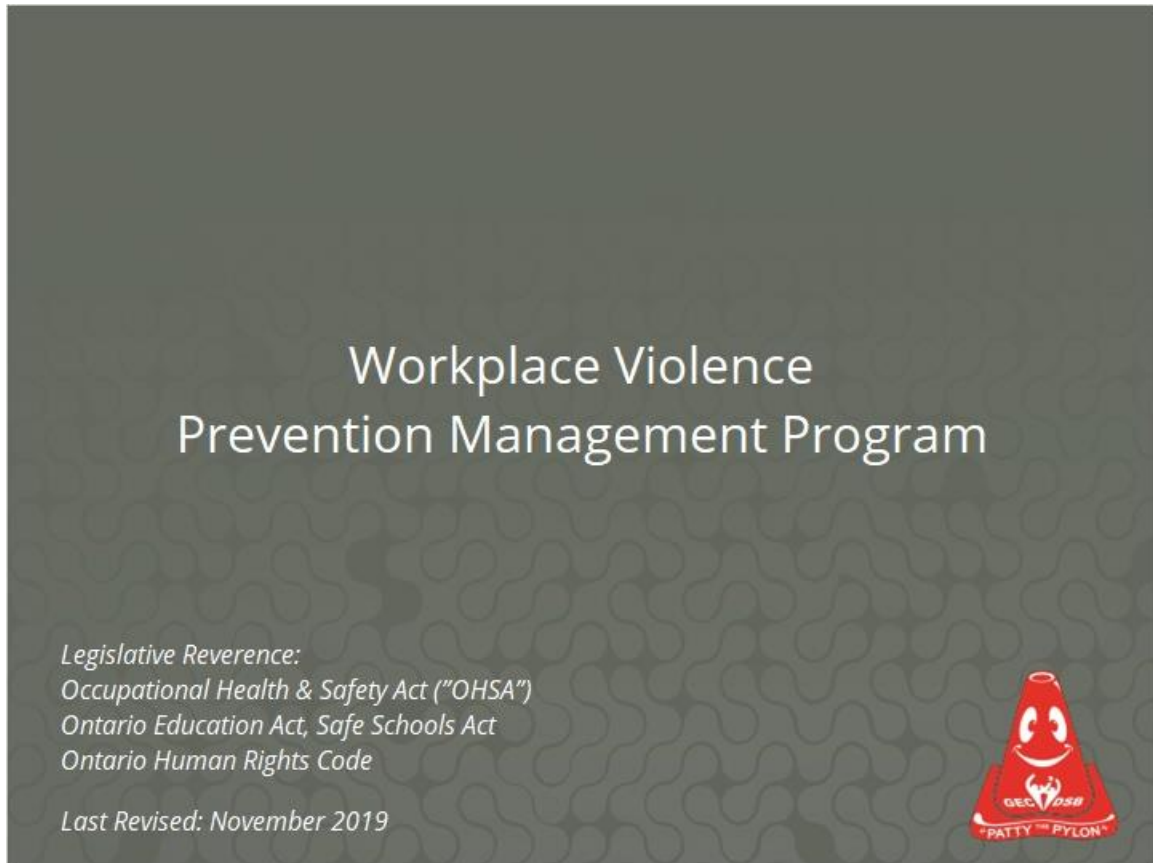


# Workplace Violence-5

## 1. Workplace Violence

### 1.1 Title Page



#### Notes:

Welcome to the Workplace Violence Training module.

## 1.2 Introduction

### Introduction

- Board Policy and Regulation BA-06 supports protection from Workplace Violence as defined under the OHS Act for all employees
- Violence in the workplace is unacceptable
- Everyone should be able to work without fear of violence, in a safe and healthy workplace
- The Management Program is aligned with “Workplace Violence in School Boards: A Guide to the Law”

#### Notes:

Board Policy and Regulation BA-06 supports protection from Workplace Violence as defined under the OHS Act for all employees.

Violence in the workplace is unacceptable.

Everyone should be able to work without fear of violence, in a safe and healthy workplace.

The Workplace Violence Prevention Management Program is aligned with “Workplace Violence in School Boards: A Guide to the Law” as outlined by the Ontario Ministry of Labour. It includes detailed responsibilities and control measures related to workplace violence reporting, summoning assistance, responding and investigating duties, expectations, notification of risk, assessments, re-assessments, training and records.

