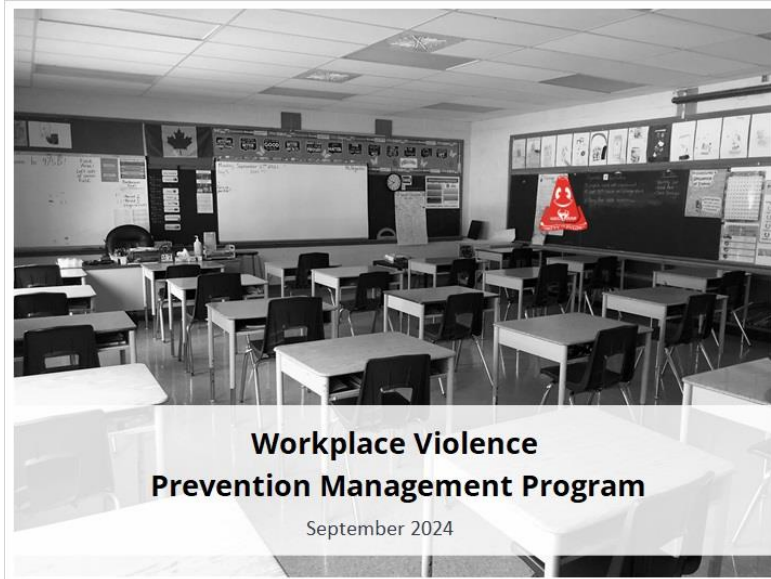


# Workplace Violence-2024-01

## 1. Workplace Violence

### 1.1 Workplace Violence



#### Notes:

Welcome to the GECDSD Workplace Violence Prevention Management Program Training module.

#### Legislative References:

Occupational Health & Safety Act ("OHSA")

Workplace Violence in School Boards: A Guide to the Law

Ontario Education Act, Safe Schools Act

Ontario Human Rights Code

## 1.2 Introduction

### Introduction

Board Policy and Regulation BA-06 supports protection from workplace violence as defined under Occupational Health and Safety Act ("OHSA") for all employees

Violence in the workplace is unacceptable

Everyone should be able to work without fear of violence, in a safe and healthy workplace



The Workplace Violence Prevention Management Program is aligned with "Workplace Violence in School Boards: A Guide to the Law"

#### Notes:

The Board's combined Health and Safety, Workplace Violence, and Workplace Harassment/Workplace Sexual Harassment Board Policy and Regulation BA-06 supports protection from Workplace Violence as defined under the OHSA for all employees.

Violence in the workplace is unacceptable.

Everyone should be able to work without fear of violence, in a safe and healthy workplace.

The Workplace Violence Prevention Management Program is aligned with "Workplace Violence in School Boards: A Guide to the Law" as outlined by the Ontario Ministry of Labour Immigration Training, and Skills Development. It includes detailed responsibilities and control measures related to workplace violence reporting, summoning assistance, responding and investigating duties, debriefing expectations, notification of risk, assessments, reassessments, training and records.

### 1.3 WVPMP



#### Notes:

The Board's Workplace Violence Prevention Management Program is regularly updated and contains procedural information for the prevention and mitigation of workplace violence.

This program can be found in the Health and Safety portal located on the staff intranet, as seen in the screenshot on the slide.

## 1.4 Definition

### What is Workplace Violence?

OHSA defines Workplace Violence as

- 1) The exercise of physical force by a person (worker, student, or non-board employee) against a worker, in a workplace, that causes or could cause physical injury to the worker
- 2) An attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker
- 3) A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force, in the workplace, that could cause physical injury to the worker



#### Notes:

What is Workplace Violence?

OHSA defines workplace violence as:

1. The exercise of physical force by a person (worker, student, or non-board employee) against a worker, in a workplace, that causes or could cause physical injury to the worker
2. An attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker
3. A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker

This definition of workplace violence is broad enough to include threats or acts of violence that could be a criminal matter and constitute offences to be dealt with by the police under Canada's Criminal Code.

## 1.5 Examples of Workplace Violence



### Notes:

Examples of workplace violence may include:

- Assault/attempted assault
- Verbal or written threats to physically attack a worker
- Wielding a weapon in the workplace and/or at a worker
- Throwing an object at a worker
- Non-workers fighting in the workplace in which a worker could be injured

For workplace violence to occur, a person must apply, attempt to apply or threaten physical force against a worker.

