Workplace Violence Prevention Procedure

A tool for K-12 Public education - performance

The implementation of this tool is not mandatory. The tool contains recommendations to support workplace violence prevention and regulatory compliance. The information presented can be adopted in whole, in part, or not at all.

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## Statement on Workplace *Violence*

[School district ##] believes in providing a safe work environment for all workers. In the absence of an opportunity to eliminate *workplace* *violence* [School District ##] will implement procedures and work arrangements to minimize the potential risk of injury resulting from an occurrence of *workplace* *violence*.

## Purpose

The purpose of this procedure is to ensure the comprehensive implementation of school district *workplace* *violence* prevention practices.

## Scope

This procedure applies to all sites operated by [school district ##] as well as all workers working on behalf of the school district. The procedure applies to *workplace* *violence* as defined in Section 4.27 of the Occupational Health and Safety Regulation of British Columbia.

## Definitions

1. ***Affected workers*** means all workers of the school district including full time, temporary, auxiliary or casual and part time that are directly impacted by the identified *workplace* *violence* risk at a *location* or due to a work *circumstances*.
2. ***Circumstances*** means the various tasks that a worker may do and the situations a worker may be in, in and out of the course of their employment.
3. ***EIIR*** means an Employer Incident Investigation Report as required by the Workers Compensation Act.
4. ***Location*** means a site, property, building, or school, including temporary work *locations* and those owned or leased, where workers of the school district are to conduct work.
5. ***Review (Team review)*** means a formal examination into identifying how to prevent similar or further related incidents or injuries.
6. ***Risk assessment*** means the overall process of hazard identification risk analysis, and risk evaluations.
7. ***Workplace*** means a location that is owned or operated by the school district where workers of the school district carry out their work. This includes but is not limited to: district offices, maintenance shops, bus depots and buses, and schools – of all types.
8. ***Violence (Workplace violence)*** means the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.
   1. ***Type I violence*** means Criminal activity where there is no legitimate relationship to the school district or its workers (member of the public unknown).
   2. ***Type II violence*** means Customer/Client including parents and family members, students, or contractor/visitors. In the K-12 sector the following three (3) sub-categories of Type II *violence* are suggested:
      1. ***Type IIa violence*** – Parents/Guardians/Family member’s actions towards workers
      2. ***Type IIb violence*** – Students dysregulation towards workers
      3. ***Type IIc violence*** – Contractors/visitors actions towards workers
   3. ***Type III violence*** means *violence* carried out by a worker towards (an)other worker(s)\*.

\*Worker to Worker *violence* occurrences are not currently covered by the definition of *Workplace* *Violence* under section 4.27 of the Regulation. Inappropriate Worker to Worker behaviour is covered under OHSR section 4.25.

* 1. ***Type IV violence*** means *violence* originating from a personal relationship where the perpetrator has a personal relationship with the intended victim, and there is no association with the *workplace*, this includes domestic *violence*.

## Requirements

1. ***Risk Assessment***
   1. A *workplace* *violence risk assessment* must be conducted for each *location* operated by the school district.
      1. The *risk assessment* should involve input from:
         1. a person that is knowledgeable of the work, setting, and *workplace* *violence*, and
         2. site based joint health and safety committee member(s),
         3. where a committee is not required a worker representative, or
         4. other *affected workers*.
      2. The *risk assessment* should include the following information:
         1. A summary description of the site including:
            1. Site name
            2. Address
            3. Hours of operation

Including number of workers typically at the site during those hours

* + - * 1. Type of site/purpose
        2. Site description
        3. Last significant change to the building or change to the type of work being carried out at that *location*
        4. Date of the initial *risk assessment*
        5. Date of the last review of the *risk assessment*
        6. Date of the last revision of the *risk assessment*
      1. Previous experiences in that *workplace* including:
         1. A summary of historical data of *workplace* violent incident reports
         2. A summary based upon worker experiences with *workplace* *violence* collected through audit, interview or survey.

The worker experience information should be collected from a representative sample of workers considering: full time, part time, casual, and those working nights, across all types of roles.