## 1.3 WVPMP

# Workplace Violence Prevention Management Program

- The Board's Workplace Violence Prevention Management Program
  - Established March 30, 2006 and is regularly updated
  - Contains procedural information for the prevention and mitigation of workplace violence
  - Located in section 2 of the Emergency Resources manual (yellow binder) in the main office



### Notes:

The Board's Workplace Violence Prevention Management Program was established on March 30, 2006 and is regularly updated. The program contains procedural information for the prevention and mitigation of workplace violence. It can be found in section 2 of the Emergency Resources manual (yellow binder) in the main office.

## 1.4 Definition

### What is Workplace Violence?

- The exercise of physical force by a person (worker, student, or non-board employee) against a worker, in a workplace, that causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force that could cause physical injury to the worker



#### Notes:

What is Workplace Violence?

OHSA defines workplace violence as:

- 1.The exercise of physical force by a person (worker, student, or non-board employee) against a worker, in a workplace, that causes or could cause physical injury to the worker
- 2.An attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker
- 3.A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force that could cause physical injury to the worker

## 1.5 Examples of Workplace Violence

### Examples of Workplace Violence



- Assault/attempted assault
- Verbal or written threats to physically attack a worker
- Wielding a weapon in the workplace and/or at a worker
- Throwing an object at a worker
- Non-workers fighting in the workplace in which a worker could be injured

#### Notes:

Examples of workplace violence may include but are not limited to a supervisor, worker, student or non-board employee:

- Assault/attempted assault
- Verbal or written threats to physically attack a worker
- Wielding a weapon in the workplace and/or at a worker
- Throwing an object at a worker
- Non-workers fighting in the workplace in which a worker could be injured

For workplace violence to occur, a person must apply, attempt to apply or threaten physical force against a worker.

## 1.6 Domestic Violence

### Domestic Violence

- Considered workplace violence if a person who has a personal relationship with a worker, such as a current or former spouse, intimate partner or a family member may physically harm, or threaten to physically harm that worker at work
- Supervisors who are aware, or ought reasonably to be aware, that domestic violence may occur in the workplace shall take every precaution reasonable in the circumstances for the protection of the worker



#### Notes:

Domestic violence is considered workplace violence if a person who has a personal relationship with a worker, such as a current or former spouse, intimate partner or a family member may physically harm, or threaten to physically harm that worker at work.

Supervisors who are aware, or ought reasonably to be aware, that domestic violence may occur in the workplace shall take every precaution reasonable in the circumstances for the protection of the worker.

## 1.7 Accidental Situations

### What are Accidental Situations?



- Situations where an accident occurs for example tripping over an object and bumping/pushing a coworker
- Not meant to be included as workplace violence

#### Notes:

Accidental situations, such as a worker tripping over an object and bumping/pushing a coworker as a result, are not meant to be included as workplace violence.

## **1.8 Non-Serious Violent Incident**

### Non-Serious Violent Incident



A minor, non-serious violent incident by a student towards staff (i.e. spit, bite, scratch, pinch, etc.) in which no physical injury (no first aid) to a minor physical injury (first aid only) may have occurred

#### **Notes:**

A minor, non-serious violent incident by a student towards staff (i.e. spitting, a bite, scratch, pinch, etc.) in which no physical injury (first aid only) may have occurred.



## 1.9 Serious Violence - First Offence

# Serious Violent Incident

## Serious Violent Incident – First Offence

- a) A physical assault by a student in which a worker requires medical assistance (e.g. doctor/clinic/hospital)
- b) A threat by a student to exercise physical harm to a worker
  - A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

### Notes:

There are two types of Serious Violent Incidents – First Offence and Second (Repeat) Offence

Serious Violent Incident – First Offence

- a) A physical assault by a student in which a worker requires medical assistance (e.g. doctor/clinic/hospital)
- b) A threat by a student to exercise physical harm to a worker
  - A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

## **1.10 Serious Violence - Second Offence**

### Serious Violent Incident

#### Serious Violent Incident – Second (Repeat) Offence

A second occurrence of a) a physical assault by a student in which a worker requires medical assistance (e.g. doctor/clinic/hospital) or b) a threat by a student to exercise physical harm to a worker



#### **Notes:**

Serious Violent Incident – Second (Repeat) Offence

A second occurrence of a) a physical assault by a student in which a worker requires medical assistance (e.g. doctor/clinic/hospital) or b) a threat by a student to exercise physical harm to a worker.