## ***1.6 Domestic Violence Definition***

### **Domestic Violence Definition**

Domestic violence is considered workplace violence if a person who has a personal relationship with a worker, such as a current or former spouse, intimate partner, or a family member may physically harm, or threaten to physically harm, that worker at work.

Supervisors who are aware, or ought reasonably to be aware shall take every reasonable precaution to protect the worker

#### **Notes:**

Domestic violence is considered workplace violence if a person who has a personal relationship with a worker, such as a current or former spouse, intimate partner or a family member may physically harm, or threaten to physically harm that worker at work.

Supervisors who are aware, or ought reasonably to be aware, that domestic violence may occur in the workplace shall take every precaution reasonable in the circumstances for the protection of the worker.

## 1.7 Domestic Violence Safety Plan Checklist

The screenshot shows the 'Domestic Violence Safety Plan Checklist' interface within the 'Connect' system. The header includes the 'Connect' logo and a 'Home' button. Below the header, there is a navigation bar with tabs for 'My Incidents', 'Supervisor', 'HIB', 'Notification of Risk', 'Workplace Violence Assessment', and 'Domestic Violence Safety Plan'. The 'Domestic Violence Safety Plan' tab is selected and highlighted with a red circle. Below the navigation bar, there is a table with columns for 'Incident #', 'Incident Title', 'Date of Incident', 'Date Reported', 'Incident Copy', 'Workplace Violence', 'Safety', and 'Status'. The 'Domestic Violence Safety Plan Checklist' form is displayed below the table. It includes a section for 'Alleged Aggressor' and 'Worker Potentially At Risk'. The form contains a list of checkboxes for various safety measures, such as: 'Encourage workers to report their concerns to their immediate supervisor if they fear domestic violence may enter the workplace', 'The supervisor shall work closely with the targeted worker to develop reasonable precautions to address the situation', 'Adjust scheduled duties such as part duty, coverage, noon / work locations', 'Travel arrangements to escort worker to and from their vehicle / mode of transportation', 'Give temporary assignments if possible to workers on leave on short notice if necessary', 'If possible, ensure supervisor / secretary have photo of the alleged offender', 'Screen phone calls, change worker's business phone number (extension), and/or social media ID on worker's business phone', 'Remove worker's name and phone number from automated phone messages or directories', 'Do not give out worker's personal information to others', 'Inform all staff of the situation utilizing Appendix C, Notification of this form, being mindful of the individual's right to privacy and only share what information is necessary to keep the individual safe. This includes your identity', 'Review school / workplace controlled entry points', 'Review school / workplace communications procedures for summoning assistance utilizing fire systems, walkie talkies, phones, etc.', 'Work with the Administration and Facility Services to review the design of panic / emergency call buttons, pins, electronic video entry systems, etc.', 'Review with HR and security, security agency or other organization who may already be involved', and 'Review individual of support systems in place (EAP, HR, UAW, etc.)'.

### Notes:

Here is a screenshot of the Domestic Violence Safety Plan Checklist.

Supervisors have access to the Domestic Violence Safety Plan tool in the Online Incident Reporting (OIR) system as seen in Connect.

## 1.8 Accidental Situations

**What are Accidental Situations?**

Situations where an accident occurs (e.g. tripping over an object, bumping a coworker)

Not meant to be included as workplace violence

**Notes:**

Accidental situations, such as a worker tripping over an object and bumping/pushing a co-worker as a result, are not meant to be included as workplace violence.

**1.9 Non-Serious Violent Incident**

### Non-Serious Violent Incident

A minor, non-serious violent incident by any persons towards staff (e.g. spit, bite, scratch, pinch, etc.) in which no physical injury (no first aid) to a minor physical injury (first aid only) may have occurred

**Notes:**

A non-serious violent incident is defined as a minor, non-serious violent incident by any persons towards staff (i.e.: spitting, a bite, scratch, pinch, etc.) in which no physical injury , or up to a minor physical injury (first aid only) may have occurred.



