

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.

REVISION: 1.0, DATE: 2021-06-02

Terms of use

By accessing or using these BCPSEA posted resource materials, you agree to be bound by these terms and conditions.

Content: Although BCPSEA endeavors to ensure that the information provided within these resource materials is as accurate, complete and current as possible, BCPSEA makes no representations or warranties about the information, including in respect of its accuracy, completeness or currency. BCPSEA assumes no responsibility for any loss or damage to you or any other person, howsoever caused, that is in any way related to the information found within these resource materials or your use of it.

Intent: The content within these resource materials is provided for educational and general informational purposes. It should not be considered as solicitation, endorsement, suggestion, advice or recommendation to use, rely on, exploit or otherwise apply such information or services.

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.
 - a) **Type I violence** means Criminal activity where there is no legitimate relationship to the school district or its workers (member of the public unknown).

- b) **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:
 - i) **Type IIa violence** – Parents/Guardians/Family member’s actions towards workers
 - ii) **Type IIb violence** – Students dysregulation towards workers
 - iii) **Type IIc violence** – Contractors/visitors actions towards workers
- c) **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.
- d) **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

- a) A *workplace violence risk assessment* must be conducted for each *location* operated by the school district.
 - i) 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*.
 - ii) The *risk assessment* should include the following information:
 - (1) A summary description of the site including:
 - (a) Site name
 - (b) Address
 - (c) Hours of operation
 - (i) Including number of workers typically at the site during those hours
 - (d) Type of site/purpose
 - (e) Site description
 - (f) Last significant change to the building or change to the type of work being carried out at that *location*
 - (g) Date of the initial *risk assessment*
 - (h) Date of the last review of the *risk assessment*
 - (i) Date of the last revision of the *risk assessment*
 - (2) Previous experiences in that *workplace* including:
 - (a) A summary of historical data of *workplace* violent incident reports
 - (b) A summary based upon worker experiences with *workplace violence* collected through audit, interview or survey.
 - (i) 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.

- (3) Information related to *workplace violence* statistics from the public education sector, and similar *workplaces*. i.e. comparison of a secondary school with another secondary school within the same school district, or in different school districts.
- (4) 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

(a) For each *circumstance* of work or setting, the risk must be evaluated based upon the:

- (i) expected severity of an incident of *workplace violence* where ratings are as follows:
1. (1 pt) Minor first aid treated at the site.
 2. (2 pts) Medical aid – healthcare professional required
 3. (3 pts) Health care professional treatment and lost time >5 days
 4. (4 pts) Health care professional treatment resulting in permanent disability.
- (ii) expected probability of the incident occurring where ratings are as follows:
1. (1 pt) Not possible or probable
 2. (2 pts) Might happen in the future but not certain when
 3. (3 pts) Will happen today or tomorrow if work proceeds as planned

4. (4 pts) Will happen immediately if work proceeds as planned
- (iii) current control measures in place to eliminate or minimize the impact of an incident where ratings are as follows:
 1. (1 pt) Controls in place, workers are aware, experienced, skilled, and have authority to address issue effectively.
 2. (2 pts) Limited controls in place, workers are aware, but with limited experience or skills, and cannot address the issue without additional support.
 3. (3 pts) No controls in place, limited worker hazard awareness, skills and experience are limited
 4. (4 pts) No controls, no worker hazard awareness, no experience, young worker.
- (b) The evaluation of risk for the condition or setting is established by the following formula
 - (i) Severity * Probability * Controls = Risk Score.
 1. Where:
 - a. 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.)
 - b. 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
 - c. High risk is a risk score between 18-64 (Must review the work as planned and reduce risk by implementing controls.)
 - (5) 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.
- iii) The *risk assessment* must be made available to the workers.
- iv) 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 *circumstances* that occur at the site which was not previously included in the risk assessment.
- v) The *risk assessment* should be reviewed at an interval of no greater than twelve (12) months.

2) Procedures, instructions and work arrangements

- a) 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.

3) Reporting of and review of *workplace violence* incidents

- a) 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.
- b) [School district ##] must have a mechanism by which workers can inform supervisors of the details of an incident of *workplace violence*.
- c) The *workplace violence* incident report should support collecting the following information:
 - i) Information about affected worker

- ii) The type of *workplace violence* including: Type I, II, (IIa, IIb, IIc) and IV.
- iii) Information about the person engaging in the *workplace violence*
- iv) Information about the events leading up to the incident
- v) Details of the incident, including:
 - (1) Time of day, and specific *location* of incident
 - (2) Violent actions
- vi) Information about the response.
- d) All submitted reports must be *reviewed* as soon as possible in order to determine if:
 - i) the incident meets the definition of *workplace violence*,
 - ii) immediate attention is required to ensure a safe *workplace*, and
 - iii) any of the following have occurred, necessitating an *EIR* 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*.

4) Requirement to Report Hazards

- a) 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.

5) Refusal of Unsafe work

- a) 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."
- b) in compliance with the School Act

6) Training

- a) 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*.
- b) The school district must inform:
 - i) new workers of the risk of *workplace violence*
 - ii) 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.

7) Advising workers to seek medical attention

- a) 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*.
 - a) Implement corrective actions as required to reduce the risk scores.
 - b) 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.
 - a) Seek first aid as necessary
 - b) Submit a *workplace violence* incident report
 - c) As required consult a physician
 - i) Submit a report of injury to the employer and WorkSafeBC
- 6) Upon receipt of a *workplace* violent incident report
 - a) Review the submission
 - b) 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.