## 1.11 Mitigating Factors

### Mitigating Factors

1. Whether the student has the ability to control his or her behaviour; and
2. Whether the student has the ability to understand the foreseeable consequences of his or her behaviour; and
3. Whether the student's continuing presence in the school does or does not create an unacceptable risk to the safety of any individual at the school.

*Reference R-AD-30 made under P-AD-16 for more information*

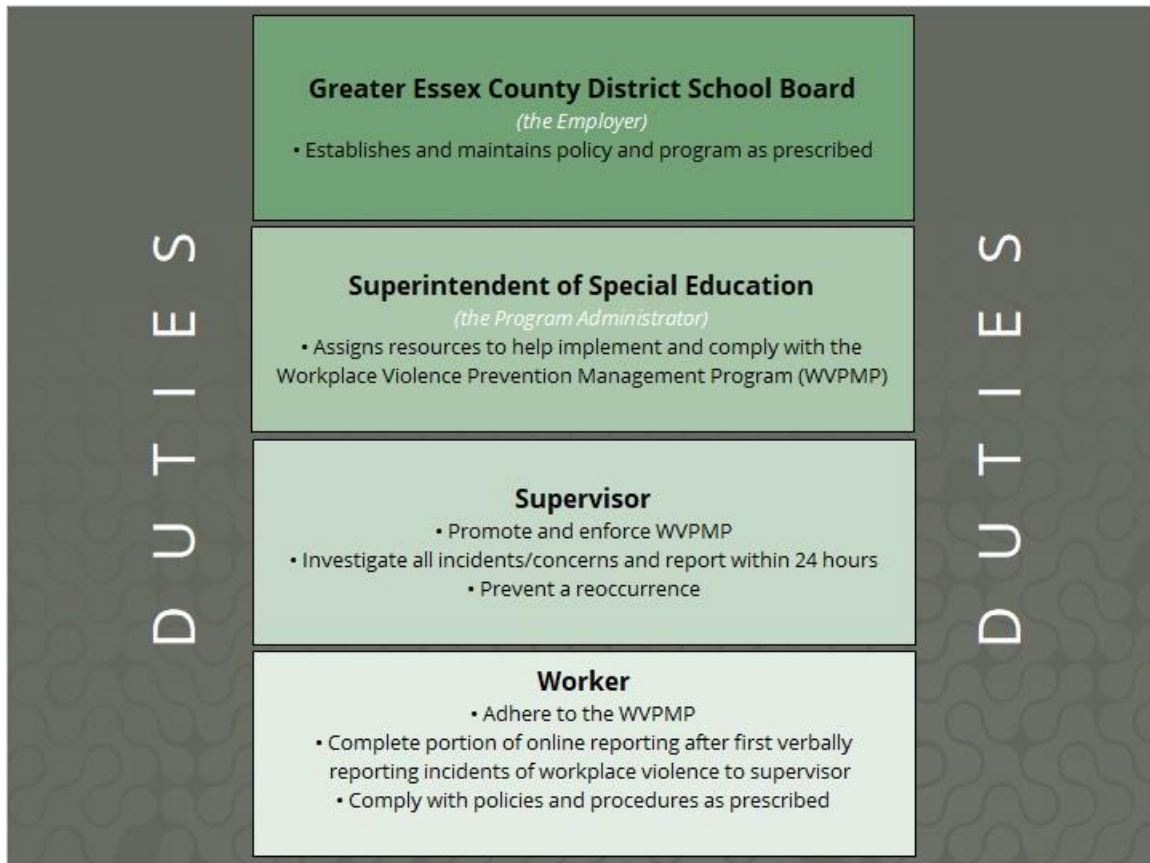
#### Notes:

The mitigating factors to be considered by the Principal or designate are:

1. Whether the student has the ability to control his or her behaviour;
2. Whether the student has the ability to understand the foreseeable consequences of his or her behaviour; and
3. Whether the student's continuing presence in the school does or does not create an unacceptable risk to the safety of any other individual at the school.

