

STATEMENT of POLICY and PROCEDURE			
Section:	Health and Safety		
Subject:	PREVENTION OF WORKPLACE VIOLENCE	Effective Date:	Nov 1, 2013
Issued by:	Human Resources	Next Review Date:	Nov 1, 2014 2014

1 POLICY

- 1.01 Tyndale is committed to providing a safe work environment for all employees and does not tolerate violence or unacceptable behaviour perpetrated by or against employees in the workplace. In the event of an act of violence carried out by an employee, Tyndale will take appropriate disciplinary action against the employee including termination of service for cause. Violent acts perpetrated by third parties against employees at the workplace will be handled with appropriate levels of escalation according to the circumstances. In all cases of violence, agencies such as Security and/or the Police may be involved as appropriate.
- 1.02 Tyndale shall establish programs and procedures to assess and reduce the risk of violence and unacceptable behaviour in the workplace. All employees are expected to be aware of and participate in such programs and procedures, as required.
- 1.03 A copy of this policy shall be provided to and acknowledged by each new employee as part of the employee's hiring documentation. Additionally, this policy shall be posted and remain posted on all Health & Safety bulletin boards.
- 1.04 This policy shall be reviewed by the President after any serious incident or at least annually, whichever is earlier.

2 PURPOSE

- 2.01 To establish programs and procedures to prevent violence and unacceptable behaviour in the workplace and to foster the safety and security of Tyndale's employees, students, customers and visitors to its worksites.

3 SCOPE

- 3.01 This policy applies to all Tyndale employees whether at Tyndale's workplace or offsite. (See definition of employee in Section 5.07)

4 RESPONSIBILITY

4.01 Responsibility of employees:

- (a) Inform Supervisors or Human Resources of any violence, potential risk of violence, close calls or unacceptable behaviour they may experience, witness or become aware of. This includes issues in the employee's personal life (including domestic violence) that could impact the safety of the employee or other employees.
- (b) Report to Supervisors any incident of violence or close calls, according to the procedure set out in this policy.
- (c) Attend any training/information session and/or familiarize themselves with relevant material provided by Tyndale to reduce violence or the risk of violence.
- (d) Cooperate with the Police, Security, Tyndale investigators or other authorities as required during any investigation related to workplace violence.

4.02 Responsibility of Supervisors:

- (a) Take every precaution reasonable in the circumstances for the protection of an employee in whose case they become aware (or ought reasonably to be aware) of

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domestic violence or any personal situation that would likely expose the employee to physical injury in the workplace.

- (b) Track and report risks of violence, incidents of violence, and close calls to Human Resources and the Joint Health and Safety Committee. The Violent Incident Report Form attached to this policy (Attachment B) is to be used for this purpose.
- (c) Ensure proper medical care is provided to anyone affected by a violent incident and secure the safety of employees before investigating the incident or making reports.
- (d) Advise an employee of potential or actual danger to their health or safety of the employee and provide information related to risk of workplace violence from a person with history of violent behaviour if,
 - i) the employee can be expected to encounter that person in the course of their work; and
 - ii) the risk of workplace violence is likely to expose the employee to physical injury

Note: The Supervisor shall not disclose more personal information in the circumstances described above than is reasonable necessary to protect the employee from physical injury.

4.03 Responsibility of Human Resources:

- (a) In collaboration with employees, department heads and the Joint Health and Safety Committee assess the risk of violence to employees, minimize those risks to the extent possible and inform affected employees of such risk or potential risk
- (b) Prepare and implement a written policy on workplace violence
- (c) Review the policy at least once a year
- (d) Ensure employees are provided the information they need to:
 - Follow the procedures developed to minimize risk
 - Respond to incidents appropriately
 - Report and, where required, document such incidents
- (e) Inform new employees of this policy
- (f) Post the policy in the workplace, both on paper and electronically
- (g) Investigate complaints of workplace violence

5 DEFINITIONS

5.01 “Unacceptable Behaviour” means physically or psychologically aggressive behaviours including but not limited to:

- hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
- carrying or brandishing weapons of any sort
- throwing objects at individuals with a view to cause physical injury or fear
- causing damage or destruction of the workplace or an employee’s property
- physical or verbal threats of violence.
- intimidating behaviour that causes the recipient to have a fear of physical violence

5.02 “Violence” means unacceptable behaviour (as defined in 5.01) and includes any incident in which there is:

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- the exercise of physical force by a person against an employee in the workplace that causes or could cause physical injury to the employee
- an attempt to exercise of physical force by a person against an employee in the workplace that causes or could cause physical injury to the employee
- a statement or behaviour that may reasonably be interpreted by an employee as a threat to exercise physical force against the employee that could cause physical injury to the employee in a workplace

5.03 **“Workplace”** means in or on the premises of Tyndale or away from Tyndale premises if the employee is engaged in work-related activities.

5.04 **“Close Calls”** means incidents which do not result in actual physical harm but, except for circumstance, had the potential to result in physical harm.

