



STANDARD OPERATING PROCEDURE (SOP)

DOCUMENT ID: SOP-180 VERSION #1	TITLE: VIOLENCE - REPORTING A VIOLENT INCIDENT OR THREATS/VIOLENCE REQUIRING IMMEDIATE INTERVENTION	SEARCH KEY:
PURPOSE:	<ul style="list-style-type: none"> To outline the process to report a violent incident or a potential threat of violence on college campuses that requires immediate intervention. 	POST TO: Public Website <input checked="" type="checkbox"/> DC Connect <input checked="" type="checkbox"/>
SCOPE (Applies To):	<ul style="list-style-type: none"> CAMPUS SECURITY CAMPUS USERS COLLEGE EMPLOYEES DIRECTOR, SAFETY, SECURITY AND RISK MANAGEMENT DC STUDENTS FACILITIES SERVICES MANAGER, CAMPUS SECURITY OPERATIONS RESPONSIBLE ADMINISTRATORS REPORTING MANAGERS OR SUPERVISORS 	
STATUS: FINAL	AUTHOR: CHRIS UDY, MANAGER, CAMPUS SECURITY OPERATIONS CONTACT INFORMATION: 604-777-6692	CREATED: 2019/04/16 (yyyy/mm/dd)
	RESPONSIBLE OWNER: VP ADMINISTRATIVE SERVICES & CFO	
PROCESS REVISIONS:	REVISION AUTHOR: N/A	REVISED: (yyyy/mm/dd)
RELEVANT FORMS:	DC Connect Forms <ul style="list-style-type: none"> Campus Security Incident Report Form (<i>in development</i>) 	REVISED: (yyyy/mm/dd)
ACCORD/POLICY APPROVAL BODY:	<ol style="list-style-type: none"> M. CONKLIN, MANAGER, OCCUPATIONAL HEALTH & SAFETY N. CONSTABLE, DIRECTOR, SSRM 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 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 & Safety Violence Prevention & Response Weapons on Campus 	

<p>RELEVANT ACRONYMS & DEFINITIONS:</p>	<p>Campus Security: The security services company duly contracted by Douglas College to provide security services to College campuses as assigned.</p> <p>Campus Security Incident Report: The report completed by Campus Security to record details of any unusual and/or concerning event, and submitted to the Manager, Campus Security Operations and Director, SSRM.</p> <p>Explosives: Any object that could be reasonably construed as a weapon or that is intended to be used to inflict bodily injury; or, any object legally controlled as a weapon or treated as a weapon by law or any prohibited device as defined by the <i>Criminal Code of Canada</i>, such as pipe bombs.</p> <p>Responsible Administrator: An executive of the College, or an Administrator responsible for the operations of a College Department, Faculty, Centre or other service area (e.g., Dean, Associate Dean, Director, Executive Director or Associate Director, Chief Information Officer, Registrar, or the Director, Safety, Security & Risk Management).</p> <p>SSRM: Safety, Security and Risk Management</p> <p>Supervisor: A person, not necessarily an Administrative head of unit and/or not necessarily with Supervisor as a job title, who has been assigned or delegated supervisory responsibility for others working or studying at 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> <p>Violent Intruder: An individual or individuals armed with weapons and actively engaged in causing or attempting to cause death, injury or harm to persons in a confined and populated area.</p> <p>Weapon: Any device designed, or traditionally used, to inflict harm. This includes, but is not limited to: replica weapons, firearms, slingshots, switchblades, daggers, bows and arrows, hand grenades and hunting knives.</p>
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PREAMBLE:

The following process will be used to report any **incidents of campus violence** or where a **threat of violence is imminent**, in accordance with the [Douglas College Violence Prevention and Response Policy](#).

