

Violence in the Workplace Program Procedure

1. Intent

- 1.1. This procedure will identify how a “Site-Specific Workplace Violence Hazard Assessment” is completed for each workplace within Thames Valley District School Board, to meet the requirements of the *Ontario Occupational Health and Safety Act (OHSA)*.

2. Definitions

- 2.1. Workplace Violence, as defined by the *OHSA*, is:
 - 2.1.1. The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
 - 2.1.2. An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to a worker,
 - 2.1.3. A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in a workplace, that could cause physical injury to a worker.
- 2.2. Workplace, as defined in the *OSHA*, is any land, premises, location or thing at, upon, in or near which a worker works.
- 2.3. Threat refers to the implication or expression of intent to inflict physical harm or actions that a reasonable person would interpret as a threat to physical safety.

3. Objective of Procedure

- 3.1. The risk of workplace violence and identification of appropriate control(s) must be reviewed on an ongoing basis and re-assessed following a significant event.

4. Roles and Responsibilities

- 4.1. This procedure applies to all work activities that occur while on Board premises, or while engaging in workplace duties at off-site locations.
- 4.2. The method(s) for controlling violence in the workplace as identified in the “Site

Specific Workplace Violence Hazard Assessment” for each workplace applies to all members of the Board community, including but not limited to;

- 4.2.1. Trustees,
 - 4.2.2. Students,
 - 4.2.3. Employees,
 - 4.2.4. Service providers,
 - 4.2.5. Visitors ,
 - 4.2.6. Volunteers,
 - 4.2.7. Permit holders,
 - 4.2.8. Contractors,
 - 4.2.9. Employees of other organizations who work on Board property, or
- 4.3. The **Principal/Manager/Supervisor** shall assess the risk(s) and identify control(s) for staff working at their site to help reduce the risk of violence in the workplace.
- 4.4. The **Superintendent of Student Achievement** is responsible for receiving reports of physical altercations that occur at their community of schools.
- 4.5. The **Human Resources Department** shall be responsible for:
- 4.5.1. Supporting the development of Workplace and Personal Safety Plans.
 - 4.5.2. Receiving reports of physical altercation and when there is an incident involving Parent/Guardian/Public and TVDSB Staff.
- 4.6. The **Senior Superintendent Human Resources Services** is responsible for consulting on the information to be provided to a worker regarding a person with a history of violent behaviour.
- 4.7. Roles of the **Site Joint Health and Safety Committee (SJHSC)**:
- 4.7.1. To support the completion and reassess as needed the Site-Specific Workplace Violence Hazard Assessment.
 - 4.7.2. The *Occupational Health and Safety Act* outlines the legal responsibilities for

the Joint Health and Safety Committee when receiving notification of violent incidents and their role in the investigation, if required.

5. Site Specific Violence Hazard Risk Assessment

5.1. The Principal/Manager/Supervisor shall assess the risk(s) and identify control(s) to help reduce the risk of violence in the workplace.

5.1.1. This assessment is called the “Site-Specific Workplace Violence Hazard Assessment” and will be completed by filling out the form attached in Appendix A.

5.1.2. This shall be done in consultation with the members of the Site Joint Health and Safety Committee.

5.2. The risk of violence occurring in the workplace is linked to several factors. The OHSA requires the “Site-Specific Workplace Violence Hazard Assessment” to include assessment of the risk of violence that may arise because of:

5.2.1. Nature of the workplace(Some of these may be considered significant enough that identification for controls may need to be listed on the assessment.):

