



# NORTHERN LIGHTS COLLEGE

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## Violence in the Workplace

Policy Number:	H-1.15
Category:	Human Resources
Effective Date:	October 13, 2017
Approval Process:	Administrative Policies
Approval Date:	October 13, 2017
Date Last Reviewed:	October 13, 2017

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### POLICY

Northern Lights College is committed to a healthy, safe work environment and wishes to minimize the possibility of any occurrence of violence within the College. Therefore, the College entertains a zero tolerance policy for violence and will not tolerate any incidents of violence or threats of violence to any of its workers or students.

### PURPOSE

To promote and maintain a safe and secure working environment for students, staff and the general public at Northern Lights College.

### SCOPE

This policy governs the following:

- All persons employed by Northern Lights College and all learners (students), all of whom are considered “workers” under the Workers Compensation Act (WCA) as defined in Part 1 of the WCA;
- All persons of the “general public” who are not employees or students at Northern Lights College.

### PROCEDURE

Northern Lights College has a risk of its workers being susceptible to violence by persons other than another worker.

#### 1. Worker(s)

- NLC Instructors will make learners aware of the A-5.04 Student Non-Academic Code of Conduct policy as part of the course/class introduction.
- The college requires all of its workers to be vigilant of their surroundings and to be aware of any change to their environment that might put them at risk.
- With the exception of security staff, no employee of Northern Lights College shall engage aggressive students or members of the public for any reason other than to ask them to leave.
- All workers will report any incidents of violence, threat of violence, or perceived threats of violence to their supervisor.
- All workers will summon appropriate emergency services (RCMP) in the event of a threat or the perception of an imminent threat.

2. **Supervisor(s)** – *Note\* For the purpose of this policy supervisor means a person who instructs, directs and controls workers in the performance of their duties.*
  - Shall record any incidents of violence towards a worker on an Incident/Near Miss form and forward this information to the Executive Director of Human Resources, the Health, Safety & Environment Advisor (HSEA), and the appropriate Campus Administrator.
  - Assist the worker in obtaining support through our Employee and Family Assistance Program (EFAP).
  - Assist the RCMP and/or WorkSafeBC with any investigations that may occur as a result of the incident.
  
3. **Health, Safety & Environment Advisor (HSEA)**
  - Will assist the Supervisor and/or Campus Administrators in reviewing and adjusting procedures for staff to handle violent interactions.
  - Will keep records of incident and general observations for the period of two years.
  - Will inform the appropriate campus Joint Occupational Health and Safety Committee (JOHSC) of incidents and observations concerning the Violence in the Workplace Policy and provide copies to the Regional Health and Safety Committee.
  - Will work with the Campus Administrator to investigate incidents and review the effectiveness of the procedures concerning violence avoidance.
  
4. **Campus Administrator**  
**\*Exception – Dawson Creek Campus – Director of Student Services**
  - Investigate, along with the HSEA, incidents and observations arising from violent incidents involving the general public.
  
5. **Executive Director of Human Resources and Organizational Development**
  - Ensure that Northern Lights College maintains an effective system for dealing with violent incidents.
  - Take remedial actions as necessary to sustain the system and procedures for incidents of violence.

## Process

### 1. **Public Interaction:**

All workers and staff shall adhere to the following requirements while in the employ of Northern Lights College:

- No member of the public should be permitted to remain on NLC property if s/he is behaving in such a way that s/he causes distress to an NLC employee or student. The person should be asked to leave, **if the person refuses, the RCMP must be summoned immediately.**
- If a College employee is concerned about his/her wellbeing and does not want to ask a member of the public to exit the facility because of perceived danger, the employee must evacuate the immediate area and summon the RCMP and advise their supervisor.
- When communicating with the person causing the problem the College employee should attempt to remain calm and not react to any threats or intimidation in an aggressive manner.

- If a person makes demands for money or goods, give it to them to de-escalate the situation and preserve safety. Nothing is worth any possibility of harm or worse.
  - Complete an Incident/Near Miss form as soon as possible and submit to the appropriate Campus Administrator, the Executive Director of Human Resources and the HSEA.
- 2. Student Interaction:**  
Please refer to policies A-5.04 Student Non-Academic Code of Conduct and A-5.18 Sexual Violence and Misconduct. Please note investigations under these policies are conducted by the Director of Student Services.
- 3. When Interacting Alone with Students the Instructor / Invigilator should:**
- Always leave yourself an escape route. If at all possible use a conference or meeting room instead of a small crowded office.
  - Provide test or certification results for unsuccessful students first. The instructor should leave a door open and keep other College staff or students nearby.
  - If applicable, keep the desk or table clear of any objects that have the potential of being used as a weapon (pens, pencils, scissors, etc...). If possible try to keep the desk between the instructor/invigilator and the student.
  - To preserve safety it may be necessary to acquiesce to the student's demands and agree to certification. If possible, inform them that their certificate will be mailed to them. If this does not satisfy the student then agree to certification. The matter can be dealt with later with the assistance of the RCMP/WorkSafeBC and/or legal routes.
  - Complete an Incident/Near Miss form as soon as possible and submit to the appropriate Campus Administrator, the Executive Director of Human Resources and the HSEA.
- 4. Alertus – When to Activate Alertus System**  
When there is an incident involving gunfire or violence that includes weapons on campus, activate the Alertus System by calling switchboard, then 911. Please refer to the video on our website to familiarize yourself with the Alertus procedure.

## **STAKEHOLDERS**

All employees, students and the general public at Northern Lights College

## **RELATED POLICIES AND REFERENCES**

A-5.04 Student Non-Academic Code of Conduct

A-5.17 Video Surveillance

A-5.18 Sexual Violence and Misconduct

H-1.11 Respectful Workplace

**NOTE:**

- ***This Procedure section pertains to the following Workers' Compensation Act (WCA):***
- *Part 3 Division 10 Sections 172 – 177 Accident Reporting and Investigation*
  
- ***WCA Policy***
- *Policy Item D10-172-1 Accident Reporting and Investigation*
  
- ***This procedure section pertains to the following OHS Regulations:***
- *Part 4 General Conditions:*
  - 4.24 Definition of improper behaviour*
  - 4.25 Prohibition of improper behaviour*
  - 4.26 Investigation*
  - 4.27 Definition - Violence by someone other than a worker*
  - 4.28 Risk assessment*
  - 4.29 Procedures and policies*
  - 4.30 Instruction of workers*

**History**

<b>Created/Revised/Reviewed</b>	<b>Date</b>	<b>Author</b>	<b>Approved By</b>
Created	January 2008	Director of HR	Admin Committee
Revised	March 2009	Director of HR	Admin Committee
Revised	February 2016	Executive Director of HR	Policy Committee
Revised	October 2017	Executive Director of HR	Policy Committee

**Next Scheduled Review Date**

January 2021