For additional information on Mitigating Factors, please make reference to the Board's Regulation: Progressive Discipline R-AD-30 made under Policy: P-AD-16 Safe Schools.

## 1.12 Duties



### Notes:

The Board, as the employer, is responsible to take every reasonable precaution in order to protect all workers from workplace violence.

To do this, it has established and maintains a Workplace Violence Policy and Management Program.

The Superintendent of Special Education is the Program Administrator. He or she assigns resources to ensure implementation and compliance of the Workplace Violence Prevention Management Program.

All supervisors are required to promote and enforce the Board's Workplace Violence Prevention Management Program.

The supervisor must immediately address the hazard.

The supervisor must investigate all incidents and concerns regarding workplace violence and complete their online reporting requirements within 24 hours following the incident and take steps to prevent a reoccurrence.

All workers are required to adhere to the Board's Workplace Violence Prevention Management Program.

A worker must immediately summon assistance and report workplace violence incidents and concerns directly to

their supervisor. This must be a verbal conversation to facilitate immediate actions and to prevent a reoccurrence.

A worker must complete their portion of the online reporting system while working in conjunction with their supervisor, after having first summoned assistance and verbally reporting the incident to their supervisor.

A worker must help carry out and comply with policies, procedures and management programs as prescribed by the employer.

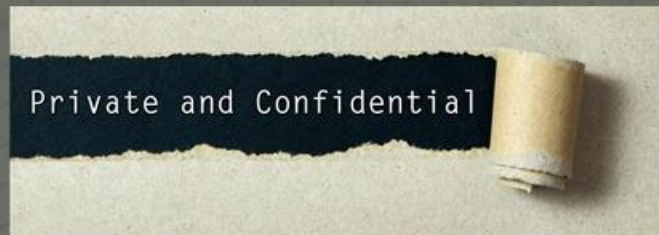
In the event that a supervisor is proposed to be the subject of concern regarding workplace violence, then the worker is required to report such items to the school's superintendent.

Any Board staff who require further assistance may also contact their site based Occupational Joint Health & Safety Committee member.

## 1.13 Confidentiality

# Confidentiality

- All Board employees are expected to keep confidential information confidential and will disclose information only as it is appropriate within their role and in compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)



### Notes:

During the course of implementing and maintaining the OHSA required provisions of the Workplace Violence Prevention Management Program, confidential information concerning staff, students, parents and others may be required. Such information may be subject to the Municipal Freedom of Information and Protection of Privacy Act "MFIPPA".

Many components of this Management Program (such as reports, correspondence, investigations, notifications of risk, workplace violence re-assessments, domestic violence, etc.) contain confidential information that if shared in any other way constitutes a breach of private information and is subject to the Board procedures surrounding such breaches. This may include reporting to the Information and Privacy Commissioner for the Province of Ontario as well as informing students and parents that such a breach occurred. Any employee found wilfully violating Board policy and procedures or intentionally sharing confidential information is subject to discipline.

## 1.14 Reporting & Investigating Workplace Violence

### Reporting & Investigating Workplace Violence

- The Online Incident Reporting system applies to all employee Incident/Injury Reporting, Workplace Violence Incident Reporting and Safe Schools Incident Reporting requirements

The screenshot displays the 'Connect' portal interface for the 'OIR ONLINE incident reporting' system. A green callout box on the left contains the text: 'Workers must report incidents verbally to their Supervisor prior to going online and utilizing the OIR system'. The main content area features a 'Welcome' message and a 'Report incident for:' dropdown menu. Below this, there is a 'Confidentiality' section with text: 'All such incident reporting contains confidential information concerning staff, students, parents, and others. Such information may be subject to the Municipal Freedom of Information and Protection of Privacy Act ("MFIPPA"). All Board employees are required to keep confidential information confidential and will disclose information only as it is appropriate within their role as Board employees and in compliance with MFIPPA.' At the bottom, there is a 'Sign in' button and a note: 'This program will proceed if you click "Sign in" after you have completed the incident report. The incident will not be submitted until the first valid button is pressed. The OIR will continue within 30 minutes.'