5.2.1.1. The risk of workplace violence is impacted by and may increase due to the nature of the workplace, such as:

5.2.1.1.1. The surrounding area in which the workplace is located,

5.2.1.1.2. Working in a non-TVDSB location (off-site of the workplace, e.g., home schooling),

5.2.1.1.3. Working alone or in isolation,

5.2.1.1.4. Physical attributes of the workplace,

5.2.1.1.5. Areas on the periphery of the workplace (e.g., parking lots, portables in playing fields),

5.2.1.1.6. Controls on entry to the workplace and on entry to parts of the workplace,

5.2.1.1.7. Use of the workplace by non-workers (e.g., community groups).

5.2.2. Type of work:

- 5.2.2.1. Curriculum offerings (e.g. technology classrooms), student aggression, handling cash
 - 5.2.3. Conditions of the workplace
 - 5.2.3.1. Threats of violence, working alone, times of the year when violence may change, traveling between sites / in the community.
 - 5.2.3.2. The risk of workplace violence occurring due to the characteristics of the general workplace population, including students, workers, parents, and the public with a history of violence. This risk may vary by area within workplace.
- 5.3. The “Site-Specific Workplace Violence Hazard Assessment” risk assessment and its re-assessment(s) will consider the type, frequency, and severity of violence by using the following documents for the site:
 - 5.3.1. Employee Accident/Incident Reports involving violence,
 - 5.3.2. Student suspensions involving violence,
 - 5.3.3. Workplace / Personal Safety Plans,
 - 5.3.4. Trespass orders,
 - 5.3.5. Custodial orders,
 - 5.3.6. Police reports involving violence, break-in’s, etc.
 - 5.3.7. JHSC Minutes and Inspections
- 5.4. The assessment must be shared with staff (including casual and itinerant staff) who work at the site.

6. Site-Specific Workplace Violence Re-Assessment

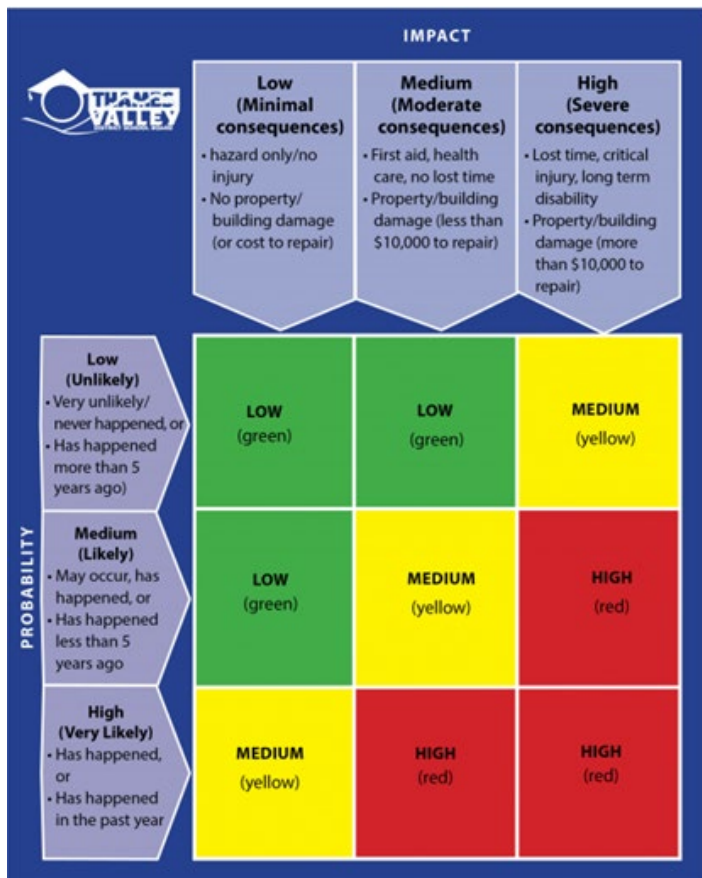
- 6.1. The risk of workplace violence and identification of appropriate control(s) must be reviewed on an on-going basis and re-assessed following a significant event (outlined below).
 - 6.1.1. Upon completion of a re-assessment the “Site-Specific Workplace Violence Hazard Assessment” can be edited as needed.
- 6.2. The following times are when a review or re-assessment will occur:

- 6.2.1. Annually by the principal/manager/supervisor,
- 6.2.2. At each Site Joint Health and Safety Committee meeting (September, December, March and June),
- 6.2.3. Following a significant event at the site (e.g. property loss or damage),
- 6.2.4. Changes have occurred to the workplace or environment (e.g. change of use of space, renovation, construction, new developments, new programs),
- 6.2.5. Rising of violent incidents or critical injuries related to violence
- 6.2.6. Changes in legislation, regulatory requirements, or recommendations from the Ministry of Labour, Immigrations, Training and Skills Development
- 6.2.7. Concerns from the Joint Health and Safety Committee
- 6.2.8. There is a change in the type of work, nature of the work or condition of the work (not including processes that follow the Management of Aggressive Behaviour Safety Plan Procedure, or other related procedures, unless the corrective action(s) impact one of the scenario(s) above (e.g. change of use of space).

7. Controlling Medium and/or High Risk(s)

- 7.1. For each medium or high risk identified on the “Site-Specific Violence Hazard Assessment” as indicated on the “Instruction Reference Sheet”, preventative measures and/or corrective action(s) must be established to reduce the risk, where possible.
 - 7.1.1. These preventative measure(s) / corrective action(s) may be based on Thames Valley District School Board Policy, Procedure, Protocol, Guidelines, and/or best practice.
 - 7.1.2. These precautions and preventative measures may vary due to the factors described in the image and Table 1 below.

8. Factors for Precautions and Prevention Risk Assessment Matrix



8.1. Impact Categories

8.1.1. Low (Minimal consequences)

8.1.1.1. Hazard only / no injury

8.1.1.2. No property/building damage (or cost to repair)

8.1.2. Medium (Moderate consequences)

8.1.2.1. First aid, health care, no lost time

8.1.2.2. Property/building damage (less than \$10,000 to repair)

8.1.3. High (Severe consequences)

8.1.3.1. Lost time, critical injury, long-term disability

8.1.3.2. Property/building damage (more than \$10,000 to repair)

8.2. Probability Categories

8.2.1. Low (Unlikely)

8.2.1.1. Very unlikely / never happened, or

- 8.2.1.2. Has happened more than 5 years ago
- 8.2.2. Medium (Likely)
 - 8.2.2.1. May occur, has happened, or
 - 8.2.2.2. Has happened less than 5 years ago
- 8.2.3. High (Very Likely)
 - 8.2.3.1. Has happened, or
 - 8.2.3.2. Has happened in the past year

8.3. Risk Matrix Table

Probability \ Impact	Low Impact	Medium Impact	High Impact
Low (Unlikely)	LOW (green)	LOW (green)	MEDIUM (yellow)
Medium (Likely)	LOW (green)	MEDIUM (yellow)	HIGH (red)
High (Very Likely)	MEDIUM (yellow)	HIGH (red)	HIGH (red)

- 8.4. Using the Risk Matrix Table (8.3) above determine the “risk level” for the item, location or task being evaluated on the “site-specific violence hazard risk assessment” and which corrective action(s) may be implemented to help mitigate, control and help to lower the risk.

Risk Level for the item, location or task being evaluated	Corrective Action(s)
"Low Risk" (Identified as LOW in 8.3)	Acceptable Risk Level List corrective action(s) which have been implemented to reduce the risk
"Medium Risk" (Identified as MEDIUM in 8.3)	- List corrective action(s) which have been implemented (include interim measures) to reduce the risk - List corrective action(s) which are or could be considered for implementation to reduce the risk in the "Opportunity for Increased Safety Measures" box.
"High Risk" (Identified as HIGH in 8.3)	- List corrective action(s) which have been implemented (include interim measures) to reduce the risk - List corrective action(s) which are or could be considered for implementation to reduce the

	risk in the "Opportunity for Increased Safety Measures" box.
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9. Summoning Immediate Assistance

