

Workplace Violence Prevention Program

AP No. 202.11R

ADMINISTRATIVE PROCEDURES

FORM: 202.11F – Violent Incident Report Form

HANDOUT: 202.11H – Violence Prevention Program – PERSONAL SAFETY CONSIDERATIONS - Handout

FORM: 202.11F - Learner Safety Plan

If there is a loss of work or time, employee fills out a:

FORM: 6A Form.pdf (WCB Form 6A)

If a WCB Form 6A is filled out, Principal/Vice Principal fills out a:

FORM: WSBC Incident Investigation Report (WSBC Incident Investigation Report NEW July 2015.pdf)

Please follow WSBC Quick Guide to Incident and Investigation and Reporting (WSBC Quick Guide to Incident Investigation Report.pdf)

1. Prevention Procedures

The following written instructions detailing violence prevention procedures are to be provided to all employees at each work site:

Workplace Violence Prevention Handout

PERSONAL SAFETY CONSIDERATIONS

Dealing with hostile or angry individuals causes all of us concern. The behavior of hostile and angry people can be unpredictable. While each situation is different, the following principles will assist in resolving such encounters with a non-violent conclusion.

Model control, do not demand it

Project a calm, professional demeanor. By keeping your emotions in check, you increase your instances of decreasing anger and emotional turmoil in others. This leads to an increased ability in the other person to respond to logic rather than emotion. If you lose your temper the chances of the incident ending in violence are almost certain.

Assess as you approach

Approach openly and with confidence. Tell a crowd to disperse. When possible, assign tasks to bystanders. "Go to the office. Ask for a teacher to come here." Use simple language. Express simple thoughts. Do not use jargon (edu-speak).

Watch the periphery of the area

Watch for weapons and for other problem individuals. Weapons will often be passed to individuals standing away from the centre of the action.

Work in pairs whenever possible

Person #1 makes contact and gives direction. Person #2 monitors the incident while standing approximately 3 metres from Person #1.

Ensure you have a clear exit

Before entering an area, be sure you can leave easily. Protect your access to an exit. Use it if access is going to be locked. Stand at a right angle to the person rather than directly in front of them.

Keep your hands free

Avoid carrying anything in your hands. It is difficult to appear in control when your hands are not free. Do not put your hands on your hips, point your finger or wave your arms.

Identify yourself by name and/or title

Do not assume that this will bring about immediate compliance. It will decrease the likelihood of a challenge to your authority (“So who do you think you are?”).

Listen, listen, listen

If an angry individual is willing to talk, let them. Do not interrupt. Talking is an easy and face-saving way for an angry individual to calm down. Use silence to advantage.

Let them “save face”

Everyone appreciates a way out. Think of providing choices as you listen. Be reassuring. Repeat back to confirm what you have heard. Break a problem into smaller pieces and offer step by step solutions. Be honest and do not offer what you cannot deliver. Do not tell the person to calm down. Do not criticize.

Maintain eye contact

Remember that a person can move several metres in less than a second. Do not stare but keep the person (s) in sight at all times.

When possible, keep a barrier between you and the individual

Barriers decrease the chances of assault and increase the time needed to escape.

Allow a clear exit for the aggressor

If the aggressor chooses to leave, allow them to go. Make sure they have a way out. Do not fight. Walk, or run, away if necessary.

If approaching a vehicle

Note the license plate details and description of the vehicle. Do not approach the vehicle from the front or rear. Stay out of the door-swing arc. Do not lean onto or into the vehicle.

2. Worker and Supervisor Training

Any employee at risk and their supervisor must be given information about the risk. All employees who may come in contact with a potentially violent individual shall be given the person's identity. If the person is a learner, the employee shall be given the current Learner Safety Plan related to dealing with that specific learner. Confidential materials will be shared on a need-to-know basis. Employees must also be given training in the correct response procedures.

The training must ensure that violence prevention procedures and work environment arrangements are understood and followed. The training and procedures will vary from site to site and with different situations.

Notes on the training must be maintained at the site to provide a written record of the training. The notes should detail who the trainer was, who attended and what was covered.

3. Responding to Incidents Involving Employees

- 3.1. When an employee believes there is a risk due to an act or threat of violence, the employee shall:
 - a) Do what is necessary to remove themselves and/or his/her students from the difficult situation;
 - b) Immediately inform their Principal/Vice Principal, or supervisor, of the incident;
 - c) Ensure within reasonable limits the safety of students under their supervision; and,
 - d) Fill out a 'Violent Incident Report Form' as soon as possible after the incident and give it to his/her Principal/Vice Principal, or supervisor.
- 3.2. Upon being informed of an incident, the Principal/Vice Principal/supervisor shall:
 - a) Ensure within reasonable limits, the employee is no longer at risk;
 - b) Ensure within reasonable limits, the safety of the students under their supervision;
 - c) If deemed necessary and based on the level of risk, report the incident to the local law enforcement authority seeking appropriate assistance to eliminate the immediate risk;
 - d) Inform the Superintendent of Schools, or designate, of the incident;
 - i. In the event that a threatening behavior is made by a student, the process identified in the School District No. 91 (Nechako Lakes) Threat Procedure and *Policy 302.10 – Protection of Students and Violence Prevention* - will be followed. This may include formation of a Threat Assessment Team.
 - ii. In the event that a threatening behavior is made by another employee, an investigation will occur. If the threatening behavior is substantiated, disciplinary action may occur. In the case of a teacher, a report may be filed with the Teacher Regulation Branch.

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- iii. In the event that a threatening behavior is made by a parent or community member, *Policy 302.12 – Protection of Students and Maintenance of Order* - may be followed.
 - e) Submit a written report (fill out pages 2 & 3 of the Violent Incident Report Form) detailing the investigation of the incident and any action that has taken place as a result of the incident. The original Violent Incident Report should be kept on file at the site, and a copy must be sent to the District Health and Safety Committee at the school board office. A copy of the fully completed form must be given to the employee; and,
 - f) Ensure the employee reporting an injury as a result of workplace violence is advised to see a physician for treatment or assessment of possible injury or referral if incident trauma counseling is needed. Employees should be reminded of the Employee and Family Assistance Plan that is available to them.

4. Incident Follow-up

The Superintendent of Schools and District Health and Safety Committee will review the actions taken in response to incidents of violence to ensure the objectives of this program are being met.

5. Program Review

The School District Health and Safety Committee shall review the Violence Prevention Program at the first committee meeting of the school year. The committee will complete an evaluation of the effectiveness of the program. This review shall be documented in the minutes.

The committee shall revise the program as necessary. Revised copies will be posted on the district website and an email notification will be sent to the Principal/Vice Principal.