## 1.10 Serious Workplace Violent Incident

### Serious Workplace Violent Incident

- a) A physical assault by any persons in which a worker requires medical assistance (i.e.: doctor/clinic/hospital)
- b) A threat by any persons to exercise physical harm to a worker. 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

#### Notes:

A Serious Workplace Violent Incident is defined as:

a) a physical assault by any persons in which a worker requires medical assistance (i.e.: doctor/clinic/hospital)

or

b) a threat by any persons to exercise physical harm to a worker. A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Note: Our Board's Serious Workplace Violence Incident definitions are also known as Critical (Violent) Incident.

## 1.11 Mitigating Factors



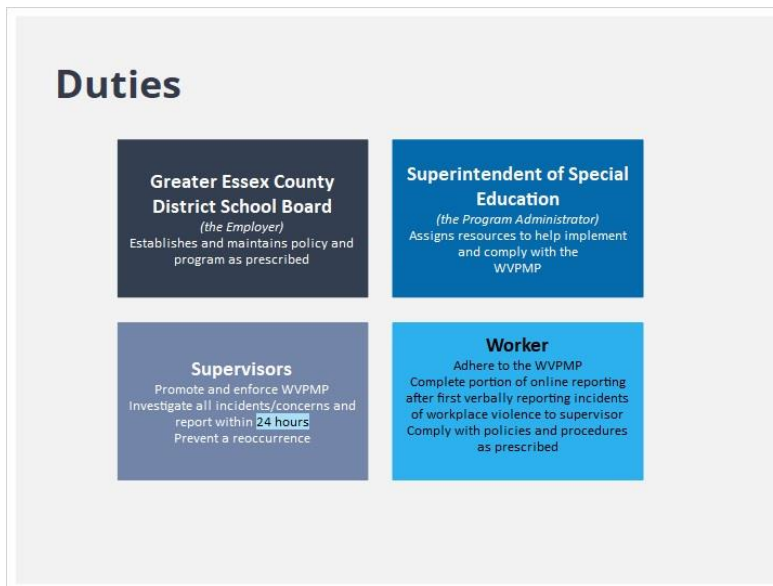
### Notes:

The mitigating factors to be considered by the Principal or designate are:

1. Whether the student has the ability to control their behaviour;
2. Whether the student has the ability to understand the foreseeable consequences of their behaviour; and
3. Whether the student continuing presence in the school does or does not create an unacceptable risk to the safety of any other individual at the school.

For additional information please reference Progressive Discipline regulation R-AD-30 made under Policy: P-AD-16 Safe Schools.

## 1.12 Duties



### Notes:

The GECD SB as the Employer is responsible for establishing and maintaining the Workplace Violence Prevention Management Program as prescribed.

The Superintendent of Special Education or their designate is the Program Administrator. They assign resources to ensure implementation and compliance of the program.

All supervisors are required to promote and enforce the Workplace Violence Prevention Management Program.

The supervisor must immediately address the hazard, temporarily make safe, investigate all incidents and concerns regarding workplace violence and complete their online reporting requirements within 24 hours following the incident (one report per incident) and take steps to prevent a reoccurrence.

A worker must immediately summon assistance and report workplace violence incidents and concerns directly to their supervisor. This must be a verbal conversation to facilitate immediate actions and to prevent a reoccurrence.

Employees will submit one report per incident. For example, if one Teacher and two Support Staff are involved in a workplace violence incident involving a child with aggressive behaviour, this will result in a single report. This report will be filled out by one of the three employees and the other two employees involved will be noted in the report.

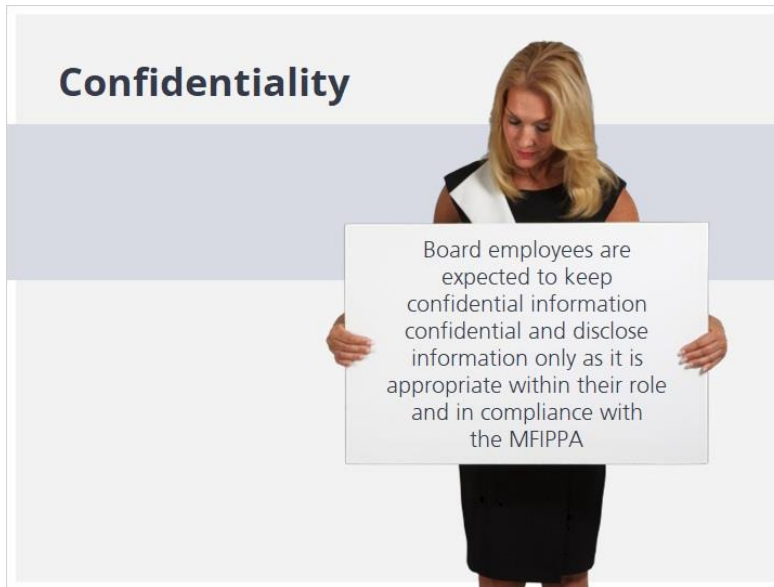
A worker must complete their portion of the online reporting system while working in conjunction with their supervisor, after having first summoned assistance and verbally reporting the incident to their supervisor.

