



Administrative Procedure: Violence in the Workplace

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1.0 Purpose

- 1.1 The purpose of this procedure is to provide information regarding the reporting and investigation of incidents of workplace violence.

2.0 Responsibilities

2.1 The Supervisory Officer will:

- 2.1.1 Ensure that the policy and procedure are posted in a conspicuous place and communicated to all persons working at, attending or visiting a school or workplace.
- 2.1.2 Establish a process for reporting and responding to incidents of workplace violence that is communicated, maintained and adhered to.

2.2 The Manager of Operations will:

- 2.2.1 Assess the risks of workplace violence as deemed necessary and share the results of the risk assessment in writing with the Joint Occupational Health and Safety Committee, the Union and Federation.
- 2.2.2 Develop and maintain training, in consultation with the Joint Occupational Health and Safety Committee, related to workplace violence.
- 2.2.3 Ensure that Employee Accident/Incident Reports for violent incidents, are forwarded to the Joint Occupational Health and Safety Committee.

2.3 All staff shall respond to incidents of workplace violence by adhering to this administrative procedure and reporting any act of violence outlined in this administrative procedure.

3.0 Emergency Response Measures

3.1 If you witness or are involved in a violent incident:

- 3.1.1 Summon immediate assistance and/or call 911 as appropriate. In the case of an extreme or imminent threat of physical harm to yourself or any person from workplace violence, contact the police.

3.2 If you witness or are involved in violent incident by an employee against another employee of the board:

- 3.2.1 All incidents of violence by an employee against another employee must immediately be reported to the supervisor.
- 3.2.2 The supervisor must investigate the incident and, where appropriate, consult with law enforcement authorities. The supervisor must notify the Superintendent, Human Resources Manager and the Union or Federation as appropriate.
- 3.2.3 All incidents that have caused physical harm or could have caused physical harm to an employee must be reported and investigated by the supervisor. A Risk Assessment will take place and results will be provided

in writing to the JHSC and the Union or Federation.

3.2.4 The supervisor, in consultation with the employee, must record any steps taken to prevent a recurrence.

3.3 If you witness or are involved in a violent incident by a student against an employee of the board:

3.3.1 All incidents of violence by a student against an employee of the Board must immediately be reported to the school principal.

3.3.2 All incidents that have caused physical harm or could have caused physical harm to an employee, must be reported and investigated by the principal. A Risk Assessment will take place and results will be provided in writing to the JHSC and the Union or Federation.

3.3.3 The principal, in consultation with the employee, must record any steps taken to prevent a recurrence.

3.3.4 Where an employee suffers workplace violence that is initiated by a student or is the result of behaviour by a student, the incident must also be reported in accordance with the Safe Schools Act and applicable Ministry of Education Regulations, Policy and Memoranda.

3.3.5 The school principal, in consultation with the Learning for All Teacher, will review the safety plan, and where there is no safety plan, if appropriate, one will be created for a student who engages in behaviours which pose a danger to self or others.

3.3.6 The school principal must ensure that relevant information contained in a safety plan is shared with all staff (ie. teachers, educational assistants, office staff, occasional staff, and volunteers) who have or may have contact with the student. Sharing of information in a safety plan is done to ensure that all staff that have contact with the student, are able to respond with safe and supportive methods.

3.4 If you witness or are involved in a violent incident by a parent and/or guardian, visitor, contractor or other third party against an employee of the board:

- 3.4.1 All incidents of violence by a parent and/or guardian, visitor, contractor, or other third party against an employee of the Board, must immediately be reported to the supervisor.
 - 3.4.2 All incidents that have caused physical harm or could have caused physical harm to an employee, must be reported and investigated by the supervisor. A Risk Assessment will take place and results will be provided in writing to the Joint Health & Safety Committee and the Union or Federation.
 - 3.4.3 The supervisor, in consultation with the employee, must record any steps taken to prevent a recurrence.
 - 3.4.4 The supervisor must investigate the incident and, where appropriate, consult with law enforcement authorities.
 - 3.4.5 The supervisor, in consultation with the appropriate Superintendent, will report the incident to the perpetrator's employer and/or such other person as Superior North Catholic District School Board determines is appropriate in the circumstances.
- 3.5 When It Is evident that a person has a history of violence:**
- 3.5.1 The supervisor, in consultation with the appropriate Superintendent, will provide information, including personal information, to employees about a person with a history of violence if:
 - a. The employee can be expected to encounter that person in the course of his or her work.
 - b. The risk of workplace violence is likely to expose the worker to physical injury.
- 3.6 Reporting of and response to reports of domestic violence:**
- 3.6.1 Employees will inform their supervisor if they are experiencing domestic violence outside of the workplace that may create a risk of danger to themselves or others in the workplace.

