

VIOLENCE PREVENTION POLICY



VIOLENCE PREVENTION POLICY		
Effective Date	September 24, 2019	Cross-Reference
Responsibility	Director, Facilities – Maintenance and Operations	
Approver	Executive Council	
Policy Review	Every 3 Years	
Appendices	1. Violence Prevention Procedures	
Policy Type	Administrative	
		<ol style="list-style-type: none"> 1. Student Misconduct – Non Academic Offenses Policy 2. Occupational Health and Safety Legislation 3. Occupational Health and Safety Policy 4. Occupational Health and Safety Manual 5. Campus Security Policy 6. Respectful Workplace Policy 7. Sexual Misconduct Policy 8. Cash Handling Policy 9. Facility Access Policy

1. Policy Statement

- 1.1 Grande Prairie Regional College (GPRC) is committed to providing a learning and working environment where violence is eliminated or, if that is not reasonably practicable, the hazard of violence will be controlled. It is therefore the policy of GPRC that acts of violence by or against members of the GPRC community are unacceptable and will not be tolerated.
- 1.2 GPRC recognizes its responsibility to deal efficiently, effectively and fairly with allegations of violence and bullying. The reporting of all incidents, regardless of who the potential offender may be, is encouraged.

2. Background

- 2.1 All members of the GPRC community are entitled to a work and learning environment free of violence.
- 2.2 The creation of a respectful workplace and learning environment is a collective responsibility between GPRC and the members of its community.
- 2.3 This policy does not remove or affect any rights of appeal or rights to grieve, which members of the GPRC community have independent of this policy.

3. Policy Objective

- 3.1 The objectives of this policy are to:
 - 3.1.1 provide a working and learning environment that is safe, respectful and free from any form of violence
 - 3.1.2 promote an understanding of the nature and effects of violence
 - 3.1.3 prevent and reduce incidents of violence and bullying; and
 - 3.1.4 provide a process for dealing quickly, effectively, and appropriately with any incidents that occur.

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4. Scope

- 4.1 This policy applies to all current and prospective members of the GPRC community, including:
 - 4.1.1 students;
 - 4.1.2 employees;
 - 4.1.3 volunteers;
 - 4.1.4 consultants; and
 - 4.1.5 service and supply contractors and their employees while they are engaged in activities related to GPRC

- 4.2 For the purposes of this policy, the work and learning environments includes:
 - 4.2.1 work or learning related conferences, training sessions, and travel;
 - 4.2.2 GPRC related functions;
 - 4.2.3 GPRC property, including contract sites;
 - 4.2.4 virtual environment, including phone, email, social media, and other electronic means; and
 - 4.2.5 working and non-working hours as long as there is a relationship to GPRC activities.

5. Definitions

- 5.1 “Bullying” is the use of force, threat, or coercion to abuse, intimidate, or aggressively dominate others. The behaviour is often repeated and habitual.

- 5.2 “Cyberbullying” is the use of information and communication technologies including, but limited to, e-mail, cell phones, instant messaging and websites to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others.

- 5.3 “Harassment” means any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affects the worker’s health and safety. Acts of Harassment include:
 - 5.3.1 “Bullying” is the use of force, threat, or coercion to abuse, intimidate, or aggressively dominate others. The behaviour is often repeated and habitual.
 - 5.3.2 “Cyberbullying” is the use of information and communication technologies including, but limited to, e-mail, cell phones, instant messaging and websites to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others.
 - 5.3.3 “Discrimination” is any attempt to harass an individual, in matters related to employment on the basis of prohibited grounds which include race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation. Discrimination does not need to be intentional to be illegal.
 - 5.3.4 “Sexual Harassment” is any sexual behaviour, which is unwelcome, personally offensive, debilitates morale, and therefore interferes with work effectiveness. It includes: offensive sexual flirtations, unwelcome advances, propositions, continued or repeated verbal abuse of an equal nature, and graphic or degrading verbal comments of a sexual nature about an individual or their appearance. The display of sexually suggestive and/or inappropriate written or graphic material or objects including photos, videos or the use of degrading verbal comments creates an offensive atmosphere and is a form of sexual Harassment. Includes sexual solicitation or advance.