A worker must help carry out and comply with policies, procedures and management programs as prescribed by the employer.

In the event that a supervisor is proposed to be the subject of concern regarding workplace violence then a worker is required to report such items to the school's superintendent.

Any Board staff who require further assistance may also contact their site based Occupational Joint Health & Safety Committee member.

### **1.13 Confidentiality**



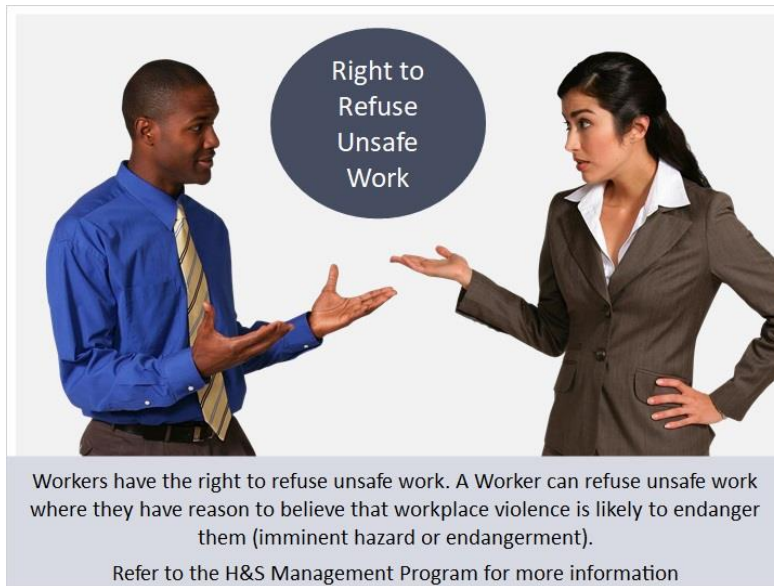
#### **Notes:**

During the course of implementing and maintaining the OHSA required provisions of this Management Program, confidential information concerning staff, students, parents and others may be required to be provided. Such information may be subject to the Municipal Freedom of Information and Protection of Privacy Act "MFIPPA".

Many components of this Management Program (such as reports, correspondence, investigations, notifications of risk, workplace violence re-assessments, domestic violence, etc.) contain confidential information that if shared in any other way constitutes a breach of private information and is subject to the Board Procedures surrounding such breaches. This may include reporting to the Information and Privacy Commissioner for the Province of Ontario as well as informing students and parents that such a breach occurred. Any employee found willfully violating Board policy and procedures or intentionally sharing confidential information is subject to discipline.

All Board employees are expected to keep confidential information confidential and will disclose information only as it is appropriate within their role as Board employees and in compliance with MFIPPA.

## 1.14 Right to Refuse



### Notes:

Workers have the right to refuse unsafe work. A Worker can refuse unsafe work where they have reason to believe that workplace violence is likely to endanger them (imminent hazard or endangerment).

The Board has established specific procedures regarding work refusals per its Health & Safety Management Program which is in accordance with OHSA. Please make reference to the Board's Health and Safety Management Program for further details.

## 1.15 Reporting & Investigating Workplace Violence

### Reporting & Investigating Workplace Violence

The OIR system is used to report all accident/injuries, workplace violence incident and safe schools incidents



HomeLogout

Incident Reporting System



Add New Incident

My Incidents

Incident #	Incident Title	Date of Incident	Date Reported	Incident Injury	Workplace Violence	Safe Schools	Status

### Notes:

All workers have the duty to first summon assistance and to verbally report all incidents, immediately and directly to their supervisor, prior to going online and utilizing the Board's OIR system.