3.6.2 The supervisor, regardless of whether the threat of domestic violence is from a co-worker or from someone outside of the workplace, under the advice of the Superintendent, must take steps to ensure the victim and other workers are protected. Such steps may include, but are not limited to, warnings, employee transfers, informing police, a risk assessment and requesting restraining orders.

3.7 Reporting and investigating complaints of reprisal from/or against board employees:

3.7.1 All complaints of reprisal must be immediately reported to the supervisor.

3.7.2 The supervisor, in consultation with the Manager of Human Resources, must promptly investigate complaints of reprisal. Appropriate disciplinary action, up to and including dismissal, will be rendered where appropriate.

Appendix A

Workplace Violent Incident Process

This flow-chart provides an overview of major steps in the workplace violence resolution process. Persons seeking further information regarding the resolution process are advised to refer to the P-ES 312 and AP-ES 312.

1. **INCIDENT** A person exercises physical force against a worker, in a workplace, that causes or could cause physical injury to the worker; and/ or a person attempts to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; and/or a statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker is made.
2. **RECORD THE INCIDENT** Complete the **Workplace Violence Report Form**, documenting the details of the incident, any witnesses, and any pertinent dates or times immediately after the incident has occurred, if possible .
3. **COMPLAINT RESOLUTION - Immediate Response** Where workplace violence occurs or is likely to occur, employees are encouraged to act immediately and summon assistance in the form of supervisory or managerial personnel, or police involvement. The situation may also require initiation of the Emergency Plan, Emergency Response Plan, Hold and Secure Procedures and/or the Lockdown Plan. Following immediate assistance, and once the emergency situation is under control, the Complaint will be documented.
4. **COMPLAINT RESOLUTION - Documentation and Notification** File a written complaint outlining the particulars of the allegation and any initial attempted resolutions. The written complaint is recorded on the **Workplace Violent Incident Report Form** and is submitted to the principal/supervisor in a timely manner.

Supervisory and managerial personnel will, where possible, convene an emergency meeting. Supervisory and managerial personnel will liaise with the Superintendent of Schools and/or Human Resource Manager and all pertinent information relating to the behaviours and circumstances reported will be collected. The Superintendent of Schools/Human Resource Services may refer a complaint to the appropriate supervisor and the parties if she or he is of the belief that reasonable efforts may be made to resolve the dispute informally. Copies of the **Workplace Violent Incident Report Form** will be provided to the complainant, respondent, their supervisory officer(s), and the Superintendent of Schools/Human Resource Services. In some situations an informal resolution may be identified and enacted by the supervisory/managerial personnel at this stage of the reporting process through discussions with the complainant. In such a case the resolution would be documented and forwarded to the Superintendent of Schools/Human Resource Services.

5. **FORMAL COMPLAINT RESOLUTION - Threshold Assessment** The Superintendent of Schools/Human Resource Services will conduct a Threshold Assessment to ensure that the alleged conduct, if proven, would meet the definition of workplace violence.
6. **FORMAL COMPLAINT RESOLUTION - Investigation** An investigator(s) will be assigned. An investigation of the complainant's allegations will be completed. The respondent will be given an opportunity to respond to the allegations. Interviews may be conducted and conclusions will be drawn based on the balance of probabilities.
7. **FORMAL COMPLAINT RESOLUTION - Report and Conclusion** A written summary of the findings and conclusions will be provided to the complainant and the respondent. They will be given an opportunity to respond. Appropriate actions will be taken to resolve the issue.

ALL CORRESPONDENCE AND OTHER DOCUMENTS GENERATED UNDER THESE PROCEDURES MUST BE MARKED "PRIVATE AND CONFIDENTIAL" AND BE STORED IN

A LOCKED AND SECURE FILE IN HUMAN RESOURCE SERVICES.

Appendix B – Workplace Violent Incident Report Form located in SNCDSB eBase

[EBASE Link](#)