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- 5.3.5 “Workplace bullying” is unreasonable behaviour directed toward an employee or group of employees that creates a risk to health and safety. Unreasonable behaviour can be defined as behaviour that harms, intimidates, threatens, victimizes, undermines, offends, degrades or humiliates another staff member(s).
 - 5.3.5.1 The most common types of bullying are:
 - 5.3.5.1.1 verbal abuse;
 - 5.3.5.1.2 exclusion or isolation of employees;
 - 5.3.5.1.3 constant non-constructive criticism of another’s work;
 - 5.3.5.1.4 attempts to humiliate, intimidate, or undermine staff;
 - 5.3.5.1.5 assignment of meaningless tasks unrelated to the job;
 - 5.3.5.1.6 assignment of impossible tasks;
 - 5.3.5.1.7 deliberately changing work rosters to inconvenience particular employees; and/or
 - 5.3.5.1.8 deliberately withholding information vital for effective work performance.
 - 5.3.5.2 Workplace bullying does not include:
 - 5.3.5.2.1 reasonable and proper application of management responsibilities such as performance appraisals, coaching, discipline, attendance management and the application of performance standards;
 - 5.3.5.2.2 complaints about legitimate and reasonable performance and management process, disciplinary action, or allocation of work in compliance with Collective Agreements, Terms and Conditions of Employment, and Employment Standards; and/or;
 - 5.3.5.2.3 implementation of organizational change.
- 5.4 “Investigation” is a fair and impartial fact-finding process, which leads to a decision and action by the employer.
- 5.5 “Sexual Harassment” is any sexual behaviour, which is unwelcome, personally offensive, debilitates morale, and therefore interferes with work effectiveness. It includes: offensive sexual flirtations, unwelcome advances, propositions, continued or repeated verbal abuse of an equal nature, and graphic or degrading verbal comments of a sexual nature about an individual or their appearance. The display of sexually suggestive and/or inappropriate written or graphic material or objects including photos, videos or the use of degrading verbal comments creates an offensive atmosphere and is a form of sexual harassment.
- 5.6 “Third Parties” are GPRC visitors and contractors and their employees.
- 5.7 “Violence” at work and learning environments, means the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm, and includes domestic or sexual violence.

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6. Guiding Principles

- 6.1 GPRC's violence prevention plan is made up of this Violence Prevention Policy, and the Violence Prevention Procedures in the Occupational Health and Safety Manual. Development and improvement to the violence prevention plan will be done in consultation with the joint worksite health and safety committees.
- 6.2 Identification of existing and potential violence hazards to members of the GPRC community at work and learning environments will be created through hazard assessments in consultation with the joint work site health and safety committees.
- 6.3 The Violence Prevention Policy is not intended to discourage a member of the GPRC community from exercising their rights pursuant to any other law.
- 6.4 If GPRC is made aware that a member of the GPRC community is or is likely to be exposed to domestic violence at work or learning environments, GPRC must take reasonable precautions to protect the member of the GPRC community and any other persons likely to be affected.
- 6.5 GPRC will review the violence prevention plan and revise the plans if necessary. GPRC will carry out the reviews in consultation with the joint work site health and safety committees.
- 6.6 Review of the violence prevention plan, will take place on the earliest of the following:
 - 6.6.1 when an incident of violence occurs,
 - 6.6.2 if a joint work site health and safety committee or the health and safety representative recommends a review of the plan,
 - 6.6.3 every 3 years.
- 6.7 See Appendix 1 for Violence Prevention Procedures.

7. Guiding Principles – Investigations

- 7.1 Barring exceptional circumstances, a report of complaint is to be made as promptly as possible to ensure a timely investigation and resolution can be achieved. The Respectful Workplace Policy contains information on reporting violence.
- 7.2 GPRC will investigate any incidents of violence and take corrective action to address the incidents. Documenting and investigating allegations of violence committed by members of the GPRC community will be conducted through the Respectful Workplace Policy. GPRC will implement any measures to eliminate or control the hazard of violence that have been identified as a result of the investigation.
- 7.3 The Respectful Workplace Policy outlines the procedure to be followed by GPRC when informing the parties involved in an incident of violence of:
 - 7.3.1 the results of an investigation of the incident, and
 - 7.3.2 any corrective action to be taken to address the incident.
- 7.4 GPRC considers violence, in all its forms, to be a serious offence and shall take appropriate disciplinary measures up to and including termination against any employee who subjects any other member of the GPRC community to harassment and/or violence.
- 7.5 GPRC recognizes that violence can take place in many forms including, but not limited to, in person, over the phone, by emails, through social media (e.g. Facebook) and within the community.

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- 7.6 GPRC does not condone or tolerate any act of violence or any behaviour which denies individuals their dignity and respect.
- 7.7 GPRC will take all complaints of violence seriously. GPRC will take such disciplinary measures as it deems appropriate, in accordance with relevant Collective Agreements and the Progressive Discipline Policy, against any person under the direction of GPRC who subjects any member of the GPRC community to harassment.
- 7.8 GPRC will ensure that a member of the GPRC community reporting an injury or adverse symptom resulting from an incident of violence or harassment is advised to consult a health professional of their choice for treatment or referral. When an employee is treated or referred by a physician and if the treatment sessions occur during regular work hours, GPRC will not make a deduction from the employee's pay or benefits for the time during which an employee attends the session.