#### Notes:

The Board's Online Incident Reporting (OIR) system applies to all employee incident/injury reporting, workplace violence incident reporting and safe schools incident reporting requirements in accordance with memo SB06 from the Ministry of Education.

All workers have the duty to first summon assistance and to verbally report all incidents, immediately and directly to their supervisor, prior to going online and utilizing the Board's Online Incident Reporting system.

## 1.15 Reporting & Investigating Workplace Violence

### Reporting & Investigating Workplace Violence

- The supervisor must take every precaution reasonable to protect the workers
- After addressing any immediate threat, the Supervisor must investigate and implement steps to prevent a reoccurrence
- The supervisor will compile information and submit one report per incident
- Online reporting requirements must be completed within 24 hours following the incident



#### Notes:

Upon a worker reporting such concerns to their supervisor it then becomes the duty of the supervisor to take every precaution reasonable to protect the workers. After the supervisor has addressed and dealt with any perceived immediate threat, they must investigate, implement steps to prevent a reoccurrence.

The completion of the online reporting is ultimately the duty of the supervisor. It is done after input and discussion of those involved.

The supervisor compiles the information and submits one report per incident.

The supervisor must investigate all incidents and concerns regarding workplace violence and complete their online reporting requirements within 24 hours following the incident.

The supervisor is responsible for debriefing the applicable staff prior to the return of the alleged offender to prevent a reoccurrence.

The supervisor must inform all staff at the workplace upon each occurrence utilizing the Notification of Risk report.



## 1.16 Notification of Risk

### Notification of Risk

- Supervisors are required to inform all workers at the beginning of every school year or upon every workplace violence occurrence
- The Notification of Risk includes:
  - Name of the alleged aggressor
  - Risk
  - Incident date
  - Any previous incident dates
  - Brief description of the nature of risk
  - Potential triggers
  - Steps to prevent a reoccurrence
- Communicated with all staff by email. Teachers place a copy in the red folder. ESS place a copy in the the yellow folder.



Ensure a copy of this form is placed in the folders for occasional teachers and temporary support staff

Supervisor Name:	Tim Lanning
Printed On:	Wednesday, October 23rd, 2019

#### Notes:

Supervisors are required to inform all their workers with a "Notification of Risk" on a regular basis, which includes but is not limited to every September/beginning of each school year or upon every workplace violence occurrence.

The supervisor is only required to disclose information that is deemed reasonably necessary for the protection of a worker from physical injury.

The Notification of Risk includes the name of the alleged aggressor, risk, incident date, any previous incident dates, a brief description of the nature of risk, potential triggers, and steps to prevent a reoccurrence.

Photos of students (only) are to be used in the Notification of Risk.

This information is communicated with staff by email. Teachers then place a copy in the red folder. Educational Support Staff (ESS) place a copy in the yellow folder.

## 1.17 Workplace Violence Reassessment

### Workplace Violence Reassessment

- Supervisors must conduct a workplace violence reassessment:
  - Twice per school year (September & March)
  - Coordinate with OJH&SC
- Workplace violence reassessments are stored in the Emergency Resources (yellow binder)



- Information provided includes physical building assessment, occupant assessment and resources assessment
- Records are kept onsite for a minimum of 2 years

#### Notes:

Supervisors must conduct a “Workplace Violence Reassessment” twice per school year (September and March) with the exception of the occurrence of a serious violent – second (repeat) offence. The Supervisor shall coordinate the conducting of these “Workplace Violence Reassessments” with their site based Occupational Joint Health and Safety Committee.

A copy of each site’s Workplace Violence Reassessment” shall remain on site and be accessible to workers. More specifically copies shall be kept as noted below:

- In the Emergency Resource Manual (yellow binder) section 2, titled Workplace Violence Prevention Management Program
- An original copy will be kept on file by the employer

Information provided includes physical building assessment, occupant assessment and resources assessment.

The supervisor shall ensure that on site records for Notifications of Risk and Workplace Violence Reassessments are kept for a minimum of 2 years.

