



## **McMaster University Program & Guidelines on Violence in the Workplace**

**DISCLAIMER:** *If there is a Discrepancy between this electronic program and the written copy held by the program owner, the written copy prevails.*

### **PROGRAM INTENT**

The intent of the McMaster University Program on Violence in the Workplace is to provide procedural guidance in support of the McMaster University Policy on Workplace Violence.

The following information is provided in this document:

- I. Measures for Assessing Risk of Violence in the Workplace
- II. Measures and Procedures for Summoning immediate Assistance
- III. University Resources
- IV. Reference Material

### **I. MEASURES FOR ASSESSING RISK OF VIOLENCE IN THE WORKPLACE**

#### **1. General Risk Assessment Measures**

All University Main Campus buildings have been audited against Crime Prevention through Environmental Design (CEPTD) standards. Red Assistance Poles surveys are conducted on a regular basis and upgrades in the quality and number of phones are ongoing. Surveys include the functionality of the communication devices, both P.A. and two way communication with Security dispatch, light beacons and the closed circuit television cameras (CCTVs). Results of assessments already conducted can be provided to Joint Health and Safety Committees upon request. New assessments will be provided to the local Joint Health and Safety Committee governing the location.

Regular rounds are conducted with Security staff, as well as volunteers from the student, general staff and faculty communities.

Incident based security and crime prevention environmental assessments are provided by Security and Parking Services upon request. Focused reviews may be performed on a case by case basis.

Background checks are completed based on incidents, direct threats, or other information provided by members of the community. This process is governed by both the *Freedom of Information and Protection of Privacy Act* and the Hamilton Police Services protocols.

Frontline supervisors may also identify violence as a risk when conducting a Job Hazard Analysis for an existing or new position within their department. Specific controls must be implemented to control such risks which may include, but are not limited to: physical upgrades to the workplace such as panic alarms or physical barriers, specific procedures such as emergency response, or working alone, a special request to onsite security to provide a Crime Prevention through Environmental Design assessment.

## **2. Work Refusals**

The University recognizes a worker's right to execute a work refusal when workplace violence is likely to endanger him or herself. The University will refer to the Risk Management Manual #114 Work Refusal Program and the *Occupational Health and Safety Act* when dealing with work refusals.

## **3. Working Alone**

Within the Risk Management Manual, the University has the RMM #304 Working Alone Program. The intent of this program is to properly assess risks associated with working alone, and to provide documented plans, and possible physical upgrades (i.e. panic alarms) to address any issues that may arise while working alone. Individuals are expected to follow the procedures developed and required under the Working Alone Program.

## **4. Travel to remote locations or hazardous regions**

The University has an established Field Trip and Electives Planning Program contained within the Risk Management Manual. This program requires individuals to consider warnings from the Federal government on travel to specific areas of the world. This program also requires participants to create and have plans for various types of emergencies.

## **5. Dealing with highly sensitive or controversial personal matters**

The University has established multiple programs and action groups for dealing with both students and workers in crisis. The Support for Students in Difficulty (SSID) group handles serious situations involving students. The University has an established Employee & Family Assistance Program (EFAP) to aid employees in crisis. More information about the University EFAP can be found at <http://www.humansolutions.ca/>

Individuals may also choose to seek attention from their family physician or other professionals.

#### **6. Handling or Securing Cash or other Valuables**

On main campus, Security and Parking Services currently provide services for the handling of cash or other sensitive items. This may be provided as on site security, or advice on physical upgrades to an area for the protection of property or persons.

#### **7. Patrolling and Responding to Security Conditions and Providing Protective Services**

On the main campus, regular patrols are conducted by Security and Parking Services in compliance with the Security Services Operational Controls Manual. Supervision of CCTVs is conducted by the Security emergency dispatcher with the aid of other Security Services staff. Off site locations may rely on internal security companies, or the local police departments.

#### **8. Making decisions which impact academic or employment status**

Prior to making decisions that impact academic or employment status, Human Resource Services will provide specific guidance to area management. Supervisors looking to make these types of changes should contact Human Resources. Parking and Security Services may then be asked to perform a risk assessment.

#### **9. Dealing with unstable/volatile individuals**

Security and Parking Services should be contacted for support and assistance in dealing with unstable or volatile individuals who are violent or pose a threat of violence.

## **II. MEASURES AND PROCEDURES FOR SUMMONING IMMEDIATE ASSISTANCE**

### **1. Emergency contact resources**

The University, through its Security and Parking Services department have provided an Emergency Handbook to all employees to outline the appropriate response and contacts for different types of emergencies. Operational protocols within Security and Parking Services determine the appropriate response to these activities.

### **2. Security phone network – Main Campus**

All land line communications at the University (excluding the McMaster University Medical Centre and McMaster Children's Centre) have direct line communication with Security and Parking Services by dialing ext. 88. Panic buttons and Red Assistance

Poles are also available throughout the University in high risk areas. The Red Assistance Poles are strategically located throughout campus to provide the opportunity for direct contact to Security Dispatch and for the immediate dispatching of Special Constables to the area in the event of an emergency. The systems are equipped with light beacons, P.A. systems, and direct two way communications.

The University has established an emergency mass notification system for activation of the Crisis Management Team.

### **3. Security/police dispatch guidelines**

Security and Parking Services Operational Protocols identify when Security or Police should be present at a situation. Non-emergency activities (controversial events) are dealt with on a case by case basis.

### **4. Contact response procedure or procedures**

All contact response procedures are outlined in the Security Services Operational Controls Manual.

### **5. Information, instruction, and communication regarding contact response**

The University has established a Plasma Screen and Siren communication method for dealing with high level Security events on campus. Training and procedures are present for the use of these systems.