8. Guiding Principles - Third Party

- 8.1 Third parties are expected to accept and meet the terms of this policy. GPRC will take reasonable and practical action to stop or reduce the risk to members of its community of violence by third parties.
- 8.2 It is also possible that a member of the GPRC community might engage or participate in the violence of third parties. Such conduct is not acceptable and GPRC will investigate complaints and discipline as per this policy as it deems advisable.

9. Guiding Principles - Confidentiality

- 9.1 GPRC will not disclose the circumstances related to an incident of violence or the names of the complainant, the person alleged to have committed the violence, and any witnesses, except:
 - 9.1.1 where necessary to investigate the incident or to take corrective action, or to inform the parties involved in the incident of the results of the investigation and any corrective action to be taken to address the incident,
 - 9.1.2 where necessary to inform members of the GPRC community of a specific or general threat of violence or potential violence, or
 - 9.1.3 as required by law.
- 9.2 GPRC will disclose only the minimum amount of personal information that is necessary to inform members of the GPRC community of a specific or general threat of violence or potential violence.

10. Guiding Principles – Mandatory Employee Training

- 10.1 GPRC will ensure that all employees are trained in:
 - 10.1.1 the recognition of violence and harassment,
 - 10.1.2 the policies, procedures and workplace arrangements that the employer has developed and implemented to eliminate or control the hazards of violence and harassment,
 - 10.1.3 the appropriate response to violence and harassment, including procedures for obtaining assistance, and
 - 10.1.4 the procedures for reporting, investigating and documenting incidents of violence and harassment.

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11. Roles and Responsibilities

STAKEHOLDER	RESPONSIBILITIES
Vice-President or President	<ul style="list-style-type: none"> • Issue decisions concerning a complaint about violence
Director, Facilities – Maintenance and Operations	<ul style="list-style-type: none"> • Develop, maintain and oversee the implementation of this policy • Address any issues regarding the policy
OHS Officer	<ul style="list-style-type: none"> • Promote safe working practices and awareness through training, education and the implementation of safety programs. • Raise the level of health, safety and environmental awareness in the College community.
Security Administrator	<ul style="list-style-type: none"> • Liaise with contracted security provider and external entities on proactive violence prevention activities / procedures • In collaboration with GPRC’s contracted security provider: <ul style="list-style-type: none"> ○ respond to incidents of violence to facilitate safety of individuals ○ use reasonable efforts to deter, identify, or detain persons observed committing violence ○ make and verify accuracy of security reports ○ Cooperate with and assist RCMP in connection with crimes committed, including maintaining the scene to protect possible evidence. Criminal investigations will only be conducted by the RCMP
Joint Worksite Health and Safety Committees	<ul style="list-style-type: none"> • Collaborate on improvements to violence prevention procedures • Creation and review of the violence at the workplace hazard assessment
Supervisors	<ul style="list-style-type: none"> • Every supervisor shall ensure that none of the members of the GPRC community under the supervisor’s supervision are subjected to or participate in harassment or violence at work and learning environments
Members of the GPRC community	<ul style="list-style-type: none"> • Create and maintain a safe environment through mutual respect, co-operation and understanding towards one another • While engaged at work or learning environments refrain from causing or participating in harassment or violence • Must participate in applicable training as provided by GPRC • Promptly submit complaints

12. Exceptions to the Policy

12.1 There are no exceptions to this Policy.

13. Inquiries

13.1 Inquiries regarding this policy can be directed to the Director, Facilities – Maintenance and Operations.

14. Amendments (Revision History)

14.1 Amendments to this Policy will be published from time to time and circulated to the GPRC community.

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APPENDIX 1



Appendix 1 – Violence Prevention Procedures

1. Nature and Extent of the Hazard of Violence

- 1.1. Potential hazards of violence in the work and learning environment
 - 1.1.1 Violence at the workplace
 - 1.1.2 Working alone
 - 1.1.3 Working at cash collection points
 - 1.1.4 Employees serving liquor
 - 1.1.5 Active threat
 - 1.1.6 Domestic Violence
- 1.2. A person(s) from the public sector while on college property or during an event on college property can be responsible for 'improper activity or behavior' towards a GPRC employee, contractor or student.
- 1.3. An employee, contractor or student that causes damage to college property, or injury to a college employee, contractor or student, including any threatening statement or behaviour which gives the individual reasonable cause to believe that he or she is at risk of physical injury.
- 1.4. An employee can be exposed to violence from the public sector (road rage), when driving to location on GPRC business.