- 9.1. Measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur must be included in Site-Specific Violence Hazard Assessment.
- 9.2. Table 2 shows some common methods that can be used as a method of summoning immediate assistance. The need for specific methods could be linked to the risk of workplace violence.
- 9.3. Depending on the nature, location, and level of risk, this includes summoning assistance from the principal/manager/supervisor or emergency response team. Emergency services (911) may also be required depending on the nature of the incident as well as community assistance through the 911 Service. Emergency Services cannot be the method for summoning immediate assistance.
- 9.4. When determining the effectiveness of various devices, it is important to consider the worker's location (onsite or offsite) and time of day (working during or outside of regular hours). Training in emergency communication procedures is essential if they are to be used effectively.

Table 2 - Types of Communication Devices

Device	Strengths	Weaknesses
School-wide P.A. System	- Immediate school-wide communication useful for Emergency code alerts	- May not be heard by those in noisy areas - One way communication only - Restricts type of information that can be communicated (confidentiality)
Classroom P.A. System	- Direct link to the main office - Simple usage	- Requires someone to be in the office - Fixed location in the class means staff may not be able to access in an emergency - Useful inside the building only
2-Way Radio (Walkie-Talkie)	- Almost instant communication - One button use - Can select specific recipient or numerous recipients - Can be used for a variety of messages	- Requires base station to be continuously staffed or select receivers always active (also may move about) - No 911 component - Need to be charged. This limits the period of time you have it turned on unless you have a charger available.

	- Few weak spots within range	
Individual Cell Phone *Can be used in an emergency if other methods are unavailable	- Fast direct one-to-one communication - Can be used in almost all locations including community - Few range limitations - Can be used to text messages (when speaking is not an option; use with deaf/hard of hearing) - Can be used for a variety of messages including 911	- Requires message recipient to be available - Signal strength may be poor in elevators, basements - If being attacked, a worker may not be able to use - Not enough time to dial - Need to be charged. This limits the period of time you can have it turned on unless you have a charger available.

10. Sharing the Site-Specific Violence Hazard Risk Assessment with Staff

10.1. Annually, the Administrator shares the “Site-Specific Workplace Violence Hazard Assessment” with all staff (September) and with new staff, as required.

10.2. The assessment and updates must be shared with staff (including casual and itinerant, and/or new staff) who work at the site on an ongoing basis.

~~10.3.~~ The Site-Specific Workplace Violence Assessment – Staff Summary page is stored at the site in the Documentation Resource Red Binder for staff to reference and is updated as revisions are made to the document.

11. Investigations

11.1. Conducting an internal investigation of a complaint or an incident must be done with a high degree of sensitivity and will often need to consider the rights of not only the accuser but also the accused.

11.2. In a school setting, the accused could be a student, worker, visitor, parent, or outside community member.

11.3. The Principal/Manager/Supervisor must complete a comprehensive investigation to ensure compliance with applicable legislation and to withstand scrutiny of the courts, arbitrators and/or other administrative tribunals.

11.4. The investigation needs to be fair and unbiased.

11.5. The Principal/Manager/Supervisor will direct the completion of the Employee Incident

Reporting and Investigation Form, when necessary.

11.6. Labour Relations and Safe Schools may also support investigations as appropriate.

12. Training

12.1. Legislated Workplace Violence Training

12.1.1. All new hires to the Board will receive Violence in the Workplace training as part of their new hire orientation

12.1.2. Board-Wide training is scheduled at a minimum every other year to ensure that legislative requirement(s) for training on Workplace Violence is provided to all employees.

12.2. Site Specific Workplace Violence Training/Information

12.2.1. The “Site-Specific Workplace Violence Hazard Assessment” and updates to it, must be shared with staff who work at the site to provide information / instruction on preventative practices to reduce the risk of workplace violence in a timely manner at least annually at the start of the school year.

12.2.2. Training for other tool(s) that may be used to help control the risk of workplace violence must be provided to staff as applicable (e.g. Management of Aggressive Behaviour Safety Plan, Behaviour Management Systems (BMS) training, personal protective equipment use).

12.2.3. The Principal / Supervisor will also provide the same instruction for any individual who may take on this assignment in the absence of the primary recipient.

12.2.4. For additional instructions related to specific assignments, administrators should refer staff to the appropriate procedure to determine preventative measures.

13. Disclosure and Information Related to a Violent Person

13.1. Student with Additional Program Supports (e.g. Management of Aggressive Behaviour Safety Plan, Individualized Behaviour Plan)

13.1.1. Refer to Procedure 4008f – Management of Aggressive Behaviour Safety Plan for instructions on sharing information.

13.2. Identified Person with Potential of Violent Behaviour Students/Workers/ Parents/ General Public

13.2.1. The Principal / Supervisor will, (in consultation with the appropriate Superintendent and Human Resources), provide appropriate information to a worker, which may include personal information, related to a risk of workplace violence from a person with a history of violent behaviour, if:

13.2.1.1. (a) the worker can be expected to encounter that person in the course of their work; and

13.2.1.2. (b) the risk of workplace violence is likely to expose the worker to physical injury; provided that no more personal information will be disclosed in the circumstances than is reasonably necessary to protect the worker from physical injury and in keeping with the Municipal Freedom of Information and Protection of Privacy Act.

13.2.2. The “Workplace / Personal Safety Plan” may be created when identified by the employee or by their supervisor. OSS – Human Resources – Health and Safety will support the development of the plan when notified. Information from the “Workplace / Personal Safety Plan” will be tailored to the situation.

14. Violent Incident Procedures and Reporting

14.1. In reporting a violent incident, documentation is of primary importance. The type of documentation may vary depending on the individuals involved. The complication is the vast crossover of different policies and procedures due to the various individuals that may be involved in an incident. For simplification, the following will look at the reporting and investigation process based on incidents when it involves two individuals B 1) a victim and 2) a perpetrator.

14.2. **Student to Student**

14.2.1. An incident involving these two parties is a Safe Schools Policy issue. The investigation and documentation are prescribed by the policy whether it be bullying, a physical altercation, verbal altercation, or matter of aggressive

behaviour. The documentation is to be in compliance with that required by the policy and its procedures. The information about the event(s) is only shared as outlined in the supporting procedure.

14.2.2. If either student receives injury, it may require the completion of an Ontario School Board Insurance Exchange (OSBIE) Incident Form.

14.2.3. Other procedures that may have documentation to complete when a student is involved may include:

- a) Building Incident Report (e.g. vandalism)
- b) 4008d Response Plan-Incidents Requiring Hold and Secure or Lockdown
- c) 4008e Police/School Board Protocol
- d) 4008g Violence Threat Risk Assessment: School Response to Threatening Behaviours
- e) Policy/Program Memorandum No. 145 Progressive discipline and promoting positive student behaviour
- f) 5014 Risk of Violence Assessment Procedure
- g) 9005 Traumatic Events Response Team Procedure

14.3. **Student to Staff**

14.3.1. Under these circumstances, there may be more than one policy/procedure and reporting requirement to be considered when reporting these types of incidents, but not always required. The first such policy is Safe Schools which may require the investigation and documentation of the action(s) of the student(s).

14.3.2. Due to the involvement of a worker, there will need to be the completion of an Employee Incident Reporting and Investigation Form. Reporting will be provided to those as outlined in "9009 – Employee Accident/Incident Report Independent Procedure".

14.3.3. Once again, under health and safety legislation it is considered an incident that must be logged and reported per the Employee Incident Reporting procedure as part of the statistics reported to the JHSC. Under the Violence

in the Workplace Procedure; for statistical purposes, the incident is considered as a singular event regardless of the number workers that may be involved.

14.3.4. Other procedures that may need to be followed during this type of incident includes:

- a) 4008 Safe Schools Policy
- b) 4008h Safe Schools Procedure
- c) 4001 Emergency Procedure Policy
- d) 4001a Emergency Procedures Procedure
- e) 4008d Response Plan-Incidents Requiring Hold and Secure or Lockdown
- f) 4008e Police/School Board Protocol
- g) 4008f Management of Aggressive Behaviour Procedure
- h) 4008g Violence Threat Risk Assessment: School Response to Threatening Behaviours
- i) Traumatic Events Response Team Procedure (9005)
- j) Policy/Program Memorandum No. 145
- k) 5014 Risk of Violence Assessment Procedure
- l) Policy/Program Memorandum No. 145 Progressive discipline and promoting positive student behaviour
- m) 5014 Risk of Violence Assessment Procedure
- n) 9005 Traumatic Events Response Team Procedure
- o) 2005m Workplace / Personal Staff Safety Procedure is not used for student to staff incidents as there are other procedures that are used.

14.4. **Parent/Guardian/Public to Staff**

14.4.1. Beyond the investigation and preventative measures taken by the supervisor in accordance with this policy, this should seriously be considered as matter for the police and in accordance with the Police/School Board Protocol under the Safe Schools Policy.

14.4.2. HRS - Health and Safety only needs details of the incident itself and not the

names of those individuals which are not employed by the Thames Valley District School Board. This incident is reported using an Employee Incident Reporting and Investigation Form.

14.4.3. Other procedures that may need to be followed in this type of an incident includes:

- p) 4001 Emergency Procedure Policy
- q) 4001a Emergency Procedures Procedure
- r) 4008d Response Plan-Incidents Requiring Hold and Secure or Lockdown
- s) 4008e Police/School Board Protocol
- t) Policy/Program Memorandum No. 145 Progressive discipline and promoting positive student behaviour
- u) 5014 Risk of Violence Assessment Procedure
- v) 9005 Traumatic Events Response Team Procedure
- w) 2005m Workplace / Personal Staff Safety Procedure

14.5. **Staff to Staff**

14.5.1. A physical altercation between workers of the Thames Valley District School Board will be a matter to be dealt with as discipline as dictated by the respective collective agreements for each worker.

14.5.2. Such altercations must also be reported to the appropriate Manager and Superintendent of Student Achievement, Organizational Support Services (Human Resources).

14.5.3. The 2005m Workplace / Personal Staff Safety Procedure is not used for staff of TVDSB unless there are extenuating circumstances that are evaluated on a case-by-case basis.

14.6. **Staff / Community Member(s) to Student**

14.6.1. Refer to the “Child Abuse and Protection Policy” and “Child Abuse and Protection Procedure” for instructions to follow when there is violence toward students by staff or a community member.

14.6.2. The “Workplace / Personal Staff Safety Procedure”, trespass orders, etc may need to be created as needed depending on the complexity of the situation.

15. List of Appendices

15.1. Appendix A - Procedure Administrative Information

Appendix A – Procedure Administrative Information

Procedure Number:	3011
Procedure Owner:	Human Resource Services
Effective Date:	2013 November 12
Amendment Dates:	2013 Mar. 06, 2018 Jan 23, 2025 Dec 15
Review Dates	
EIE Review Date:	2024 June 19
Resources:	• <i>Occupational Health and Safety Act</i>, R.S.O. 1990, c. O.1 • TVDSB Health and Safety Policy (2005) and Procedures (2005i and 2005 m) • TVDSB Employee Accident/Incident Report Procedure (9009) • TVDSB Violence in the Workplace Policy (3011) • TVDSB Employee Code of Conduct Procedure (3017a) • TVDSB Domestic Violence in the Workplace Procedure (2005i) • TVDSB Safe Schools Policy (4008) and Procedures (4008d through k) • TVDSB Emergency Procedure Policy (4001) and Procedure (4001a) • TVDSB Traumatic Events Response Team Procedure (9005) • TVDSB Risk of Violence Assessment Procedure (5014a)