## 1.18 Control Measures – Physical Building

### Control Measures – Physical Building

- Establish and maintain controlled entry points
- Establish and maintain communication
- Utilize barriers and other measures
- Ensure adequate lighting
- Utilize best practices designing and/or re-configure working spaces



#### Notes:

The following control measures can be put in place at the physical building:

- Establish and maintain controlled entry points
- Establish and maintain communication systems
- Utilize barriers and other measures (e.g. countertop)
- Ensure adequate lighting both internal and external
- Utilize best practices designing and/or reconfigure working spaces

## 1.19 Control Measures – Procedural & Other Tools

### Control Measures – Procedural & Other Tools

- Establish and maintain a check in process
- Establish and maintain compliance with applicable Board policies, regulations, administration procedures and programs
- Help diffuse workplace violence by knowing “what to look for” and “how to deescalate”

**What to look for:**

- Raising of the voice
- Flushed skin, accompanying rise in blood pressure
- Sweating
- Clenched jaw or fists
- Fast breathing
- Precipitating factors
- Body language

**How to deescalate:**

- Not engaging
- Respecting personal space
- Watching and maintaining proper body language
- Maintain a calm voice
- Avoid sudden movements

### Notes:

Many procedural tools and resources are available to control the risk of workplace violence.

These include, but are not limited to:

Establishing and maintaining a check in process

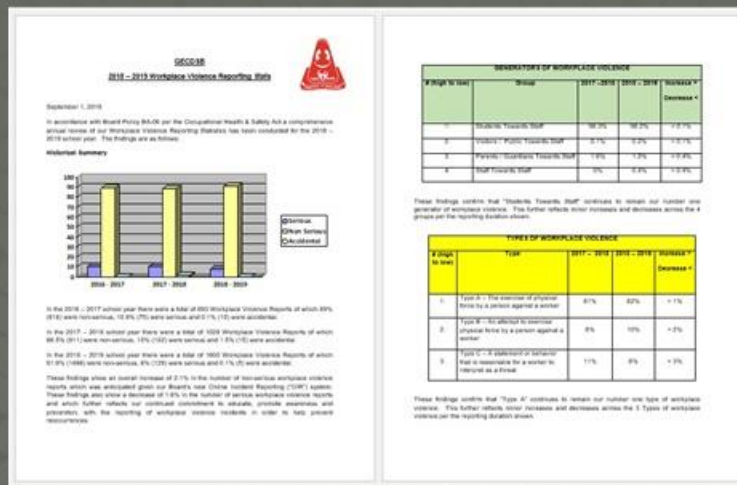
Implementing and utilizing Board policies, regulations, administration procedures and programs such as communication protocols (red and yellow file folders), safety and behaviour plans.

Help diffuse workplace violence by understanding “what to look for” and “how to deescalate”.

## 1.20 Annual Statistics

# Workplace Violence Statistics

- Prepared annually
- Shared with site based OJH & SCs and Union partners




### Notes:

The employer shall ensure that an annual workplace violence statistics report is conducted and shared with its site based OJH&SCs and Union partners.

The report can be found under Health & Safety on the Staff Intranet.

## 1.21 Right to Refuse

A woman with dark hair and glasses, wearing an orange jacket over a grey shirt and blue jeans, stands against a teal background. She is making a 'stop' gesture with her hands, palms facing forward. To her left, white text is displayed on the teal background.

**Right to Refuse**

Workers have the right to refuse unsafe work

A worker can refuse unsafe work where he/she has reason to believe that workplace violence is likely to endanger them

Refer to the H&S Management Program for more information

### Notes:

Workers have the right to refuse unsafe work. A worker can refuse unsafe work where he/she has reason to believe that workplace violence is likely to endanger them.

The Board has established specific procedures regarding work refusals per its Health & Safety Management Program which is in accordance with OHSA. Please make reference to the Board's Health and Safety Management Program for this specific procedure.

## 1.22 Conclusion

Thank you for reviewing the training module.  
The next step is to finish the Completion Declaration.



Exit  
Training

*Reference the Workplace Violence Prevention Management Program for further details.*

### Notes:

Thank you for reviewing the Workplace Violence Training module. Don't forget to finish your Completion Declaration on the Board's Learning Management System to ensure course completion.

Please reference the Workplace Violence Prevention Management Program for further details.