2. Controls to Mitigate Violence

- 2.1. GPRC Safety App has emergency response plans, campus security contact, incident reporting, and communication alerts.
- 2.2. Open invitation for external emergency responders to tour Fairview and Grande Prairie Campuses.
 - 2.2.1 School Action For Emergencies (SAFE) plans created by RCMP for these campuses
 - 2.2.2 RCMP Agent program at the Grande Prairie Campus provides RCMP with more powers to exercise Trespass to Premises responses.
- 2.3. Campus security can provide a safe walk and will escort a member of the GPRC community anywhere on campus.
- 2.4. Campus security can check in on employees working alone at the Fairview and Grande Prairie campuses.
- 2.5. Electronic surveillance at the Fairview and Grande Prairie Campuses, and at the National Bee Diagnostic Centre.
- 2.6. Public information available to create knowledge on connecting with security, and response plans (signage, and website: https://www.gprc.ab.ca/risk_management/index.html)
- 2.7. Exterior lighting
- 2.8. Applicable GPRC policies
 - 2.8.1 Disclosures to be done through the Respectful Workplace Policy.

2.9. Training and Education

- 2.9.1 Respect in the Workplace (mandatory for employees).
- 2.9.2 Nonviolent Crisis Intervention (1 day course available to employees and students).
- 2.9.3 Presentations at orientations and department meetings.
- 2.9.4 Violence Threat Risk Assessment Training

3. Responding to Bullying

3.1. If you feel safe doing so, firmly tell the person that their behavior is unwelcome and unwanted:

- 3.1.1 Describe the bullying behavior, explain why it is unacceptable and describe how it affects you.
- 3.1.2 Focus on the problem not the person. Use “I” language and describe the outcome: “I feel like students lose confidence in my abilities when you criticize me in front of them.”
- 3.1.3 Tell the bully firmly you want the behavior to stop.
- 3.1.4 If you need support to take this step, ask a witness to be present when you approach the bully.

3.2 Keep a factual journal or diary of the event or events. Record the:

- 3.2.1 Date, time and what happened in as much detail as possible,
- 3.2.2 Location or where it happened,
- 3.2.3 Names of witnesses,
- 3.2.4 Names of the perpetrator(s) if you know who they are and any other facts that you can write down about them that will make it easier to identify and locate the person(s),
- 3.2.5 Outcome of the event.

3.3 It is not just the character of the incidents, but the number, frequency and especially the pattern that can reveal the bullying or harassment.

3.4 Keep copies of any letters, memos, emails, faxes, etc., received from the person.

3.5 For cyberbullying, keep a log of any harassing activity. Save all offending communications for evidence, both electronically and in hard copy (print). Do not edit them in any way.

- 3.5.1 Be aware of the GPRC IT Electronic Mail Policy

3.6 If you communicate with the bully, stick to the issues and stay as calm as possible. Walk away if the bully makes threats, scolds, or puts you down.

3.7 Report bullying through the Respectful Workplace Policy.

3.8 Do not let a bully isolate you and do not retaliate.

4. When Faced by an Irate Person

- 4.1. Stay Calm. Listen very carefully to the other person's issues.
- 4.2. Take all threats of violence towards you seriously.
- 4.3. Respect other people's personal space. Some people can become agitated just by having you in their space. Try to keep at least an arm's length away.
- 4.4. Speak clearly, slowly and do not raise your voice in response to the other person.

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- 4.5. Do not set limits you cannot enforce (e.g. "If you don't quiet down, you are going to have to leave").
- 4.6. Do not match anger with anger. Do not try to physically intimidate the person.
- 4.7. If at any time you feel that you are at risk of physical injury try to remove yourself from the threat as quickly as possible.
- 4.8. If the person is armed: Get Out, Hide, or Fight.
- 4.9. Call the RCMP if threatened.
- 4.10. Never intervene, when violence is taking place and you are a bystander. Call 911, then Security, or call Facilities – Maintenance and Operations.
- 4.11. If the threats have not turned to actual violence go to your immediate supervisor, or if in residence, go to the residence manager, or student's association and report the incident(s).
- 4.12. All threats of violence and actual violence shall be recorded in writing. When preparing reports be precise and fill in the details. Copies of the incident reports, investigation reports, and RCMP reports are to be kept on file.
- 4.13. Management must follow up on the incident with an investigation and remediation or course of action to resolve the conflict and prevent reoccurrence.

5. Obtaining Assistance When Violence is Occurring

- 5.1. 911 or 9-911 from a Cisco IP phone will connect with emergency responders. At Grande Prairie and Fairview Campuses dialing 9-911 or 911 from a Cisco IP phone will alert Facilities – Maintenance and Operations, and campus security at the campus.
- 5.2. Panic buttons at the Fairview, Grande Prairie, Edson, Jasper, and Hinton Campuses.
- 5.3. Campus Security is available 24/7 at the Fairview and Grande Prairie Campuses.
- 5.4. In addition to Campus Security being first aid trained, there are also first aid trained employees.