### **6. Investigation Procedure**

Investigation protocols are governed by the Security Services Operational Controls Manual.

### **7. Composition of the Threat Assessment Team**

A threat assessment team may include, but is not limited to, the Hamilton Police Services, The Director of Security Services, Director of CSD, Dean of Students, Medical professionals, Director of Public Relations, and other site specific experts.

### **8. Threat Assessment Procedure**

The threat assessment procedure is determined on a case by case basis with the threat assessment team.

### **9. Information, Instruction, and Communication of Threat Assessments**

Communication in regards to threat assessment and outcomes will be dealt with on a case by case basis. Any communication on a threat assessment will be completed in compliance with Section 32.0.5 (3) of the *Occupational Health and Safety Act*, which states:

***Provision of information***

*(3) An employer's duty to provide information to a worker under clause 25 (2) (a) and a supervisor's duty to advise a worker under clause 27 (2) (a) include the duty to provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if,*

*(a) the worker can be expected to encounter that person in the course of his or her work; and*

*(b) the risk of workplace violence is likely to expose the worker to physical injury. 2009, c. 23, s. 3.*

***Limit on disclosure***

*(4) No employer or supervisor shall disclose more personal information in the circumstances described in subsection (3) than is reasonably necessary to protect the worker from physical injury. 2009, c. 23, s. 3.*

**III. UNIVERSITY RESOURCES – VIOLENCE IN THE WORKPLACE****1. Internal**

**McMaster University Security and Parking Services** – The primary responsibility for protection of persons and property within the McMaster Main Campus community is assigned to the Security and Parking Services Department.

Methods and approaches to assist in achieving a safe and secure environment are developed through prevention programs and law enforcement in concert with the community. Security and Parking Services provides immediate emergency response to all calls involving violence or the threat of violence.

The main campus Security and Parking Services department provides regular patrols, emergency response and other crime prevention services upon request. Security Services is linked via a central emergency dispatcher who monitors all emergency response devices including fire alarm systems, emergency poles, panic buttons, and the all purpose Dial ext. 88 emergency number. The dispatcher also provides monitoring of the CCTVs located around campus. Security Services patrol standards are governed and documented within the Security Services Operational Controls Manual.

Onsite Special Constables respond immediately to all reported threats or acts of violence. Security Services Constables will also request the aid of Hamilton Police Services when needed. Specific procedures, training and equipment have been established for a campus wide lock down procedure. Specific detailed protocols also exist for emergencies involving the Nuclear Reactor.

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**HHS Security** – Responsible for Security at the main hospital locations.

**Centre for Student Development (CSD)** – CSD provides amongst other services, personal counseling for students in distress or facing crisis.

**Emergency First Response Team (EFRT)** - The Emergency First Response Team (EFRT) is a volunteer organization, on call 24 hours a day, 7 days a week during the school year. It responds to any medical emergency on campus in teams of three in 2-3 minutes.

EFRT responders are certified as Canadian Red Cross Emergency Medical Responders with our 2nd year members having completed the International Trauma Life Support course, and some senior members with Advanced Medical Life Support.

**Student Walk Home Attendant Team (SWHAT)** - Volunteer teams of one male and one female provide safe, friendly accompaniment for any member of the McMaster community (students, staff, faculty, visitors) who calls in for a walk.

**Environmental & Occupational Health Support Services (EOHSS)** - is a team of health, safety and risk management specialists committed to supporting the University's commitment to creativity, innovation and excellence, and strive to achieve these standards in the areas of environmental and occupational health, safety, risk management, loss prevention and mitigation.

Providing professional and technical support to stakeholders across the University community, EOHSS provides support services and leadership to assist in the continued development and maintenance of an effective Internal Responsibility System.

**Judicial Affairs** - Judicial Affairs is a unit within Student Affairs that promotes student rights and responsibilities through the administration of the Student Code of Conduct, Residence Code of Conduct and the Athletic Code of Conduct.

**Residence Life** - Residence Life supports student success by encouraging growth, educating character and enhancing the University experience.

**Crisis Management Group (CMG)** - The Crisis Management Group is composed of ten appointed members of the University faculty and staff who determine and implement all appropriate measures in response to any crisis that may affect the University. The CMG is chaired by the Vice-President (Administration), and when convened in response to an actual or perceived crisis, has total decision-making powers regarding the University response.

**Event Management** –Individuals holding events on campus are required to abide by specific booking procedures, or in the event that the booking agent is internal, specific risk management protocols are required under the McMaster University Senate Policy on Student Event Risk Management. Notifications are made via the EOHSS office to

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internal and external partners when high risk events are identified.

## 2. External

**Hamilton Police Services** – Local Police Department which provides direct patrol, back up and specialized services when requested.

**Crisis Outreach Service Team (COAST)** – Hamilton Police services in conjunction with a mental health nurse.

**Other Local Police Services** – Each local Police Department is responsible for providing law enforcement and emergency response activities at any off site locations.

## REFERENCE MATERIAL

Risk Management Manual #100 Workplace and Environmental Health and Safety Policy

Risk Management Manual #304 Working Alone Program

Risk Management Manual #324 Job Hazard Analysis

Risk Management Manual #114 Work Refusal Program

Occupational Health and Safety Act of Ontario R.S.O. 1990,

McMaster University Anti-Discrimination Policy

McMaster University Policy and Procedures on Sexual Harassment

Student Code of Conduct

Residence Code of Conduct

Alcohol Policy

Closed Circuit TV Policy

Code of Conduct for Computer & Network Users

Crisis Management Plan

Student Event Risk Management Policy

Risk Management Manual #801 Fieldtrip and Electives Planning Program