



## **ADMINISTRATIVE PROCEDURE 6011.01:**

The responsibilities for the administration of the Prevention of Workplace Violence Program will be as follows:

**Management** will ensure that adequate information and training is provided for all personnel. Management will also ensure risk assessments have been conducted and prepare supplementary instructions when necessary and ensure corrective actions are taken in response to incidents of violence. Management will ensure timely investigations are conducted in the event of an observed or reported violent incident or potentially violent incident.

**Employees** will follow all established procedures for prevention of workplace violence and reporting of violent incidents. All employees are encouraged to report unsafe conditions and activities that may lead to potentially violent situations and to work positively and cooperatively toward the prevention of workplace violence.

**Manager, Training and Development** will ensure that all violent incident reports are reviewed. Copies of reports will be forwarded to **The Occupational Health and Safety Committee.**



## 1. PROCEDURE DURING A VIOLENT INCIDENT - IN PERSON

### a. Assess your:

- i. means of egress (for immediate escape if needed)
- ii. aggressor's state of mind (anger, intoxication involved)
- iii. environment (protection, weapons, obstacles)
- iv. means of obtaining assistance (phone, voice, buzzer)

### b. **Maintain either a physical barrier (e.g., counter) or a "Safe Zone"<sup>1</sup> between you and the individual.** Do not turn your back on the individual! If the individual walks towards you, back away as necessary to remove yourself from danger.

#### Indoor Environment

If the individual leans over counter, step back/away.

#### Outdoor Environment

If possible, return to (or remain in) your vehicle.

### c. **Attempt to defuse (calm) the individual.**

- i. Speak to the person (try to determine the focus of the aggression).
- ii. Direct the individual to the department or person requested. Forewarn that department or individual of the forthcoming telephone call or visit.
- iii. Provide assistance to individual, if able.
- iv. **DO NOT** continue communications if the individual is becoming more agitated.

Do not attempt to subdue the individual unless not subduing the person presents an even greater danger.

### d. **Call for assistance.** (Often the individual will submit if you are not alone.)

#### Indoor Environment

- i. Call/phone co-worker from across the office.
- ii. Press your "buzzer" button.
- c. Notify RCMP - **9-1-1**.
- d. Notify ambulance if required - **9-1-1**.

<sup>1</sup>Definition of Safe Zone: An area in which you are **not** within reach of the individual (either with body or weapon) and have time to withdraw to safety in the event the individual moves towards you.



Outdoor Environment

- i. Call/radio to co-worker from across the work site.
- ii. Activate your personal alarm.
- iii. Notify RCMP - **9-1-1**.
- iv. Notify ambulance if required - **9-1-1**.

**e. Remove yourself from the area if possible**

Indoor Environment

Walk away from your desk or out of your office.

Outdoor Environment

- i. Walk away from the individual.
- ii. Drive away.

**f. Be a "GOOD" witness.**

- i. Try to write down pertinent information and facts.
- ii. Photograph or video tape when possible.
- iii. Watch the direction the individual moves.
- iv. Be available to co-workers, supervisor, and/or RCMP.

**2. PROCEDURE DURING A VIOLENT INCIDENT - AS A WITNESS**

**a. Maintain either a physical barrier (e.g., counter) or a "Safe Zone" between you and the individual. Do not turn your back on the individual!**

Even though the individual is initially confronting your co-worker, the anger may become directed at you.

**b. Assess your co-worker's ability to control the situation.**

Ask if your assistance is required.

Indoor Environment

Knock on co-worker's door or telephone.

Outdoor Environment

Radio or walk over to co-worker's work area.

**c. Be available.**

Indoor Environment

- i. Leave your office door open.
- ii. Find a task to do in your co-worker's work area.
- iii. Periodically interrupt to ask questions of co-worker.



Outdoor Environment

- i. Find a task to do in your co-worker's work area.
- ii. Periodically radio co-worker for assistance.

- d. **Assist your co-worker.** If a situation is escalating, step in and attempt to defuse the situation by following the procedures previously outlined in Section 1 for a ***Violent Incident - In Person.***

**3. PROCEDURE DURING A VIOLENT INCIDENT - OVER THE PHONE**

- a. **Assess the aggressor's state of mind (alcohol, drugs?, or just upset, frustrated).**
- b. **Attempt to defuse the individual.**
  - i. Try to determine the focus of the aggression.
  - ii. Direct the person to the department or person requested. Forewarn that department or individual of the call.
  - iii. Provide assistance if able.
  - iv. **DO NOT** continue communications if the individual is becoming more agitated.
- c. **Maintain control of the conversation.** Inform individual that if behaviour continues, you will be hanging up.
- d. **Remove yourself from the situation. Hang up.**
- e. **Be a "GOOD" witness.**
  - i. Write down pertinent facts and information.
  - ii. Be available to co-workers, supervisor, and/or RCMP.

**4. PROCEDURE AFTER A VIOLENT INCIDENT**

- a. **Communicate the incident.**
  - i. Notify your supervisor and assist in the completion of the Violent Incident Report.
  - ii. Discuss incident at next staff safety meeting.
  - iii. File charges with the RCMP if required.



**b. Obtain support.**

- i. Discuss the incident with co-workers and supervisor.
- ii. Arrange for Employee Assistance Program counselling and/or debriefing.
- iii. See your family doctor.

**c. Follow-up.**

- i. Management will ensure appropriate employees are aware of the risks related to the incident.
- ii. Any employees involved in (or a witness to) a violent incident are requested to provide any recommendations towards the improvement of the procedures, physical layout, or working conditions in an effort to avoid recurrence.