



Response to Abusive or Threatening Behaviour

Policy No.:	7522
Category:	Safety, Security and Emergency Management
Approving Body:	Leadership Team
Executive Division:	Human Resources
Department Responsible:	Safety, Security and Emergency Management
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Policy Statement

Individuals on BCIT premises are not expected to be exposed to or tolerate violent, threatening, or abusive behavior from anyone. This policy applies to all BCIT students, employees, contractors, and visitors on BCIT campuses or any other non-campus facility where they may have business.

Purpose of This Policy

BCIT campuses are used by many groups and individuals including visitors who have business with BCIT students, employees, and contractors. In addition, BCIT frequently makes use of various non-campus facilities, such as practicum and co-op work sites, to conduct its activities.

The purpose of this policy is to:

- Define the roles and responsibilities of individuals and departments in responding to, or receiving reports of, abusive or threatening behaviour
- Provide an immediate timeline of actions to be taken to the extent possible in a given situation involving abusive or threatening behaviour.

Application of This Policy

This policy applies to all BCIT students, employees, contractors, and industry partners.

Related Documents and Legislation

BCIT Policies:

- Policy 5002, Student Regulations
- Policy 7507, Harassment and Discrimination
- Policy 7512, Occupational Health and Safety

WorkSafe BC

- *Occupational Health and Safety Regulation*, Sections 4:24 to 4:31

Definitions

Abusive or Threatening Behaviour

Abusive or threatening behaviour is any action that causes a person to be concerned about the actual or potential risk of violence associated with the comments or conduct of another person.

Risk Assessment Team

The Risk Assessment Team is comprised of the Director of Safety, Security and Emergency Management, Assistant Director of Safety, Security and Emergency Management or Manager of Security. A risk assessment is an investigative and analytical process to determine the nature of the threat and level of risk of violence presented by an individual and the steps to be taken to mitigate the risk.

Violence

Violence is the actual or attempted exercise of any physical force by a person so as to cause injury to another person. It includes any threatening statement or behaviour that gives a person reasonable cause to believe he or she is at risk of injury.

Compliance

Individuals exercising violent, abusive, or threatening behavior may be required to immediately leave BCIT premises, or the facility in which the behavior took place, and may forfeit the right to have access to the Institute.

Duties and Responsibilities

Reporting Abusive or Threatening Behaviour

1. Any person who is subject to, or witnesses, an act of violent, threatening, or abusive behaviour should immediately report the incident to a member of the Safety, Security and Emergency Management Department, their immediate Supervisor, Manager, Associate Dean, or Director.
2. The Supervisor or Administrator receiving the report of abusive or threatening behaviour is responsible for immediately informing the Director of Safety, Security and Emergency Management.

Immediate Response Timeline

Where the Safety, Security and Emergency Management Department receives a report of violent, abusive or threatening behaviour, the following procedure should be followed to the extent possible in the given situation:

1. A member of Security will respond immediately, assess the situation, and notify the Director of Safety, Security and Emergency Management.
2. If the situation is unruly or escalating, then Security will call for immediate backup of additional Security Guards, BCIT Managers of Security, or the Police.

Warning: All responders should be aware of the potential for weapons or lethal actions by the participants.

3. Security will immediately call Police for incidents of a serious nature or at the request of one of the involved parties.
4. Once the situation is under control, Security will immediately notify the Director of Safety, Security and Emergency Management.

Duties and Responsibilities

5. The Director of Safety, Security and Emergency Management will conduct an immediate risk assessment of the incident which includes, but is not limited to:
 - A. Level of risk, i.e., weapons, physical assault or verbal threats.
 - B. History of violent behaviour.
 - C. Likelihood of reoccurrence.
 - D. Criminal involvement.
 - E. Extenuating circumstances of the event, i.e., past involvement between parties; medical or psychological considerations.

6. Upon completion of the risk assessment, the Director of Safety, Security and Emergency Management will:
 - A. In every case involving an employee, immediately report the matter to the Vice President of Human Resources, who is responsible for ensuring that any further investigation that may be appropriate is conducted.
 - B. In every case involving a student, immediately report the matter to the Vice President of Student Services or the Vice President of Education, who is responsible for ensuring that any further investigation that may be appropriate is conducted.
 - C. In cases not involving an employee or student, conduct whatever further investigation is considered appropriate.
 - D. Implement precautionary measures necessary to reduce any immediate risks including the requirement to immediately leave BCIT premises.
 - E. Initiate a file and include documentation of any decisions resulting from A, B, C, and D above and forward it to the Threat Assessment Team.

Procedures and Guidelines Associated With This Policy

None.

Forms Associated With This Policy

None.

Special Situations

None.

Amendment History

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|---------------|-------------|
| 1. Created | 2002 May 09 |
| 2. Revision 1 | 2003 May 20 |
| 3. Revision 2 | 2004 Sep 13 |
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| 6. Revision 5 | 2008 Aug 15 |
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Scheduled Review Date

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