5.05 **“Minor Incident”** means an incident in which no one is physically harmed and which is resolved through employee, supervisory or Human Resources mediation.

5.06 **“Serious Incident”** means an incident in which someone is physically harmed (whether requiring medical attention or not), or which continued or escalated even after employee, supervisory or Human Resources mediation.

5.07 **“Employee”** includes part-time and full-time faculty and staff, secondees, volunteers, independent contractors and consultants for the purposes of this policy.

6 **WORKPLACE VIOLENCE PREVENTION PROGRAM AND PROCEDURE**

Please refer to Attachment A.

7 **REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

Occupational Health and Safety Act and Regulations
Code of Conduct
Code of Conduct Investigation Guide
Employee Discipline
Faculty Handbook
Workplace Harassment Policy
Criminal Code

8 **ATTACHMENTS**

Attachment A – Workplace Violence Prevention Program and Procedure
Attachment B – Violent Incident Report Form
Attachment C – Violent Incident Investigation Checklist
Attachment D – Emergency Procedure

Attachment A

WORKPLACE VIOLENCE PREVENTION PROGRAM AND PROCEDURE

1 Workplace Violence Prevention Program

Human Resources will carry out a workplace risk assessment on a periodic basis in collaboration with employees, department heads and Joint Health and Safety Committee members, and report the results to the Joint Health and Safety Committee. The risk assessment process shall include taking action to remove as many risks as possible and providing information to employees (or training, if required) that will assist them in recognizing risk. Action taken as a result of the risk assessment process is to be documented in Attachment D for circulation along with this program and procedure.

Risk assessment shall be carried out at least on an annual basis and Attachment D updated accordingly.

An employee has the right to refuse any work that they believe will expose them to violence in the workplace.

2 Procedure for Reporting and Investigating Incidents of Workplace Violence

(Note: Human Resources will assume the duties of Supervisor if an employee wishes to directly report the matter to Human Resources).

- 2.01 Each and every incident of violence in the workplace shall be reported immediately to the Supervisor. The Supervisor shall investigate the incident immediately. The Violent Incident Investigation Checklist at Attachment C to this policy is to be used to ensure proper investigation of any reported violent incident.
- 2.02 The Supervisor shall immediately make appropriate inquiries of the victim and/or witnesses to determine if the incident is minor or serious.
- a) If the incident is minor, the Supervisor will in conjunction with Human Resources:
- (i) Determine if mediation is appropriate and if so, either mediate or arrange for mediation of the situation.
 - (ii) Conduct an appropriate investigation immediately.
 - (iii) Within twenty four (24) hours write a report including the details, facts and witnesses of the incident and submit the report to the Joint Health and Safety Committee and Human Resources.
 - (iv) If the assailant is an employee, recommend appropriate disciplinary measures based on the facts of the incident and the assailant's employment record.
- b) If the incident is serious, the Supervisor will:
- (i) First ensure the safety of employees and himself/herself.
 - (ii) Ensure proper medical treatment is provided or sent for.
 - (iii) In conjunction with Human Resources conduct a thorough investigation with detailed notes of facts, times, witnesses and witness accounts in accordance with the appropriate Faculty and Staff disciplinary procedures.
 - (iv) Within twenty four (24) hours of the completion of the investigation write a detailed report of the incident and submit it to the Joint Health & Safety Committee, Human Resources and the COO.

Human Resources will:

- (i) Contact the appropriate authorities as soon as possible (Police or Ministry of Labour) to report the incident.
 - (ii) Report the incident to any other parties as required by law.
 - (iii) Recommend any disciplinary action to be applied based on the facts of the incident and the assailant's employment record.
- c) If the incident involves a fatality, results in any individual being admitted to the hospital, or involves an unplanned/uncontrolled explosion, fire or flood that causes serious injury or that has the potential for causing a serious injury, action as set out in Section 2.02b will be taken. In addition:
- (i) The Supervisor and/or Human Resources will make every effort to ensure that the area where the incident occurred is not disturbed except insofar as is necessary to attend to persons injured or killed, or to prevent further serious injuries or damage.
 - (ii) Human Resources shall immediately notify the OHSIA Inspector and/or other authorities, as necessary, of the time, place and nature of the incident.

2.03.1 The Supervisor (in conjunction with HR if necessary) shall advise an employee to consult a health professional of the employee's choice for treatment or referral if the employee reports an injury or adverse symptom resulting from workplace violence or is exposed to workplace violence.

