

STANDARD OPERATING PROCEDURE (SOP)

DOCUMENT ID: SOP-179 VERSION #1	TITLE: VIOLENCE - PREVENTION (Roles and Responsibilities)	SEARCH KEY:
PURPOSE:	<ul style="list-style-type: none"> To outline the roles and responsibilities for members of the College community in preventing and responding to violence. 	POST TO: Public Website <input checked="" type="checkbox"/> DC Connect <input checked="" type="checkbox"/>
SCOPE (Applies To):	<ul style="list-style-type: none"> COLLEGE COMMUNITY (e.g., all employees, students, campus users, etc.) 	
STATUS: FINAL	AUTHOR: NANCY CONSTABLE, DIRECTOR, SAFETY, SECURITY AND RISK MANAGEMENT CONTACT INFORMATION: 604-527-5828	CREATED: 2018/11/15 (yyyy/mm/dd)
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ACCORD/POLICY APPROVAL BODY:	<ol style="list-style-type: none"> M. CONKLIN, MANAGER, OCCUPATIONAL HEALTH & SAFETY S. DENCH, AVP, ACADEMIC & STUDENT AFFAIRS J. FLEMING, DEAN, HUMANITIES & SCIENCES C. GARDNER, DIRECTOR, FACILITIES & ANCILLARY SERVICES K. GRONSDAHL, DEAN, CHILD, FAMILY & COMMUNITY STUDIES T. HO, ORGANIZER, ADVOCACY, DOUGLAS STUDENT UNION R. MAURER, AVP, HUMAN RESOURCES D. SEIBEL, DIRECTOR, STUDENT AFFAIRS & SERVICES C. UDY, MANAGER, CAMPUS SECURITY OPERATIONS VICE-PRESIDENT, ADMINISTRATIVE SERVICES AND CFO 	DATE APPROVED: 2019/08/02 (yyyy/mm/dd)
QUALITY ASSURANCE FORMAT APPROVAL: <input checked="" type="checkbox"/> ADMINISTRATORS' COMMUNITY OF PRACTICE (ACP) SOP SUBCOMMITTEE <input checked="" type="checkbox"/> THOR BORGFORD, VICE-PRESIDENT, ACADEMIC AND PROVOST		DATE APPROVED: 2019/08/13 (yyyy/mm/dd)
RELEVANT POLICY:	DC Administration Policies <ul style="list-style-type: none"> Health and Safety Respectful Workplace Sexual Violence and Misconduct Prevention and Response Standards of Student Conduct Violence Prevention and Response 	
RELEVANT ACRONYMS & DEFINITIONS:	<p>College Community: Includes all Douglas College employees, students, Board members, users, contractors, suppliers, visitors and any other person present on a College Campus.</p> <p>Crime Prevention Through Environmental Design (CPTED): A multi-disciplinary approach to deterring criminal behaviour through environmental design. CPTED strategies rely upon the ability to influence offender decisions that precede criminal acts.</p> <p>DC: Douglas College</p>	

<p>RELEVANT ACRONYMS & DEFINITIONS: (cont.)</p>	<p>Duty to Warn: An obligation to warn the person, or persons, at risk of imminent or foreseeable danger.</p> <p>Employee: An employee of the College, including Administrators, faculty and staff.</p> <p>Investigator: A person appointed by the College to investigate a complaint.</p> <p>Joint Occupational Health and Safety Committee (JOHSC): The Joint Occupational Health and Safety Committee is required by Occupational Health and Safety Regulation.</p> <p>Responsible Administrator: An executive of the College, or an Administrator responsible for the operations of a College Department, Faculty, or service area (e.g., Dean, Director, Chief Information Officer, Registrar). A Responsible Administrator may:</p> <ul style="list-style-type: none"> a) decide whether the policy has been violated; b) make recommendations or decisions regarding remedies or discipline; c) assume the role of Complainant to initiate an investigation; and d) initiate interim measures. <p>Safety, Security and Risk Management (SSRM)</p> <p>Student: A person who is a student at Douglas College in credit or non-credit courses.</p> <p>Supervisor: A person, not necessarily a Responsible Administrator and/or not necessarily with Supervisor in their title, who has been assigned or delegated supervisory responsibility for others while working or studying at Douglas College.</p> <p>Threat Assessment Team (TAT): The multi-disciplinary team established by the College to assist in creating and maintaining a working and learning environment where students, employees and users feel safe and secure. The purpose of the TAT is to assess, investigate and determine an appropriate level of response to reports of behaviours of potential concern and/or threats with the potential to result in harm to the campus community.</p> <p>User: Any individual using College facilities or services, while they are present on a campus of Douglas College.</p> <p>Violence: The attempted or actual exercise by a person, of any physical force so as to cause injury to any member of the College community, and includes any threatening statement or behaviour which gives a member of the College community reasonable cause to believe that they are at risk of injury. A threat against an employee's family that is a result of the employee's employment is considered a threat against the employee. Incidents of violence may not necessarily occur on Douglas College premises. These incidents are considered workplace violence if they arise out of the employee's employment.</p>
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PREAMBLE:

In addition to the general roles and responsibilities established in the [Douglas College Health and Safety and Violence Prevention and Response Policies](#) and procedures, this Standard Operating Procedure (SOP), sets out specific responsibilities of each member of the **Douglas College community** to prevent and respond to **violence**. The responsibilities outlined below are not an exhaustive list, and are intended to provide members of the College community with a general understanding of their role, and the role of others, in preventing and responding to **violence**.

The **College community** has a responsibility for creating and maintaining a College environment that is free from **violence** by:

1. Senior Management Team (SMT)

- a) Promoting a College environment where all members of the **College community** are treated with respect and dignity and which does not create nor condone conditions that may facilitate **violence**.
- b) Supporting **Responsible Administrators, Supervisors, Joint Occupational Health & Safety Committees (JOHSC), Threat Assessment Team (TAT), and Safety, Security & Risk Management (SSRM)**, in the implementation of a comprehensive and effective Violence Prevention & Response Program.
- c) Ensuring adequate resources are available to implement the Violence Prevention & Response Program.

2. Supervisors and Responsible Administrators

- a) Promoting a College environment where all members of the **College community** are treated with respect and dignity and which does not create nor condone conditions that may facilitate violence.
- b) Contacting **Campus Security** when immediate assistance is required to address a situation involving ongoing or imminent violence.
- c) Immediately responding to any concerns or allegations of violence in accordance with the related policy and the associated procedures.
- d) Conducting or initiating investigations where required under the Violence Prevention and Response Procedures or working with the delegated **investigator** and any other relevant College offices as required in any investigation of violence .
- e) Responding to all refusals of unsafe work related to risks of violence in accordance with the College's Standard Operating Procedure (SOP) for Refusing Unsafe Work.
- f) In collaboration with the relevant College departments and resources, implementing and monitoring actions and measures to prevent and address incidents of violence, including the *Duty to Warn*, as outlined in the associated policy.
- g) In collaboration with **SSRM** and **Human Resources**, ensuring that all persons under their direction are properly trained in the safe performance of their duties and for ensuring that work is performed without undue risk and will:
 - i. Establish and evaluate procedures and work arrangements specific to each department and ensure College **employees** are informed of pertinent procedures and policies;

2. Supervisors and Responsible Administrators (cont.)

- ii. Conduct and document periodic risk assessments and annual reviews;
- iii. Inform **employees** of the nature and extent of any known risks of violence;
- iv. Advise **employees** reporting any injury or adverse symptoms as a result of an incident of workplace violence, to consult a physician of the **employee's** choice for treatment or referral, and inform that worker of the availability of the Employee Assistance Program;
- v. Following any violent incident, ensure that corrective action is taken without undue delay;
- vi. For every alleged incident of violence that involves a College **employee** under their direction, ensure that a Workers Report of Injury or Occupational Disease to Employer (Form 6A) is completed and submitted to the **Human Resources** Department for submission to *WorkSafeBC*.
- vii. Arrange scheduling to minimize the likelihood of somebody working alone or in isolation, and where not feasible, ensure that the working alone check-in procedure is implemented.

3. All Employees, Students and campus Users

- a) Refraining from acts of violence.
- b) Not creating or condoning conditions that may facilitate the occurrence of violence.
- c) Treating all members of the **College community** with respect and dignity.
- d) Contacting **Police** and **Campus Security** when immediate assistance is required to address a situation involving ongoing or imminent violence.
- e) Contacting a **Responsible Administrator** as soon as practicable when concerned about the potential for violence, or to make a report of an incident involving violence, involving themselves or others.
- f) Cooperating fully and honestly in any investigation into an incident of violence.
- g) Taking precautions as necessary for their own protection.

