



Violence Prevention Procedures

PURPOSE

The Violence Prevention Policy and Procedures is a key part of the University of Regina's Health & Safety program. A well-designed program can:

- Improve the quality of the working environment
- Eliminate or minimize the potential for physical and psychological injuries or loss of life
- Limit financial losses for both employees and the employer
- Ensure that the organization has a violence prevention policy that meets the requirements of Section 14 of the *Occupational Health & Safety Act* and Section 37 of the *Occupational Health & Safety Regulations*

One of the most important factors in creating a successful program is ensuring that the program meets the unique needs of the University. Because worksites and related occupations vary in purpose, size, and complexity, workplace violence prevention procedures must be designed to specifically target the unique nature and varied needs of each Department or work area.

This guideline provides a model for developing and/or improving violence prevention procedures.

DEFINITIONS

The *Occupational Health and Safety Regulations*, section 37, defines violence as “the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behaviour that gives a worker reasonable cause to believe that the worker is at risk of injury.”

Threats generally involve any communication of intent to injure that gives an employee reasonable cause to believe there is a risk of injury. A threat against an employee's family arising from the employee's employment is considered a threat against the employee. Examples of threats include:

- Threats (direct or indirect) delivered in person or through letters, phone calls, or electronic mail
- Intimidating or frightening gestures such as shaking fists at another person, pounding a desk or counter, punching a wall, angrily jumping up and down, or screaming
- Throwing or striking objects
- Stalking
- Wielding a weapon, or carrying a concealed weapon for the purpose of threatening or injuring a person
- Not controlling a dog menacing (for example, growling at) a employee



Assault involves any act, gesture, or attempt to apply force that gives an employee reasonable cause to believe there is a risk of injury, whether or not an injury (physical or psychological) occurs.

Examples of assault include:

- Kicking, hitting, biting, grabbing, pinching, scratching, or spitting
- Injuring a person by using an object such as a chair, or a weapon such as a knife, gun, or blunt instrument
- Verbal hostility and abuse

Your participation in the violence risk assessment is essential in ensuring the University's violence risk assessment meets the regulatory requirements of Section 37 of the *Occupational Health and Safety Regulations*. A written policy that includes:

1. The identification of worksites where violent situations have occurred or may reasonably be expected to occur
2. The identification of employees that have or may reasonably be expected to be, exposed to violent situations

RISK ASSESSMENT PROCEDURES

Violence has the potential to cause harm or injury in certain circumstances. To reduce the potential for injury, each Faculty/department is required to conduct a risk assessment and develop and implement prevention measures.

Conduct a risk assessment to identify:

- a) employees who are exposed to violence
- b) worksites where violence can occur

To assist in gathering the information and obtaining input from employees, a violence risk assessment survey is attached (Appendix B). Supervisors are responsible for ensuring that employees in their area or department participate in the survey. The supervisor then coordinates a meeting, to analyze and discuss the information. The supervisor must summarize responses including existing prevention measures and identify areas or items that require improvement, including training requirements for employees. At this stage, the supervisor can call a joint meeting with the Campus Security Manager and Health and Safety Manager to discuss the control measures which should include:

- a. Creating written procedures that include the appropriate response to incidents of violence, procedures for reporting incidents and obtaining assistance.
- b. Identifying and providing any engineering controls or personal protective equipment, which would reasonably be required to reduce the risk of violence.
- c. Making any changes to work organization, operating procedures or other administrative arrangements that would reasonably be required to reduce identified risks of violence.



- d. Providing training or information to employees that includes:
 - i) the means to recognize potentially violent situations
 - ii) procedures, work practices, administrative arrangements and engineering controls that have been developed to minimize or eliminate the risk
 - iii) the appropriate responses to employees to incidents of violence
 - iv) how to obtain assistance
 - v) procedures for reporting violent incidents

If you require assistance in developing control measures, contact the Health & Safety Manager at 585-4776 or the Campus Security Manager at 585-4655.

If you require assistance or training on the University of Regina Violence Prevention Policy contact the Health & Safety Manager at 585-4776, or Learning & Development at 585-4164.