* + - 1. Information related to *workplace* *violence* statistics from the public education sector, and similar *workplace*s. i.e. comparison of a secondary school with another secondary school within the same school district, or in different school districts.
      2. The *locations* and *circumstances* in which work will take place, including:

|  |  |
| --- | --- |
| **Working Condition or Setting** | **Area of Risk** |
| Parking Lots | Location |
| Access points | Location |
| Building Interior | Location |
| Buses and Car Transportation | Circumstance |
| Community based learning (offsite) | Circumstance |
| Contact with members of the public unknown | Circumstance |
| Contact with parents or guardians | Circumstance |
| Contractors | Circumstance |
| Facility Renters | Circumstance |
| Field trips | Circumstance |
| Handling cash - during events, or routine transactions | Circumstance |
| Home visits | Circumstance |
| Intervening in student-to -student physical conflict | Circumstance |
| Learning spaces | Location |
| Members of the public known or unknown at reception | Location |
| Night school | Circumstance |
| Portable Teaching Units | Location |
| Public meetings | Circumstance |
| Student dysregulation | Circumstance |
| Student worrisome behaviour | Circumstance |
| Surrounding Community | Location |
| Trade shops, Bus depots, Storage lots | Location |
| Transporting students | Circumstance |
| Working Alone | Circumstance |

* + - * 1. For each *circumstance* of work or setting, the risk must be evaluated based upon the:

expected severity of an incident of *workplace* *violence* where ratings are as follows:

(1 pt) Minor first aid treated at the site.

(2 pts) Medical aid – healthcare professional required

(3 pts) Health care professional treatment and lost time >5 days

(4 pts) Health care professional treatment resulting in permanent disability.

expected probability of the incident occurring where ratings are as follows:

(1 pt) Not possible or probable

(2 pts) Might happen in the future but not certain when

(3 pts) Will happen today or tomorrow if work proceeds as planned

(4 pts) Will happen immediately if work proceeds as planned

current control measures in place to eliminate or minimize the impact of an incident where ratings are as follows:

(1 pt) Controls in place, workers are aware, experienced, skilled, and have authority to address issue effectively.

(2 pts) Limited controls in place, workers are aware, but with limited experience or skills, and cannot address the issue without additional support.

(3 pts) No controls in place, limited worker hazard awareness, skills and experience are limited

(4 pts) No controls, no worker hazard awareness, no experience, young worker.

* + - * 1. The evaluation of risk for the condition or setting is established by the following formula

Severity \* Probability \* Controls = Risk Score.

Where:

Low risk is a risk score between 1 and 7 (Could proceed as planned; the issue is not likely to lead to increased risk of injury.)

Medium risk is a risk score between 8 and 16 (Could proceed but need to reconsider the context and the controls to manage risk.), and

High risk is a risk score between 18-64 (Must review the work as planned and reduce risk by implementing controls.)

* + - 1. Where the *risk assessment* process has identified areas for improvement the report or other documentation shall include recommendations and assignment of actions to responsible persons to implement controls to reduce the risk score.
    1. The *risk assessment* must be made available to the workers.
    2. The *risk assessment* must be reviewed:
       1. after a significant change to the building layout, structure or property or
       2. after a significant change in the work *circumstance*s that occur at the site which was not previously included in the risk assessment.
    3. The *risk assessment* should be reviewed at an interval of no greater than twelve (12) months.