4. Safety, Security & Risk Management (SSRM)

- a) Developing, implementing and maintaining a comprehensive and effective Violence Prevention and Response Program that includes appropriate Policy, Procedures, Risk Assessment and Risk Management, Resources, Communication and Training and Awareness programs for the **College community**
- b) Ensuring that College safety procedures are available to **students, employees** and campus users
- c) Ensuring that **students** are informed of the *DC Violence Prevention and Response Policy* through the distribution of informational materials at the beginning of each semester.
- d) Ensuring that **employees** are informed of the *DC Violence Prevention and Response Policy* through New Employee Orientation, training and awareness sessions, and by information available on the College intranet.
- e) Responding to information, complaints, and reports of violence that are reported directly to **Safety, Security & Risk Management**.

4. **Safety, Security & Risk Management (SSRM)** (cont.)

- f) Conducting investigations where required under the Violence Prevention and Response Procedures or working with the delegated investigator and any other relevant College offices as required in any investigation into violence .
- g) Collaborating with an **employee, student** or user and other **stakeholders** to establish a personal safety plan to mitigate risk of future incidents of violence.
- h) Maintaining records of applicable orientation and training of College **employees**.
- i) The **Director, SSRM** will:
 - i) Ensure that a Risk Assessment is conducted immediately following an incident of violence and implement changes to policies, procedures and practices found necessary to avoid incidents of violence;
 - ii) In collaboration with the relevant College departments and resources, implement and monitor actions and measures to prevent and address incidents of violence, including the *Duty to Warn*, as outlined in the related policy.
 - iii) Provide information regarding resources and facilitate access to support services for **students** and **users** involved in incidents of violence.
 - iv) Provide appropriate information on all incidents of violence involving College **employees** to the **JOHSC**.
 - v) Prepare annual statistical reports of incidents under the related policy that result in disciplinary action, and circulate these to the **Senior Management Team**.
 - vi) Together with the **JOHSC** and the **TAT**, conduct an annual review of the Violence Prevention Program
 - vii) Chair the College's multi-disciplinary **TAT**.

5. **Human Resources**

- a) Providing advice and assistance to **Responsible Administrators** and **Supervisors** in responding to and addressing risks and reports of violence. Responding to information, complaints, and reports of violence that are reported directly to **Human Resources**.
- b) Working with the delegated **investigator** and any other relevant College offices as required in any investigation into violence.
- c) In collaboration with the relevant **stakeholders**, implementing and monitoring actions and measures to prevent and address incidents of violence, including facilitating the development of safety plans.
- d) Providing information regarding resources and facilitating access to support services for **employees** involved in incidents of violence.

6. **Facilities and Ancillary Services**

- a) Ensure that new construction and major renovations employ the principles of *Crime Prevention Through Environmental Design* (CPTED);
- b) Where renovation or new construction is involved, the **Director, Facilities and Ancillary Services**, in consultation with the **Director, SSRM**, will account for safety and security camera systems within the renovation or new construction budget and planning.

6. **Facilities and Ancillary Services** (cont.)

- c) **Managers, Facilities Services** will ensure prompt response to reports of concerns regarding physical campus conditions that may present an increased risk of campus violence and implement facilities-related changes found necessary to avoid incidents of violence.

7. **Campus Security**, in addition to their contractual obligation to the College

- a) Responding to all instances where immediate assistance is requested to address an ongoing incident or imminent risk of violence
- b) Intervening with the **individual(s)** responsible for the violent behavior
- c) Notifying emergency services as required.
- d) Notifying the **Manager, Campus Security Operations** and **Director, SSRM**
- e) Completing the required *Campus Security Incident Report*.

8. **Joint Occupational Health and Safety Committee (JOHSC)**, in addition to the responsibilities outlined in the **JOHSC** Terms of Reference

- a) Following the existing procedures for reporting any physical aspects of the work or campus that are identified in inspections as ones from which risks of violence may arise.
- b) Responding to information, complaints, and reports of violence that are reported directly to the **JOHSC** or a member of the **JOHSC** by forwarding the information to **Human Resources** and the **Director, SSRM**, and the relevant **Supervisor**, as appropriate.
- c) As appropriate, assist in following up after any violent incident to ensure that any corrective action is taken without undue delay;
- d) Collaborating with appropriate **stakeholders** on campus in order to provide appropriate training and awareness on matters relating to violence prevention and Campus safety.
- e) Together with the **Director, SSRM** and the **TAT**, conducting an annual review of the Violence Prevention Program.

9. **Threat Assessment Team (TAT)**, in addition to the responsibilities outlined in the TAT Terms of Reference

- a) Responding appropriately to information, complaints, and reports of behaviours with the potential to cause harm to any member of the **College community** that are brought to the attention of any member of the [TAT](#).
- b) Conducting Threat Assessments as and when required and developing appropriate Threat Management strategies as necessary.
- c) Together with the **JOHSC**, conducting an annual review of the Violence Prevention & Response Program.