To assist each Faculty/Department in conducting a risk assessment, a risk assessment survey has been developed (Appendix B).



Date: _____ Job Title: _____

Male Female

Department/Work Location: _____

Completed by: _____

Violence Risk Assessment Survey

The following are risk factors associated with violence in the workplace. Check off the relevant risk factors and summarize your comments.

1. Characteristics of your occupation that may increase risk?

The risk of violence is higher if your occupation involves physical contact with clients, particularly if the contact is frequent or prolonged. Increased risk is associated with:

Risk Factors (If "yes", indicate frequency.)				Frequency		
	Yes	No	Don't Know	Daily	2-3x/month	Rarely
(a) Working in an emergency services area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Dealing with the public (human resources, reception)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Dispensing chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Delivering social services (counselling services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Handling cash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Working alone (or in a small group), at night, or during early morning hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Performing public health or security functions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

2. What characteristics of individuals with whom you come in contact might be risk factors in your workplace?

Risk Factors (If "yes", indicate frequency.)				Frequency		
	Yes	No	Don't Know	Daily	2-3x/month	Rarely
(a) Medications, known substance and alcohol abuse (policies that prohibit smoking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) History of violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Mental or physical illness or injury	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Previous exposure to past incidents of aggression and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Violent/abusive family or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Difficulty in communicating (language barriers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:



3. What aspects of the workplace environment might increase the risk of incidents of violence?

Risk Factors (If "yes", indicate frequency.)				Frequency		
	Yes	No	Don't Know	Daily	2-3x/month	Rarely
(a) People working alone – to "work alone" means to work at a worksite as the only employee in circumstances where assistance is not readily available to the employee in the event of injury, ill health or emergency (Refer to the University of Regina Working Alone Policy). For example: <ul style="list-style-type: none"> • Employees who work alone, who come face-to-face with angry clients or hostile family members • Staff who stay behind after regular office hours, or use weekends to catch up on work 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Night-shift employees who work alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Interconnected buildings and shared premises that may allow members of the public uncontrolled access to, or increased movement between, facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Public areas such as lobbies, line-ups where long waiting periods and crowded conditions can contribute to the incidence of disagreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Young and/or inexperienced employees, or those who have not had adequate training in violence prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments (i.e. are there situations that have occurred within your workplace that make you feel uncomfortable):



An important part of the University of Regina Violence Prevention Program is to determine what work-related conditions in your job may place you at risk of workplace violence or aggression.

Answer the question or circle the appropriate answer: **Yes**, **No**, or **Don't Know**.
Skip any question that does not apply to you.

Your Security on the Job

4. On a scale of 1 to 10, how concerned are you about your personal safety at work?
(1 = not concerned, 10 = very concerned. Circle a number below.)

1 2 3 4 5 6 7 8 9 10

On a scale of 1 to 10, how prepared do you feel to handle a violent situation or threat at work?
(1 = not prepared, 10 = very prepared. Circle a number below.)

1 2 3 4 5 6 7 8 9 10

If there are situations where you leave your normal worksite and personal safety changes, indicate how this affects your ranking from above (#4):

(1 = not concerned, 10 = very concerned. Circle a number below.)

1 2 3 4 5 6 7 8 9 10

Comments:

Violence Prevention Policy

Yes

No

Don't Know

5. Are there written violence prevention procedures for your work area?

If yes, are they easy to understand and follow?

Comments:



Incident Reporting and Follow-up	Yes	No	Don't Know
6. Is there a system for reporting threats and incidents of violence and aggression?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, is it easy to understand and follow? Comments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education and Training	Yes	No	Don't Know
7. Have you received training on recognizing and preventing workplace violence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you trained on violence prevention when your job duties change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that training was adequate? Comments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is your training appropriate for the job that you do? (i.e. is it tailored to your particular job duties?) Comments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you know what protocols (policies and procedures) exist in your workplace to deal with violence and its consequences?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you know what service you are expected to deliver when a client is abusive or threatening toward staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incidents at Work	Yes	No	
8. Have you witnessed or been involved in a violent incident on the job?	<input type="checkbox"/>	<input type="checkbox"/>	
If yes, please describe the incident:			