1. **Procedures, instructions and work arrangements**
   1. Where [school district ##] has identified a risk of *violence* to a worker it must implement appropriate procedures, instructions or work arrangements to eliminate and where elimination is not possible to minimize the risk of *workplace* *violence* with consideration for the hierarchy of controls: engineering, administrative, and personal protective equipment.
2. **Reporting of and review of *workplace* *violence* incidents**
   1. Where a worker is injured as a result of a *workplace* *violence* incident, the worker, or another person knowledgeable about the incident must complete a report of injury to the employer following [school district ##] incident reporting procedures.
   2. [School district ##] must have a mechanism by which workers can inform supervisors of the details of an incident of *workplace* *violence*.
   3. The *workplace* *violence* incident report should support collecting the following information:
      1. Information about affected worker
      2. The type of *workplace* *violence* including: Type I, II, (IIa, IIb, IIc) and IV.
      3. Information about the person engaging in the *workplace* *violence*
      4. Information about the events leading up to the incident
      5. Details of the incident, including:
         1. Time of day, and specific *location* of incident
         2. Violent actions
      6. Information about the response.
   4. All submitted reports must be *reviewed* as soon as possible in order to determine if:
      1. the incident meets the definition of *workplace* *violence*,
      2. immediate attention is required to ensure a safe *workplace*, and
      3. any of the following have occurred, necessitating an *EIIR* or a *review* of the incident:
         1. The worker involved required or sought medical attention for the injuries sustained during a *workplace* *violence* incident or a near miss with a potential to cause serious injury.
         2. The worker involved has sustained an injury that will result in time-loss from work
         3. The incident involved a student and the incident intensity was high and the impact to the worker’s mental health was high, or
         4. The incident involved a member of the public known or unknown to the *workplace*.
3. **Requirement to Report Hazards**
   1. Where a worker observes what appears to be an unsafe or harmful condition the worker must report it as soon as possible to the supervisor and the supervisor must investigate the condition without delay.
4. **Refusal of Unsafe work**
   1. Where a worker has reason to believe that carrying out work will create an undue hazard to the health and safety of any person, the worker must immediately report this *circumstance* to the supervisor and the worker must invoke the right to refuse unsafe work following the “Procedure for refusal.”
   2. in compliance with the School Act
5. **Training**
   1. The school district must train workers on the relevant policies, procedures, instructions and work arrangements that will help to control the risk of *workplace* *violence*.
   2. The school district must inform:
      1. new workers of the risk of *workplace* *violence*
      2. all *affected workers*
         1. of the risks when working with someone with a history of *violence*
         2. how to respond to incidents of *workplace* *violence*
         3. on universally designed and inclusive educational environments, robust educational plans, inclusive systems, and supports.
6. **Advising workers to seek medical attention**
   1. The school district must ensure that there is a mechanism to advise the worker to consult a physician when the worker is injured or experiencing adverse symptoms from a *workplace* violent incident.

## Procedure

1. Conduct a *workplace* *violence* *risk assessment* for each *location* including each work *circumstance*.
2. Communicate the results of the *risk assessment* to the joint health and safety committee, or worker representative where a committee is not in place or required.
3. Determine if any of the risk scores from the *risk assessment* require action for the *location*.
   1. Implement corrective actions as required to reduce the risk scores.
   2. Establish, implement, and maintain, procedures, policies, and work arrangements to prevent or mitigate the risk of *workplace* *violence*.
4. Train new and existing workers on the general *workplace* *violence* policies, procedures and work arrangements which must be followed in order to control the risk of *workplace* *violence*.
5. When an instance of *workplace* *violence* occurs, respond as trained or indicated in the safe work instructions.
   1. Seek first aid as necessary
   2. Submit a *workplace* *violence* incident report
   3. As required consult a physician
      1. Submit a report of injury to the employer and WorkSafeBC
6. Upon receipt of a *workplace* violent incident report
   1. Review the submission
   2. Take appropriate action as required to *review* the incident with the *review team* and make necessary changes to procedures, instructions or work arrangements.

## Responsibilities

**School District**

* Ensure that *workplace* *violence* prevention procedures, policies, and work arrangements are established, implemented, and maintained.
* As necessary ensure that site based teams receive assistance to support them in *workplace* *violence* prevention at their site.

**Supervisor Principal/Manager**

* Ensure that a *workplace* *violence* *risk assessment* has been completed, reviewed, and made available.
* Review submitted *workplace* violent incident reports and determine if a *team review* is required.
* Ensure that a *review* of the incident is completed and documented when necessary.
* Ensure that workers have been made aware of the *workplace* *violence* prevention practices including information when working with a person with a history of *violence*.

**Worker**

* Actively participate in *workplace* *violence* training opportunities
* Report all instances of *workplace* *violence*
* Actively participate in *team reviews*
* Follow safe work instructions and give feedback where deviation from a safe work instruction is necessary.