A. VIOLENCE REQUIRING IMMEDIATE INTERVENTION

For Coquitlam, New Westminster or Anvil: (For off-campus sites, go to page 4)

STEPS:

1. Any person who witnesses an incident of **campus violence that is in progress**, or **where a threat is imminent**, will immediately report the incident to **Police** and **Campus Security**, as follows:
 - **COQUITLAM CAMPUS:** Call **Police** at **911** and **Campus Security** at **604-777-6254** or **local 2400** from a College landline phone.
 - **NEW WESTMINSTER CAMPUS:** Call **Police** at **911** and **Campus Security** at **604-527-5405** or **local 2400** from a College landline phone.
 - **ANVIL OFFICE TOWER:** Call **Police** at **911** and **Campus Security** at **604-777-6666** or **local 2400** from a College landline phone.
2. Once **Campus Security** receives a report:
 - a) of a **violent intruder**, or **person with a weapon**, they will immediately:
 - i Invoke the College's **Lockdown Alert**, and call **911** to report details; and
 - ii Comply with the lockdown, as per all **employees, students** and **campus users** in accordance with established *Lockdown Procedures*.
 - b) to respond to an **incident** or **threat of campus violence** that does not involve a **violent intruder**, or **person with a weapon** they will:
 - i Dispatch **Security Officers** to respond to the situation;
 - ii Intervene with the **individual(s)** responsible for the violent behaviour and ask that the **individual(s)** cease the behavior;
 - iii Require that the **individual(s)** leave the environment and/or the College, if they do not cease the behaviours;
 - iv Contact **Police**, and/or other **Emergency Responders**, for assistance if required;
 - v Provide First Aid if required;

STEPS: (cont.)

- vi Contact the **Director, SSRM** and **Manager, Campus Security Operations** to report the incident once the immediate risk has been resolved;
 - vii Complete a *Campus Security Incident Report* and bookmark any relevant **Security** camera footage;
3. If an **employee** has been exposed to violence in the workplace, the **Supervisor** will ensure that notification to *WorkSafe BC* occurs in accordance with College SOP: [Accident, Injury, Incident or Occupational Disease at Workplace Part 1 \(Reporting\) - For DC Employees and Students](#).

For Off-Campus Sites:

- **SURREY TRAINING CENTRE:** Call **Police** at **911** and **Campus Security** at **604-218-8902**.
 - **MAPLE RIDGE EMPLOYMENT SERVICES CENTRE:** Call **Police** at **911** and **Site Security** at **604-626-1524**
 - **ALDERGROVE SITE, BURNABY TRAINING CENTRE [CAVE], LANGLEY SITE:** Call **Police** at **911**.
1. If an incident or threat of **campus violence requires response** at a **Training Group Centre**, the relevant **employee** or **Supervisor**, will:
 - *If an incident involves a **violent intruder**, or **person with a weapon*** - Invoke **Lockdown** procedures at the site and call **911**;
 - *If an incident does **not** involve a violent intruder, or person with a weapon* - Contact **on-site Security** to respond;
 - *If an incident does **not** involve a violent intruder, or person with a weapon, and there is **no on-site Security** personnel to respond* - Contact **Police 911**, and/or other **Emergency Responders**, for assistance as required;
 2. Contact their **Responsible Administrator** and the **Director, SSRM** and **Manager, Campus Security Operations**, to report the incident as soon as practicable, after the immediate risk has been resolved.
 3. If an **employee** has been exposed to violence in the workplace, the **Supervisor** will ensure that notification to *WorkSafe BC* occurs in accordance with College SOP: [Accident, Injury, Incident or Occupational Disease at Workplace Part 1 \(Reporting\) - For DC Employees and Students](#).

B. REPORTING COMPLAINTS OF VIOLENCE

Complaints of campus violence that are not in progress, or that do not present an imminent risk, should be reported to the **Responsible Administrator** or **Campus Security**. (See SOP: [Violence - Complaints \(Responding to\)](#)).

C. REPORTING NON-IMMINENT CONCERNS:

STEPS:

1. **Employees** who have concerns regarding a potential or increased risk of campus violence due to *physical conditions, should report concerns to their **Supervisor**.

**Note: Physical conditions that may be associated with a risk of campus violence include, but are not limited to, the following:*

- *Isolated areas where workers may be working alone;*
 - *Impeded sightlines (e.g., overgrown shrubbery or areas that create potential for incidents of violence to occur hidden from view, etc.)*
 - *Impeded, malfunctioning or absent safety mechanisms (e.g., poor or absent lighting, absent or malfunctioning door locks, malfunctioning emergency phones, blocked emergency exits, etc.).*
2. The **Supervisor** receiving the report will follow up as appropriate with **Facilities Services** and/or **SSRM** to address the concerns reported.
 3. Physical conditions that require **immediate intervention** must be reported to **Campus Security**, who will follow up as appropriate (e.g., gas leaks, wet spills, health and safety concerns).