# Introduction and scope

The University of Alberta is committed to providing a safe working and learning environment for staff and students. Violent or threatening behaviour, including **harassment**, will not be tolerated. Part 27 of the *Occupational Health & Safety Code* (2009) classifies **workplace violence** as a hazard and stipulates the provision of policy and procedures both to minimize and to respond safely to workplace violence.

The purpose of this information document is to identify the existing university policies, procedures, and resources intended to help staff and students to recognize, reduce, and respond to violent or threatening behaviour.

1. **Requirements**

The university has developed policy, procedure, and programs that cover the following topics:

* How to recognize violence in a working or learning environment
* How to respond to violence (including how to obtain assistance)
* Procedures to report, investigate, and document incidents of violence
* How to access health services

As necessary, the university will also implement additional workplace arrangements to minimize or eliminate violence in a working or learning environment.

1. **Responsibilities**

Existing university policy and procedures specify the responsibilities of university staff and students as they pertain to the recognition, reduction, and response to violence or threatening behavior. To understand your responsibilities, refer to the policy or procedure that is most applicable to your circumstance.

# Standard process

Current university policy, procedures, and programs that correspond with the recognition, reduction, and response to violence or threatening behaviour are provided below.

**Recognize**

To reduce the incidence of violence in a workplace or learning environment, learn to recognize signs of threatening behavior:

* FOR STAFF: refer to the [*Helping Individuals at Risk Policy*](https://policiesonline.ualberta.ca/PoliciesProcedures/Policies/Helping-Individuals-at-Risk-Policy.pdf)
* FOR STUDENTS: refer to the [*GFC Policy Manual Section 91*](http://www.gfcpolicymanual.ualberta.ca/en/91ProtocolforUrgentCasesofDisr.aspx)

**Report**

1. To report violence that is happening or imminent:
   * Call 911 or
   * Contact [University of Alberta Protective Services](http://www.protectiveservices.ualberta.ca/) (780-492-5050)
2. To report threatening behaviour, including harassment, refer to the [*Discrimination, Harassment, and Duty to Accommodate Policy*](https://policiesonline.ualberta.ca/PoliciesProcedures/Policies/Discrimination-Harassment-and-Duty-to-Accommodate-Policy.pdf)

**Respond**

For a step-by-step response to violence that is happening or imminent:

* FOR STAFF: Refer to the [University of Alberta Hazard Responsewiki](https://sites.google.com/a/ualberta.ca/ualberta-hazard-response-wiki/config/pagetemplates/sample-generic-plan)
* FOR STUDENTS: Refer to the [*GFC Policy Manual Section 91*](http://www.gfcpolicymanual.ualberta.ca/en/91ProtocolforUrgentCasesofDisr.aspx)

**Post Incident**

To report an incident once the scene is secure and it is safe to do so:

1. FOR STAFF: Refer to the [University of Alberta Hazard Responsewiki](https://sites.google.com/a/ualberta.ca/ualberta-hazard-response-wiki/config/pagetemplates/sample-generic-plan)

FOR STUDENTS: Refer to the [*GFC Policy Manual Section 91*](http://www.gfcpolicymanual.ualberta.ca/en/91ProtocolforUrgentCasesofDisr.aspx)

1. FOR STAFF AND STUDENTS: Complete the University of Alberta Incident Reporting Form.

Consult with a health professional if either of the following apply:

1. You have been injured during a violent act
2. You have been otherwise physically or psychologically affected by violence at the university

For medical assistance:

* FOR STAFF AND STUDENTS: Visit your physician or contact the [University Health Centre](https://www.ualberta.ca/services/health-centre)

For confidential counselling services, contact the following resources:

* FOR STAFF: Contact the [Employee & Family Assistance Program](http://www.hrs.ualberta.ca/HealthandWellness/EFAP.aspx) (780-428-7587)
* FOR STUDENTS: Visit [Counselling & Clinical Services](https://www.ualberta.ca/current-students/counselling)

# Related Policies, Procedures, and other Resources

[Counselling & Clinical Services](https://www.ualberta.ca/current-students/counselling)

[Discrimination, Harassment and Duty to Accommodate Policy](https://policiesonline.ualberta.ca/PoliciesProcedures/Policies/Discrimination-Harassment-and-Duty-to-Accommodate-Policy.pdf)

[Employee & Family Assistance Program](http://www.hrs.ualberta.ca/HealthandWellness/EFAP.aspx)

[GFC Policy Manual Section 91. Protocol for Urgent Cases of Disruptive, Threatening or Violent Conduct](http://www.gfcpolicymanual.ualberta.ca/en/91ProtocolforUrgentCasesofDisr.aspx)

[Helping Individuals at Risk Policy](https://policiesonline.ualberta.ca/PoliciesProcedures/Policies/Helping-Individuals-at-Risk-Policy.pdf)

[Occupational Health & Safety Code, Part 27: Violence](https://www.google.ca/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwjo3t6hrMTPAhVBI2MKHXljAFkQFggcMAA&url=https%3A%2F%2Fwork.alberta.ca%2Fdocuments%2FWHS-LEG_ohsc_2009.pdf&usg=AFQjCNGOqs8uVVG5G-Qra_oZjOb6iI77NA&bvm=bv.134495766,d.cGc)

[University of Alberta Hazard Response](https://sites.google.com/a/ualberta.ca/ualberta-hazard-response-wiki/config/pagetemplates/sample-generic-plan)[wiki: sample generic plan](https://sites.google.com/a/ualberta.ca/ualberta-hazard-response-wiki/config/pagetemplates/sample-generic-plan)

[University of Alberta Protective Services](http://www.protectiveservices.ualberta.ca/)

[University Health Centre](https://www.ualberta.ca/services/health-centre)

[University of Alberta Incident Reporting Form](https://docs.google.com/a/ualberta.ca/forms/d/e/1FAIpQLSdJqWGnY1g-_B72c8ZbavoLunFC4raOqi8Xbtauw2maSZaKBQ/viewform)

# Frequency of Review

Annually

# 7.0 Version Control

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version Number | Author/Reviser | Approver | Date Created/Revised | Purpose/Change |
| 1.0 | LB |  | September 14, 2017 | Original |
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# 8.0 Definitions

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| Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use. [▲Top] | |
| **Harassment** | Conduct or comment, either one-time or repeated that:   1. Is demeaning, intimidating, threatening, or abusive; and 2. Is not trivial or fleeting in nature; and 3. Causes offence and should have reasonably been expected to offend; and 4. Serves no legitimate purpose for the work, study or living environment, and   Undermines authority or respect in the work, study or living environment, impairs work or learning performance, limits opportunities for advancement or the pursuit of education or research, or creates an intimidating, hostile or offensive work or learning environment. |
| **Workplace violence** | The threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury; experienced while conducting university business |
| **At risk behaviour** | A person’s words or conduct that, while not indicative of a clear immediate threat, give rise to a reasonable apprehension that he or she may engage in conduct injurious to others or himself or herself in the future. |