ATTACHMENT B

VIOLENT INCIDENT REPORT FORM

Complainant Information		
Name	Job Title	
Department	Date of Incident	Time of Incident
Type of Incident: <input type="checkbox"/> Physical <input type="checkbox"/> Verbal <input type="checkbox"/> Other		
Description of Incident		
Location of Incident		
Medical Attention Required (Please explain)		
Police called? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, give details		
Investigation conducted? <input type="checkbox"/> Yes <input type="checkbox"/> No Name(s) of investigator(s) involved	Reported to Supervisor? <input type="checkbox"/> Yes <input type="checkbox"/> No	

VIOLENT INCIDENT REPORT FORM

Assailant Information			
<input type="checkbox"/> Employee <input type="checkbox"/> Customer <input type="checkbox"/> Visitor <input type="checkbox"/> Delivery Person <input type="checkbox"/> Former Employee			
<input type="checkbox"/> Contractor <input type="checkbox"/> Student <input type="checkbox"/> Volunteer <input type="checkbox"/> Other (please specify)			
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female		Name (if known)	
Age	Height	Weight	Complexion
Other distinguishing marks:			
Vehicle Description (if any):			
Other Information			
Has the assailant been involved in any previous incidents with employees? Is yes, provide details.			
Did any working condition contribute to the incident?			
Name(s) of witness(es):			
Please provide any other information you think is relevant:			
Name of Investigator:		Signature of Investigator:	
Date:			

ATTACHMENT C

VIOLENT INCIDENT INVESTIGATION CHECKLIST

Use this checklist for violent incident investigations to ensure all aspects of the incident have been reviewed. Prepare an Incident Report based on your findings.

1	Names, addresses, telephone numbers of complainant(s), assailant(s) and witness(es)	
2	Occupation of complainant(s), assailant(s) and witness(es)	
3	Date and time of incident	
4	Date and time when incident reported to Employer	
5	Exact location of Incident	
6	Exact location of complainant(s), assailant(s) and witness(es)	
7	Activities of complainant(s), assailant(s) and witness(es) before, during and after incident	
8	Statements of witness(es) and their locations	
9	Detailed explanation of events in chronological order	
10	Complainant's account of events	
11	Description of assailant(s)	
12	Description of any vehicles involved in the incident	
13	Assailant's account of events	
14	What participants said and did immediately before and after incident	
15	Physical conditions of work environment at time of incident	
16	Assailant's physical and mental state prior to and at the time of incident	
17	Unusual activity that may have contributed to incident	
18	Substance use or abuse (if known)	
19	Relationship between complainant and assailant, if any	
20	Investigator's relationship to complainant and assailant, if any	
21	Photographs of incident site (where possible)	
22	Diagram of incident site, location of injured worker and witnesses	

ATTACHMENT D

PROCEDURE TO BE FOLLOWED IN EMERGENCY SITUATIONS

**Please remember, these are guidelines only.
Common sense should prevail at all times!**

1. PROCEDURE TO BE FOLLOWED IN THE EVENT OF A PHYSICAL ATTACK OR A THREAT OF PHYSICAL VIOLENCE:

- Shout for help
- If possible, immediately leave the spot to reach a place where there are other people and ask for help
- If possible, dial '0' to reach Reception during normal business hours or Security at 2222 at any time who will respond as required

***Note:** When 2222 is dialed, you will get a live person on the line – either on-campus Security or the WINCON (security service provider) call centre to which the call will automatically be re-directed should campus Security not respond.

2. PROCEDURE TO BE FOLLOWED IN A SITUATION INVOLVING AN ARMED INDIVIDUAL POSING AN IMMEDIATE THREAT TO THE SAFETY OF THE TYNDALE COMMUNITY WITHIN THE BUILDING:

- Immediately call (9) 911 to inform Police of the threat
- Call Ext. 2222* (See Note above)
- Where required and possible, announcements will be made informing you of the next steps to be taken. If the announcement states that a lockdown has been ordered please take action as follows to the extent possible:
 - Lock all classrooms, offices and exterior doors
 - Face away from glass and doors
 - Lie on the floor if gunshots are heard
 - Pull shades or drapes and turn off lights if appropriate
 - Keep telephone lines open
 - In the classroom take quick attendance/count, if possible
 - Try to establish visual communication with police
 - Do not leave the room except on the direction of the police
 - Maintain silence - do not use radio, TV or cell phone
 - Text messaging/Blackberry can be used to communicate with those outside the campus, where possible

- If you observe vital information that could be useful in identifying the individual please call 911
- Doors to be opened only when an "all clear" is given

Note: Use your best judgment at all times. If deemed necessary, take action as indicated above as soon as possible

3. PROCEDURE TO BE FOLLOWED BY EMPLOYEES IF OUTSIDE THE BUILDING

If outside or in an exposed area each person must decide the best course of action for their own safety.

- **Hide:** Go inside the nearest building. If this cannot be safely done use bushes, trees, walls, and benches for cover.
- **Run:** If it is possible to safely make it out of the area, please do so. If the decision is to run from the area, do not run in a straight line. Try to keep objects, such as trees, garbage cans, buildings, and cars, between you and the hostile person.
- **Play Dead:** If the intruder is causing death or physical injury to others and it is not possible to run or hide, a prone position can be assumed. Lie as still as possible.
- **Resistance and Confrontation:** If caught in the open and in close proximity to the intruder consider how you might resist and confront the individual. Fighting back is considered dangerous and is not recommended, but depending on the situation it could be considered the last option.
- **Caught:** If caught by the intruder and fighting back is not an option, obey all commands and avoid eye contact. Obey all commands of emergency personnel when they arrive on scene.