## 1.16 Summoning Immediate Assistance

### Summoning Immediate Assistance

In the event of any workplace violence incident occurrence Worker(s) must immediately summon assistance. Devices that are present throughout our work sites that can be utilized (as may be required) to summon immediate assistance in the event of a workplace violence occurrence include but are not limited to:

- Verbally calling out to fellow staff / co-workers in the room / area.
- Public Address (PA) system.
- Land line telephone.
- Hand held radios.
- Cell phones.



All workers have the duty to first summon assistance and to verbally report all incidents immediately and directly to their supervisor.

## Notes:

In the event of any workplace violence incident occurrence, Worker(s) must immediately summon assistance. This includes non-serious and serious workplace violence incidents, where an incident of workplace violence is likely to occur, has occurred or is occurring such that a Worker has been physically injured, or is being physically injured or physical injury to a Worker is thought to be imminent. Worker(s) that are present must summon immediate assistance. This includes a situation at the workplace in which a Worker feels there is a threat of physical harm. Devices that are present throughout our work sites that can be utilized (as may be required) to summon immediate assistance in the event of a workplace violence occurrence include but are not limited to:

- Verbally calling out to fellow staff / co-workers in the room / area.
- Public Address (PA) system.
- Land line telephone.
- Hand held radios.
- Cell phones.

All workers have the duty to first summon assistance and to verbally report all incidents immediately and directly to their supervisor.

## 1.17 Reporting & Investigating Workplace Violence



## Notes:

Upon a worker reporting such concerns to their supervisor it then becomes the duty of the supervisor to take every precaution reasonable to protect the health and safety of worker(s). After the supervisor has addressed and dealt with any perceived immediate threat, they must investigate to determine the root cause through uncovering the Who, What, Where, When, How and Why, and understanding contributing factors such as material, environment, personnel, management, and tasks, to understand and ultimately implement steps to prevent a reoccurrence.

The completion of the online reporting is ultimately the duty of the supervisor. It is done after input and discussion with those involved (including witnesses).

The supervisor compiles the information and submits one report per incident. NOTE: if there are multiple reports for the same incident, the Supervisor shall link the reports in OIR-- henceforth, one report.

The supervisor must investigate all incidents and concerns regarding workplace violence and complete their online reporting requirements within 24 hours following the incident. The investigation is a tool to identify causes so that steps or control measures can be taken into consideration to prevent a reoccurrence.

The supervisor is responsible for debriefing the applicable staff prior to the return of the alleged offender.

The supervisor must inform all staff at the workplace upon each occurrence utilizing the Notification of Risk Report.

The supervisor shall generate a Workplace Violence Risk Reassessment if the instance meets the definition of a serious workplace violence incident.


## ***1.18 Notification of Risk***

### Notification of Risk

Supervisors are required to inform workers at the beginning of every September, January and May, or upon every workplace violence occurrence

**Notification of Risk Includes:**

- Name of alleged aggressor
- Risk
- Incident date
- Any previous incident dates
- Brief description of the nature of risk
- Potential triggers
- Steps to prevent a reoccurrence



### **Notes:**

Supervisors are required to inform workers of known workplace violence hazards (persons) utilizing the Notification of Risk form. This is done every September, January and May, or upon every workplace violence occurrence.

The supervisor is only required to disclose information that is deemed reasonably necessary for the protection of a worker from physical injury.

The Notification of Risk includes the name of the alleged aggressor, risk, incident date, any previous incident dates, a brief description of the nature of risk, potential triggers, and steps to prevent a reoccurrence.



Only photos of students are to be used in the Notification of Risk.

Supervisors are required to inform their workers by providing them with a copy of the most current Notification of Risk as prescribed. A copy is placed in the red and yellow folders for occasional staff.

Note: Supervisors investigation findings further help determine the direction of Notifications of Risk.

### **1.19 WV Risk Reassessment**

### Workplace Violence Risk Reassessment



- 01 Must occur twice per school year (September & March) and following a serious incident
- 02 Coordinated with OJH&SC
- 03 Include measures specific to physical building and grounds assessment, staff assessment, resources assessment and programming assessment
- 04 Supervisor must inform their workers by providing a copy as prescribed

#### **Notes:**

Supervisors must conduct a Workplace Violence Risk Reassessment twice per school year (September and March) and upon the occurrence of a serious workplace violence incident. The supervisor shall coordinate Workplace Violence Risk Reassessments with their site based Occupational Joint Health and Safety Committee.

