Includes behaviours such as: bullying, harassment, intimidation, aggressive, abusive, or offensive actions, verbal threats 	<ul style="list-style-type: none"> Threat to personal safety or the safety of others is perceived Includes behaviours such as: weapons threat, assault (pushing, hitting, kicking, punching, biting), other violent criminal acts, threat to injure self or others 	<ul style="list-style-type: none"> Threat to life safety and / or imminent risk to College occupants creating College crisis Includes behaviours such as: use of weapons (guns, knives, explosives, agents or other items used as weapons), imminent threats of weapon use and other imminent threats to life safety
Impact	Anxiety	Personal Safety Concerns	Personal Safety at Risk	Imminent Danger to Life
Response	<ul style="list-style-type: none"> Recognize warning signs Set behaviour boundaries Respond appropriately Utilize classroom management skills Refer to specialized services where appropriate Document and report 	<ul style="list-style-type: none"> Ensure physical safety Intervene using classroom management techniques and de-escalation skills Document and report Apply disciplinary action as appropriate 	<ul style="list-style-type: none"> Call 0 to report (call 9-1-1 if needed) Take necessary measures to mitigate risk to safety of self and others Avoid escalation Seek support or assistance from others in your area Document Make referrals to Student Success or Human Resources 	<ul style="list-style-type: none"> Call 9-1-1 then ext 0 to report Avoid escalation / mitigate risk Seek shelter and lockdown Follow directions from emergency communication systems and emergency personnel
<ul style="list-style-type: none"> All College community members share the responsibility to create and maintain a safe and respectful College environment free from violent behaviour Early intervention can prevent escalation of violence This chart is intended to be used as a guideline in the identification of appropriate prevention and response measures to various risk levels of violence, in conjunction with <i>Violence Prevention Policy - OHS-007</i> See Loyalist WIKI (http://loyalistwiki.loyalistcollege.ca) under Health & Safety for <i>Violence Prevention Policy OHS-007</i> and associated form and appendices These response guidelines should be viewed as a continuum, rather than a rigid process 				

LOYALIST COLLEGE
Behaviours of Concern

No one can predict who is likely to commit a violent act; however, there are some traits that they have in common. The following behaviours or actions either individually or collectively have been observed in those individuals who have been involved in violent incidents. Take these behaviours “in context”. Look for multiple warning signs and signs of escalation.

- ✓ personality changes (e.g. someone who is normally outgoing and enthusiastic becomes quiet and withdrawn)
- ✓ aggressive, inappropriate or disrespectful responses or interactions with faculty, staff or students
- ✓ change in work habits (e.g. quality of assignments decline, are handed in late or not at all; class attendance decreases or ceases without explanation)
- ✓ marked change in personal hygiene
- ✓ significant weight gain or loss
- ✓ frequent incidents of irritability
- ✓ signs of alcohol or drug abuse
- ✓ bizarre behaviour (e.g. talking to someone who is not present)
- ✓ irrational beliefs and ideas
- ✓ emotional fragility, experiencing sudden changes in mood
- ✓ recurring troubled relationships – with peers, parents & others
- ✓ grandiose or narcissistic statements
- ✓ social rejection and isolationism
- ✓ fascination or preoccupation with weapons or acts of violence
- ✓ excessive behaviours (e.g. gift giving, phone calls)
- ✓ lack of concern for the safety and well being of others
- ✓ blames others for his or her mistakes or problems

Some high risk behaviours must be **immediately** referred to the “High Risk Assessment Team” (students) or Human Resources (staff):

- serious violence with intent to harm
- verbal/written/internet threats to kill others or themselves
- possession of weapons, including replicas
- fire setting
- sexual intimidation or assault

LOYALIST COLLEGE

Non-Violent Crisis Intervention Trained Staff

ROOM #	NAME	PHONE EXTENSION	COMMENTS
2H22H	Phil Howlett	2518	Certified trainer
2H22C	Vicki Ryckman	2454	Certified trainer

Note: Security guards and Residence Assistants are also trained in crisis intervention.

LOYALIST COLLEGE
Violence Prevention Team Members

NAME	ROOM #	PHONE EXTENSION
Bernie Belanger	3L15	2800
Kirk Fleming	2L17	2444
Valerie Geen	Upper Hub	2675
Janet Mathany	3H20E	2418
Cathy O'Rourke	Upper Hub	2256
Melanie Rabishaw	2H22E	2439
Betty Reid	2H1	2206
Vicki Ryckman	2H22C	2454
Craig Smith	1S1F	2106
Dave Stewart	2L28	2320
Dave Templar	Res Commons	2103



Violence Prevention Incident Report

Forward All Completed Reports Within 48 Hours to:Director of Student Success (for students)
Occupational Health and Safety Coordinator (for staff)**A. General Information**

Date of Report (month, day, year)	Date of Incident (month, day, year)	Time of Incident (hour:minute am/pm)
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B. Complainant Information

Name:	Contact Information:
Position:	Department:

C. Offender Information

Name: _____

Approximate Age: _____ Male Female

Description: _____

Relationship between complainant and offender (if any):
 Co-worker Client Student Member of Public Other Specify _____

Other details (e.g. use of drugs or alcohol, possession of a weapon):

Apparent Motive:

D. Witness(es)

1. Name:	Contact Information:
2. Name:	Contact Information:

E. Details of the Incident

Type of incident (e.g. physical injury, verbal abuse, threatening behavior, verbal threat, written threat, damage to personal/other property):

Location of incident (attach sketch if possible):

Outcome (e.g. police called, fatal injury, medical assistance, first aid, emotional shock or distress, legal action initiated):

Other relevant information:

Possible contributing factors:

Relevant events which preceded the incident:

Suggested preventative/remedial action:

