

## Workplace Violence Prevention Program

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### 1. Introduction

The Occupational Health and Safety Act sets out the rights and duties of all parties in the workplace with respect to occupational health and safety. Laurentian University strives to maintain a safe and productive learning and working environment for its community and will not tolerate violence. The University will take all reasonable precautions to minimize the risk of violence, and will take all reasonable measures to ensure that controls are in place to protect its members from incidents of violence or threats of violence in the workplace.

### 2. Purpose

- 2.1 To ensure that employees, students, visitors or any other individual affiliated with Laurentian University will not be subject to any acts or threats of violence.
- 2.2 To conduct assessments on the risk of workplace violence to ensure that controls can be effectively identified and implemented.
- 2.3 To ensure that those subjected to acts of violence are encouraged to access any assistance they may require in order to pursue a complaint.
- 2.4 To ensure that individuals are advised of available recourse if they are subject to, or become aware of, situations involving violence.

### 3. Scope

- 3.1 This program applies to all employees, contractors, volunteers, students and visitors to our workplaces. This program applies at our own workplaces and also at other workplaces where Laurentian employees, contractors and volunteers work.

3.2 For the purposes of this program, the University's workplaces include all places where University business occurs and include all:

- 3.2.1 university buildings (whether owned or leased) and surrounding perimeter including parking lots, sidewalks, and driveways ("University grounds");
- 3.2.2 university vehicles;
- 3.2.3 off-site locations where University business occurs;
- 3.2.4 university-sponsored functions and recreational or social events, whether taking place on University grounds or elsewhere; and
- 3.2.5 travel for University business.

#### 4. Definitions

4.1. **Violence:** *The Occupational Health and Safety Act* defines workplace violence as:

- a. "The exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker;
- b. An attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker;
- c. A statement or behaviour that 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 the worker."

4.2. **Workplace:** *The Occupational Health and Safety Act* defines a workplace as any land, premises or thing, at, upon, in or near which a worker works.

#### 5. Responsibilities

##### 5.1. It is the responsibility of the University to:

- 5.1.1 take reasonable preventative measures to protect employees and others in University workplaces from workplace violence;
- 5.1.2 ensure that a workplace violence assessment is conducted;
- 5.1.3 develop procedures to address the workplace violence risks identified in the violence assessment;
- 5.1.4 ensure that all employees are trained on this program;
- 5.1.5 post this program in a conspicuous place in the workplace;
- 5.1.6 ensure that this program is communicated to contractors and other persons who attend University workplaces;
- 5.1.7 establish a process for reporting and responding to incidents of workplace violence;
- 5.1.8 ensure the process for reporting and responding to incidents of workplace violence is communicated, maintained and followed; and
- 5.1.9 ensure that this program is reviewed at least annually.

##### 5.2 It is the responsibility of managers and supervisors to:

- 5.2.1 understand and abide by the requirements of the policy and supporting program;
- 5.2.2 communicate and review the policy and program with the employees they supervise or manage;
- 5.2.3 verify that all contractors and others who attend University workplaces are aware of the policy and supporting program;

- 5.2.4 adequately train employees in University procedures that address the workplace violence risk(s) applicable to the employee;
- 5.2.5 to encourage employees to report complaints or incidents of workplace violence;
- 5.2.6 respond to all complaints, incidents or reports of incidents of workplace violence in a professional manner appropriate for the circumstances of the complaint or incident; and
- 5.2.7 promptly report all complaints or incidents of workplace violence they receive or witness to management and, as applicable, to Security Services.

**5.3 It is the responsibility of employees (includes, faculty, staff, all levels of management) to:**

- 5.3.1 comply with the policy and this supporting program at all times to protect themselves and others in the workplace from workplace violence;
- 5.3.2 immediately notify their supervisor or other designated person of any incident of workplace violence whether the notifying worker is the victim or not. In the case of an extreme or imminent threat of physical harm to themselves or any person from workplace violence, the worker should contact the police;
- 5.3.3 participate in training regarding this policy and University procedures directed at workplace violence risks in the workplace; and
- 5.3.4 fully cooperate in any investigation of complaints, incidents or reports of incidents of workplace violence or breaches of the policy and supporting program.

**5.4. It is the responsibility of Human Resources and Organizational Development to:**

- 5.4.1 contact Security, Risk Management and Parking Services when made aware of an incident or threat of workplace violence, including domestic violence;
- 5.4.2 investigate employee-related matters of workplace violence.

**5.5 It is the responsibility of the Director of Security, Risk Management and Parking Services to:**

- 5.5.1 in consultation with Human Resources and Organizational Development, complete an assessment of the potential for violence in the workplace, and reassesses as often as is necessary to ensure that workers are protected from workplace violence and that the workplace violence prevention policy and implementation program remains effective, and reports the results of the assessment to Human Resources and Organizational Development and the Joint Health and Safety Committee (JHSC).
- 5.5.2 consult and advise Human Resources and Organizational Development and the Vice-President, Administration, regarding concerns about violent and potentially violent employees or other persons.
- 5.5.3 in the event of an incident or threat of workplace violence, promptly investigate the incident;
- 5.5.4 gather and maintain University-wide information on incident or threat of workplace violence, including domestic violence that may occur in the workplace.

**5.6 It is the responsibility of Health and Wellness Services staff to:**

- 5.6.1 provide confidential counseling services to any person desiring assistance with situations relating to anger or threats or violence, including domestic violence.
- 5.6.2 provide educational and emotional support, referrals and consultation to groups and individuals who are victims, observers, or otherwise adversely affected by a violent incident or threat.
- 5.6.3 provide consultation to administrators on evaluating the potential for violence by individuals.
- 5.6.4 make an appropriate referral for clinical evaluation or treatment, as needed.

## **6. Measures and Procedures for Assessing the Risk of Workplace Violence**

### **6.1 Formal and Periodic Risk Assessments**

6.1.1 In consultation with Human Resources and Organizational Development, Security, Risk Management and Parking Services will assess the risks associated with workplace violence, and reassess as often as is necessary to ensure that workers are protected from workplace violence and that the workplace violence policy and implementation program remains effective.

6.1.2 Risks shall be evaluated and matters of concern shall be reported to the appropriate department/unit head. The assessment shall identify where specific procedures and/or measures will be required and such procedures and/or measures will be developed and implemented by the appropriate departments to eliminate or control the risks where the potential for workplace violence exists.

6.1.3 Copies of the result of the assessment and any re-assessments will be provided to the Joint Health and Safety Committee (JHSC).

### **6.2 Incident-based risk assessments**

Risk assessments will be performed to evaluate incidents, re-assess the risks and suggest controls to protect individuals against acts or threats of violence.

## **7. Measures and Procedures to Control the General Risks of Workplace Violence**

### **7.1 Campus resources**

The Office of Security, Risk Management and Parking Services is open during regular hours, Monday to Friday.

Security Office/ Security Control Centre 705-673-6562 (Monitored 24 hours a day)

Health and Wellness Services 705-675-1151 extension 1067

Human Rights Office 705-675-1151 extension 3422

#### 7.1.1 Security, Risk Management and Security Services

A team normally comprised of one female and one male security guard is available 24 hours per day, seven days a week. The guards have acquired First Aid, Cardio Pulmonary Resuscitation (CPR) and Assisted External Defibrillation (EAD) training, and are prepared to deal with safety and security issues which affect you. Security personnel are available to escort individuals from point A to point B anywhere on campus grounds. For assistance or information please call 705-673-6562.

#### 7.1.2 Health and Wellness Services

Health and Wellness Services is on campus to serve your needs. With usually both Doctor and Registered Nurses on duty during the normal working hours, they have the personnel and expertise to treat you promptly and effectively and have the means to quickly arrange for ambulance service or any other specialized treatment that may be required.

They can be reached by calling extension 1067 during normal working hours. For assistance after normal working hours, please contact Security, Risk Management and Parking Services at 705-673-6562.

### 7.1.3 Employee Assistance Program

Laurentian University has an excellent Employee Assistance Program (EAP) in place which is available to all members of the Laurentian community and is equipped to deal with problems ranging from drug and alcohol abuse to social, emotional, family, and health problems. For further information, please contact the Program Coordinator, at Health and Wellness Services, extension 1055.

## **7.2. Information, instruction, and communication**

### **In accordance with the Occupational Health and Safety Act:**

#### 7.2.1 Dissemination of the Policy

The workplace violence prevention policy and supporting program are distributed by email among the Laurentian University community at large. This ensures that every operating unit within Laurentian has at least one complete copy for informational and reference purposes. The policy and program are also posted on the University's Intranet site.

#### 7.2.2 Training

Recognizing the need to provide students, faculty, administrators, and staff throughout the University with information and training in support of the Policy on Workplace Violence Prevention, the Director of Security, Risk Management and Parking Services in consultation with the Manager of Training in Human Resources and Organizational Development will develop a training program and deliver training with five objectives:

- To raise awareness about the issue of violence in the workplace and its pervasiveness.
- To inform students, faculty, administrators, and staff of the University's policy and supporting program.
- To provide students, faculty, administrators, and employees with some examples of inappropriate behavior in relation to the categories of inappropriate aggression outlined in the policy and program.
- To inform students, faculty, administrators, and employees of the procedures for reporting inappropriate behaviour.
- To comply with the training requirements of the Occupational Health and Safety Act.

#### 7.2.3 Workplace Specific Training

Supervisors have a duty to advise workers of any actual or potential hazards related to workplace violence. Supervisors will develop and implement procedures and/or measures specific to their areas to eliminate or control the risks where the potential for workplace violence exists. These procedures and measures will be communicated to the workers in their area.

## **7.3. Policy enforcement**

Laurentian University values the health and safety of its employees and expects that its workplace(s) will be free of workplace violence. Laurentian will not tolerate incidents of workplace violence perpetrated against or by any employee, student, vendor, contractor, visitor or any other person at the workplace. Every person at Laurentian University is responsible for acting in compliance with this policy.

Violations of the policy may warrant progressive discipline up to and including dismissal/revocation of privileges. Inappropriate behaviour will be tracked and monitored by Human Resources and Organizational Development.

## **7.4. Risk-based physical and electronic security**

### 7.4.1. Panic buttons

There are thirty-five panic buttons located in various sensitive areas on campus. The panic buttons are connected directly to the security guard radio system.

#### 7.4.2. Immediate assistance

For those that require immediate emergency assistance, dial Ext. 4444, during regular office hours and security guards will be dispatched immediately. This emergency number is monitored by the Security Control Center.

#### 7.4.3. Emergency Telephones (Exterior)

Eleven emergency external telephones are located in strategic areas on campus. These telephones are located in close proximity to the parking gates and are characterized by a blue light, which flashes upon activation. Raising the receiver will automatically dial the security guard radio system. By remaining on the line a security guard will answer the call. Identify yourself and the area that you are calling from or stay on the line and a security guard will locate you and assist you. These telephones do not require money at any time.

#### 7.4.4. Emergency Telephones (Internal)

Twenty-two internal telephones have been installed in strategic areas on campus. The Security extension and emergency number have been posted on each telephone.

#### 7.4.5. Cameras

Cameras are situated in strategic locations on campus for personal safety and motor vehicle protection. Members of the campus community are reminded to stay in well-lit areas.

### **7.5. Work refusals**

Under the provisions of the Occupational Health and Safety Act, workers have the right to refuse to perform work which they believe may endanger the health or safety of themselves or another Worker. There are strict guidelines to be followed in this instance by the worker, the supervisor, and other interested parties. For further information, employees are referred to Section 43 of the Act for clarification.

## **8. Measures and Procedures to Control Specific Risks of Workplace Violence**

### **8.1. Working Alone or in Isolation**

- 8.1.1. Where practical it would be preferable to have a second person working in higher risk situations. This system is mandatory for workers working in confined spaces
- 8.1.2. In many working alone instances, checking the worker's well-being may be achieved by periodic visits at regular intervals by an individual, such as the employer, another worker of the employer or someone designated by the employer (such as Security, Risk Management and Parking Services). The worker can make the call or be contacted by another worker. The length of time between the checks will depend on the estimated hazard of the job function or location of the workspace.
- 8.1.3. Use of the telephone for communication at regular intervals may be adequate in low-risk working alone situations. Telephone numbers for routine calling and emergency situations must be posted prominently. The intervals between these contacts must be determined by the degree of risk at the workplace. Maintaining telephone calls to specific times would reduce the number of false-alarm situations arising from the person working alone or contact person not being available due to non-emergency situations.
- 8.1.4. If possible, consider the use of mechanical equipment (e.g., keyed or card access) or electrical surveillance (e.g., alarm systems) to accommodate the working alone situation. In certain areas, security systems in use at the workplace may be modified so that they will monitor a particular worker who is working alone, as well as the status of the workplace itself.

8.1.5. Cell phones, two-way radios, emergency sounding devices, panic buttons, visual monitoring systems, corner mirrors and similar equipment can also be used to monitor work-alone situations. This equipment is used as part of everyday operations.

## **8.2. Travel to Remote or Hazardous Locations**

8.2.1. Prepare a daily work plan, so that you and others know where and when you are expected somewhere.

8.2.2. Identify a designated contact at the office and a back-up.

8.2.3. Keep your designated contact informed of your location and consistently adhere to the call-in schedule.

8.2.4. If you plan on working in remote areas, a specific risk assessment should be performed to identify specific hazards for the travel and the work performed. Please contact the office of Occupational Health and Safety for assistance.

8.2.5. If you plan on travelling abroad please refer to the Laurentian University's " Foreign Travel Guideline".

## **8.3. Handling, Securing or Protecting Cash**

8.3.1. Keep cash register funds to a minimum

8.3.2. Use electronic payment systems to reduce the amount of cash available

8.3.3. Vary the time of day that you empty or reduce funds in the cash register

8.3.4. Use a locked drop safe

8.3.5. Arrange for a regular cash collection by a licensed security firm

## **8.4. Working at an Off-Campus Site (e.g. Laurentian in Barrie)**

8.4.1. Supervisors have a duty to advise workers of any actual or potential hazards related to workplace violence. Supervisors will develop and implement procedures and measures which are specific for their areas. In order to achieve this goal, supervisors will need to implement the following strategy in developing their area-specific program:

a. Develop measures and procedures for assessing the risk of workplace violence. Once developed, an assessment of the area will have to be conducted;

b. Develop measures and procedures to control the risk of workplace violence as identified by the risk assessment;

c. Develop measures and procedures for summoning immediate assistance. Supervisors will have to obtain pertinent information about each location their employees are working;

d. Develop measures and procedures for reporting, investigating, and dealing with complaints and threats. Although all employees of Laurentian University must abide by the Policy on Workplace Violence Prevention, some specific reporting procedures can be outlined in the program.

8.4.2. All assessments and programs must be filed with the Occupational Health and Safety office. For assistance please contact the Manager of Occupation Health and Safety at 705-675-1151, ext 3016.

## **9. Measures and Procedures for Summoning Immediate Assistance**

9.1. Any person experiencing or observing an incident of violence, or one which is likely to occur, shall, where appropriate, go to a safe location at the workplace and promptly call emergency services at 911; if necessary, dial the appropriate prefix for an outside line (i.e. 9-911). On the first available opportunity, call Security, Risk Management and Parking at ext 6562 or by dialing 705-673-6562;

9.2. All internal phones have been programmed with a direct line to Security. The top left button on the telephone will direct your call to the Security Control Center.

9.3. In the event of a power or internet failure, analog phone lines have been strategically installed throughout the campus. Occupants should familiarize themselves with available analog telephones in their area.

## **10. Measures and Procedures for Reporting Incidents, Complaints and Threats.**

- 10.1. Employees should not ignore threatening or violent behaviour. Employees witnessing or experiencing violence or threats of violence, or feeling that a colleague, student or visitor is likely to become violent, are required to report the situation to a supervisor, a person in authority or Campus security. If in doubt, report even if it means naming another individual as someone who may pose a threat of violence.
- 10.2. All complaints, incidents or reports of incidents of workplace violence or reprisal will be promptly investigated by the University as quickly and confidentially as possible in the circumstances. Complete confidentiality may not be possible in all circumstances.
- 10.3. The University will address all reports in accordance with our internal responsibility system and Workplace Violence Prevention Program.
- 10.4. Any person who believes they are a victim of violent behaviour has the right to report the incident to the proper law-enforcement agency;
- 10.5. Individuals shall report all incidents or threats of workplace violence or reprisals to your immediate supervisor, department head, dean, Security, Risk Management and Parking Services, the Human Resources and Organizational Development Department or through the Employee Assistance Program so that the matter can be investigated and addressed;
- 10.6. The supervisor shall contact the appropriate authority, including Security, Risk Management and Parking Services, Police, or Health and Wellness Services, in the event of an incident or threat of workplace violence;
- 10.7. The supervisor shall inform her/his superior and Human Resources and Organizational Development of any incidents or threats of workplace violence, even if the matter has been addressed;
- 10.8. All complaints and incidents will be recorded in writing by the reporting person/employee, the supervisor or manager receiving the report, Security, Risk Management and Parking Services and the Human Resources and Organizational Development Department. The date, time, location, potential witnesses and nature of the incident shall be documented.

## **11. Measures and Procedures for Investigating and Dealing with Incidents, Complaints and Threats**

### **11.1. Investigation**

11.1.1 The management, Security, Risk Management and Parking Services or the Human Resources and Organizational Development Department will investigate each complaint or incident.

11.1.2 The investigation will include:

- A documented interview with the complainant and/or victim;
- A documented interview with the alleged perpetrator(s);

- A documented interview with any witnesses with relevant information to provide; and;
- Any other step the investigator(s) deems necessary to fully and fairly investigate the complaint or incident.

11.1.3 The investigation team shall inform, in writing, the individual who is the object of the act of violence, and the individual who is the subject of the act of violence that it is conducting an investigation. The team will also inform these individuals of the results of its investigation and the ensuing recommendations. All records and reports of the investigation will be kept confidential.

11.1.4 The Director of Security, Risk Management and Parking Services may inform law enforcement authorities of any act of violence that constitutes a violation of the Criminal Code of Canada. The Director of Security, Risk Management and Parking Services may report other acts of violence, as appropriate.

## **11.2. Sanctions**

11.2.1. Disciplinary steps available to University Administrators are set forth in various existing manuals, and directives, such as Student Code of Conduct and collective agreements. In the case of workplace violence, two specific exceptions are provided.

- A psychological assessment, a fitness for duty evaluation, and/or counseling may be recommended on either a voluntary basis or as a condition of continued employment.
- All acts of violence may be grounds for discipline or dismissal in accordance with the relevant collective agreement.
- If an incident of workplace violence involves a person who is not an employee of the University, University management, Security, Risk Management and Parking Services or the Human Resources and Organizational Development Department will report the incident to that person's employer and/or such other person as the University determines is appropriate in the circumstances.

11.2.2. This policy and supporting program excludes incidents of harassment as they are dealt with under a separate University Policy.

## **11.3. Threat Assessment Team (TAT) Mandate**

11.3.1. There are three key elements in Laurentian's approach to addressing the occurrence of workplace violence. The first is a commitment to progressive and humane human resources practices. The second is an unequivocal refusal to tolerate violent acts. The third is the use of a threat assessment team (TAT) as a key response tool.

11.3.2. When a situation of potential or actual violence arises, any University community member may activate the workplace violence response mechanism by reporting it to any supervisor, the Human Resources and Organizational Development Department, or the Department of Security, Risk Management and Parking Services. In all cases, the information is channeled to the Vice President of Administration, whose responsibility is to convene a threat assessment team as required.

11.3.3. TAT is composed of members drawn from a panel, appointed by the Vice-President Administration. Each panelist serves a three-year term and may be re-appointed.

11.3.4. Included as factors in making the selection are such aspects as the organizational units affected, the nature of the threat, and any especially useful qualifications a potential panel member may bring to the team.

### Threat Assessment Panel

1. One member from Security, Risk Management and Parking Services
2. One member from the Human Rights Office
  
3. One member from Human Resources and Organizational Development
4. One member from Occupational Health and Safety
5. One member from Health and Wellness Services
3. 6. Two Administrators (rank of Manager or above)

11.3.5. Those appointed to the TAT panel, will receive training in how to conduct investigations, and threat assessments. The training will be relevant to the Policy and its program. It will be timely and will be provided by qualified professionals with experience in this field. Training will be provided on an ongoing basis to the panel members to ensure that they are well versed in new legislation and case law in this area.

11.3.6. Acting as a personnel representative of the Office of the Vice-President, Administration, TAT has the authority to take statements from relevant parties, and interpret University policies. TAT is advised by a member of the University's Legal Counsel. It may also consult with mental health or behavioral specialists as necessary. TAT's role is fourfold:

- To review the threat or act of violence and to articulate its specific elements.
- To determine whether a threat is legitimate and to categorize the risk level of that threat; in the case of a completed act of violence, to determine the risk of a future act and recommend appropriate action.
- To develop a strategy for addressing the act of violence or threat and determine responsibility for implementing the strategy.
- To communicate to the key individuals in the case, in writing, the fact of the inquiry, its results, and recommendations.

11.3.7. TAT's recommendations must be communicated to persons who have the responsibility and authority to act in the case in question. TAT is a problem-solving resource, not a replacement for appropriate managerial action.

11.3.8. There is no mandatory time frame within which TAT must complete its work. The need is to respond in a timely fashion to the threat posed by the case at hand while ensuring sufficient opportunity for a thorough review and evaluation of the relevant facts and issues. This may occasionally necessitate the interim suspension of the target of the assessment in the interest of safety.

## **11.4. Levels of Risk Associated with Acts or Threats of Violence**

Investigators may refer to these guidelines to determine if the activation of the Threat Assessment Team is necessary.

### **11.4.1. Level One – Negligible**

- Insufficient information to determine if a threat was made and if the threat was serious.
- Reported threat-maker has no history of threats or inappropriate behavior.
- The motives of the reporting person may be questionable, frivolous or vexatious.

- While the University encourages well-meaning complaints and protests, vexatious or frivolous complaints can be disciplined as per the relevant collective agreement.

#### **11.4.2. Level Two – Low**

- Comment was made and the recipient misconstrued it as a threat.
- Not enough evidence to determine if threat was actually made.
- Reported threat-maker has no apparent intent to harm and has no history of threats or inappropriate behavior.
- Insufficient evidence to continue investigation.

#### **11.4.3. Level Three – Moderate**

- Threat was made and causes distress to others.
- There is a reasonable belief of intent to cause harm.
- Threat-maker denies or rationalizes actions.
- No history of problems but immediate behavior is inappropriate or irrational.
- Violates organizational policy, but no criminal code violation or need for hospitalization.

#### **11.4.4. Level Four - High**

- Clear threat with intent to cause harm.
- History of problems in the organization.
- Violates organizational policy but no criminal code violation.
- May be need for hospitalization.
- Individual owns or has access to weapon(s).

#### **11.4.5. Level Five - Extreme**

- Clear acting out.
- Violation of criminal code; reason to arrest.
- Weapon displayed or used.
- Hospitalization clearly necessary.
- Police must be contacted.

## **12. No Reprisals**

- 12.1. There will be no reprisals against employees who have made good faith complaints or provided information regarding a complaint or incident of workplace violence. Employees who engage in reprisals or threats of reprisals may be disciplined up to and including dismissal from employment. Reprisals include:
- 12.1.1. Any act of retaliation that occurs because a person has complained of or provided information about an incident of workplace violence;
  - 12.1.2. Intentionally pressuring a person to ignore or not report an incident of workplace violence; and
  - 12.1.3. Intentionally pressuring a person to lie or provide less than full cooperation with an investigation of a complaint or incident of workplace violence.
- 12.2. An employee who makes a false complaint or otherwise abuses the Policy may be disciplined up to and including dismissal from employment. Such discipline is not a reprisal or breach of the Policy.

## 13. Tips for Preventing and Managing Incidents of Violence

### 13.1. Dealing with a potentially violent person

- 13.1.1. Work in groups with a co-worker.
- 13.1.2. Position your chair closest to the door so you have a clear path should you need to escape.
- 13.1.3. Never meet anyone by yourself at night.
- 13.1.4. Make sure your area is well-lit.
- 13.1.5. Establish a system with the security so that they can drop by when you expect trouble with a customer.
- 13.1.6. Have a standard plan for dealing with customers who become violent and make sure your co-workers know the plan. (Eg. Use of code words).
- 13.1.7. Know how to diffuse a violent person's emotions and de-escalate an explosive situation.
- 13.1.8. Never chase after a client who storms out of a session.
- 13.1.9. Never deal with an individual who is volatile alone.
- 13.1.10. Don't take a difficult person's behaviour personally. Their troublesome behaviour is habitual and affects most people with whom they come in contact.
- 13.1.11. Don't fight back or try to beat them at their own games. They have been practicing their skills for a lifetime, and you're an amateur.
- 13.1.12. Don't try to appease them. Difficult people have an insatiable appetite for more.
- 13.1.13. Don't try to change them. You can only change your responses to their behavior.
- 13.1.14. Always inform your supervisor after the incident.

### 13.2. Terminating a Potentially Abusive Interaction

- 13.2.1. Interrupt the conversation firmly but politely.
- 13.2.2. Tell the person that you:
  - Do not like the tone of the conversation,
  - Will not accept abusive treatment,
  - Will end the conversation if necessary.
- 13.2.3. Tell the person that you will ask them to leave the building, or that you will leave.
- 13.2.4. If the behaviour persists, end the conversation.
- 13.2.5. Ask the person to leave the building, or leave yourself.
- 13.2.6. If the person does not agree to leave, remove yourself from the scene and inform your supervisor immediately.
- 13.2.7. **DO NOT** return to the person if you believe they pose a physical threat.
- 13.2.8. Advise other staff and have them leave the immediate area.
- 13.2.9. Call security or the police.
- 13.2.10. Always inform your supervisor after any incident.

### 13.3. Responding to a Physical Attack

- 13.3.1. Make a scene, yell or scream as loudly as possible. Try shouting words like STOP, FIRE or HELP.
- 13.3.2. If you are being pulled along or dragged, fall to the ground and roll.
- 13.3.3. Blow a whistle, activate your personal security alarm or push the security alarm.
- 13.3.4. Give bystanders specific instructions to help you. Single someone out and send them for help. For example, "You in the yellow shirt, call the police."

- 13.3.5. If someone grabs your purse, briefcase or other belongings, DO NOT resist. Throw the item to the ground several feet away from the thief and run in the opposite direction, yelling “help” or “fire.”
- 13.3.6. **DO NOT** chase a thief.
- 13.3.7. Run to the nearest safe place, a safe office or other public place.
- 13.3.8. Call Security or the police immediately after the incident.
- 13.3.9. Always inform your supervisor after the incident.

**14. Related University Policies, Procedures and other Documents**

- 14.1. *Occupational Health and Safety Act, 1990* and Regulations
- 14.2. Policy on Workplace Violence Prevention.
- 14.3. Policy on a Respectful Workplace and Learning Environment.
- 14.4. Policy on Occupational Health and Safety .
- 14.5. Laurentian University’s Health and Safety Policies and Procedures.
- 14.6. Code of Student Conduct (non-academic).

**REMEMBER!!!**

**SAFETY IS EVERYONE'S RESPONSIBILITY!**

**FOR ASSISTANCE  
PLEASE CALL SECURITY  
AT EXTENSION 6562**