The Workplace Violence Risk Reassessment includes control measures specific to the physical building, grounds , staff, resources, and programming assessments.

Supervisors are required to inform their workers by providing them with a copy of the most current Workplace Violence Risk Reassessment as prescribed. A copy is placed in the red and yellow folders for occasional staff.

•

## 1.20 Workplace Violence Staff Debriefing Checklist

**Workplace Violence Staff Debriefing Checklist**

When dealing with Serious Violent Incidents or multiple Non-Serious Violent Incidents, please refer to the Workplace Violence Staff Debriefing Checklist for items to follow pertaining to closing your WPV Incident.

**Connect** **OIR ONLINE**

**Workplace Violence Staff Debriefing Checklist (for Serious Violent Incidents or multiple Non-Serious Violent Incidents)**

Date of Debrief with Staff: \_\_\_\_\_

Attendees: \_\_\_\_\_

	Yes	No	N/A
<b>1. Participants</b>			
1.1 All staff involved in pertinent incident(s)			
1.2 Additional staff from the school building			
1.3 Board Emergent Staff (BCBA, SLP, Parach, etc.)			
1.4 Community Professional(s)			
1.5 Parent(s) of student(s) involved			
<b>2. Agenda Items</b>			
2.1 Review of what worked & what didn't			
2.2 Consideration of possible triggers			
2.3 Possible Prevention interventions identified			
2.4 Review of teaching procedures to build skills			
2.5 Additional staff in-service needed			
2.6 Modifications to IEP (where relevant)			
2.7 Develop/Modify the Behaviour and Safety Plan			
2.8 Possible de-escalation strategies identified			
2.9 New or additional safety equipment identified			
2.10 Training needs specific to incident identified			
2.11 Additional staff support needs identified			
<b>3. Follow-up Debriefing Outcomes</b>			
3.1 Action items from section 2 above noted below			
3.2 Action items responsibilities identified			
3.3 Date(s) for follow-up & review set			
3.4 Follow-up communication with parents			
3.5 Follow-up communication school staff			
3.6 Follow-up communication with central staff			

**Action Items and Responsibilities:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Admin Signature: \_\_\_\_\_

### Notes:

Staff debriefings after workplace violence incidents are a critical component to help ensure that the required steps are taken to help prevent a reoccurrence.

The purposing of the debrief is to:

- gather information about the incident(s) in a completely non-judgemental way
- reduce stress for staff and students
- enhance the well-being of staff and students
- discuss actions taken and ways to improve safety of staff and students

There are two different types of debriefings:

1. Non-serious workplace violence incidents debriefings
  2. regular, monthly debriefs with applicable staff are recommended with schools that have GAINS or STEPS programs
3. Serious workplace violence incidents debriefings
  4. a debrief with applicable staff is mandatory

The Supervisor is responsible for conducting these debriefs

Here is a screenshot of the Workplace Violence Staff Debriefing Checklist.

Supervisors have access to the Workplace Violence Staff Debriefing Checklist the Online Incident Reporting (OIR) system as seen in Connect.

## 1.21 Other Resources

### Other Resources:

Resources:

- GECSB Health and Safety Officer
- Site Based Occupational Joint Health & Safety Committee Members
- Local Bargaining Unit

Other related training modules located in Brightspace:

- Special Education PPE
- Online Incident Reporting

Management Programs / Tools:

- Behaviour Management Systems Training
- Safety and Behaviour Plan
- Individual Education Plans
- GECSB Occupational Health & Safety Management Program

### Notes:

Please see the listed resources for additional information on Workplace Violence and Prevention.

## 1.22 Conclusion

**Thank you for reviewing the training module.  
The next step is to finish the Completion Declaration.**



Please reference the Workplace Violence Prevention Management Program for further details.

[Exit Training](#)

### Notes:

Thank you for reviewing the Workplace Violence Training module.

Please reference the Workplace Violence Prevention Management Program for further details.

Don't forget to finish your Completion Declaration on Brightspace to log your training completion.