

Control the Risk of Workplace Violence (continued)

F) **Making Decisions Which Impact Academic or Employment Status:**

Prior to making decisions that impact academic status, employees should consult their immediate supervisor for guidance. Human Resources may provide specific guidance to area management who are making decisions that impact employment status.

G) **Dealing with Unstable/Volatile Individuals:**

Campus Safety Office or the Local Policing Authority should be contacted for support and assistance in dealing with unstable or volatile individuals who are violent or pose a threat of violence.

University Resources

Campus Safety Office. In situations involving workplace violence, all members of the University community are strongly advised to contact Campus Safety Office.

Contact: 519-824-4120 ext. 52000
info@csso.uoguelph.ca
<https://csso.uoguelph.ca/>

Human Resources:

Occupational Health and Wellness (OHW) can provide first aid and assistance for access to the Employee Assistance Program (EAP).

OHW can be contacted at
(519) 824-4120 x 52647 or ohw@uoguelph.ca

Employee & Family Assistance Program (EFAP)
- confidential counselling services for regular full time employees and their immediate family members. <https://www.uoguelph.ca/hr/node/4141/>

University Resources (continued)

Staff Relations – For All Non-Academic Staff

Contact: edetlor@uoguelph.ca
(519) 824-4120 ext. 53163

Faculty and Academic Staff Relations, Office of the Provost: For Faculty, Sessional Lecturers and Teaching Assistants: UGFA and CUPE 3913 (unit 1 & unit 2) members only.

Contact: larnott@exec.uoguelph.ca
(519) 824-4120 ext. 53195

Diversity and Human Rights Office. The DHR serves as the focal point and primary resource to all members of the University community on matters involving human rights issues.

Contact: www.uoguelph.ca/diversity-human-rights/
(519) 824-4120 ext. 53000
dhinfo@uoguelph.ca

Unions & Employee Groups. When members of unions or employee groups are exposed to instances of workplace violence, the union or employee group would be a useful resource.

List of Union Contacts & Contact Information:
www.uoguelph.ca/hr/hr-services-staff-relations/employee-group-contact-information

or (519) 824-4120 ext. 56598

Available Information

Information on the Workplace Violence Prevention Policy and Program can also be found on the HR website under HR Services /Environmental Health and Safety / EHS Policies

Additional Information is available at the following websites

Ministry of Labour, Immigration, Training and Skills Development (MLITSD):

Workplace Violence & Workplace Harassment:

<https://www.labour.gov.on.ca/english/hs/topics/workplaceviolence.php>

Ontario Occupational Health & Safety Act:

<https://www.ontario.ca/laws/statute/90o01>



Workplace Violence Prevention Policy & Program

The University of Guelph has instituted a Workplace Violence Prevention Policy, 851.01.17 and a Program to support it. This Policy applies to all workers as defined by the OHS Act and includes all employees of the University, while acting in a capacity defined by their relationship to the University. This Policy addresses Workplace Violence from all sources such as employees, customers, contractors, students and members of the public.

Workplace Violence is defined in the Occupational Health and Safety Act as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the 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 a worker in a workplace.





Workplace Violence Prevention Policy 851.01.17

1. Workplace Violence is prohibited at the University of Guelph.
2. Workers are encouraged to report Workplace Violence. Managers and supervisors are responsible for responding to allegations of Workplace Violence in accordance with this Policy.
3. The University will investigate all complaints or incidents of Workplace Violence as appropriate, in a fair, respectful and timely manner and in accordance with its policies and employee agreements.
4. Information provided about a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.
5. Complaints or allegations of Workplace Violence should immediately be reported to a supervisor, a person of authority or Campus Safety/ Local Policing Authority
6. It is a breach of this Policy for any person to take reprisal against any individual because they have participated in a process under this Policy. A written allegation of reprisal will be treated as a complaint under this Policy.

Workplace Violence Prevention Program

Reporting Procedures

Any member of the University community who has reason to believe that s/he has been treated in a manner that violates the Workplace Violence Prevention Policy 851.01.17, or who witnesses behaviour that might contravene this Policy, is encouraged to contact the University of Guelph Campus Safety Office and/or the local Policing Authority.

Workers:

Workers who believe they have been treated in a manner that violates the Policy are encouraged to report the situation,

- A. Immediately to the University of Guelph Campus Safety Office at 519-824-4120 ext. 52000 and/or the Local Policing Authority at 911
- B. To his/her supervisor, or if the allegation is against the supervisor a person in authority.
- C. Complete a Workplace Violence Reporting Form and submit it to Occupational Health and Wellness (OHW).

Supervisors:

If a worker contacts you regarding an alleged case of workplace violence,

- A. Promptly obtain first aid/medical aid for the worker as appropriate.
- B. Confirm that the incident has been reported to Campus Safety Office at 519-824-4120 ext. 52000 or the Local Policing Authority at 911.
- C. Complete a Workplace Violence Reporting Form with the worker and submit to Occupational Health and Wellness within twenty-four (24) hours of the supervisor learning of the incident.

Emergency Response

In case of an emergency, immediately contact Campus Safety Office at 519-824-4120 ext. 52000 or (519) 840-5000 and/or the Local Policing Authority at 911. Provide location and details of the incident. Inform your supervisor and others in the immediate area.

Campus Safety Office can also be contacted through:

Emergency Blue Phones
Emergency Phones
Elevator alarm buttons
Safe Gryphon App

Investigation

The Campus Safety Office and/or the Local Police Authority are responsible for all investigations into incidents or complaints of workplace violence. The investigation will gather the facts related to the incident or allegation so that the University can respond appropriately.

Any employee who has been a victim of workplace violence or is alleged to have engaged in workplace violence will be advised of the process that will be followed if the matter is being investigated and will be provided with a fair process that will include an opportunity to meet with the investigator, an opportunity to respond to relevant statements made by the other party, and being advised of the outcome of the investigation in a timely manner. Please note that while employees have a right to be advised of the outcome of the investigation they will not generally be advised of the details of any sanction/ remedial action against any other party.

Assessment of Risk of Violence

The University will reassess the risk of workplace violence as often as necessary to ensure that the Policy and Program continue to protect workers from workplace violence. The University will advise the Central Joint Health & Safety Committee of the results of the assessment and provide a copy if the assessment in writing.

Control the Risk of Workplace Violence

Identified Risks & Controls

A) *Working Alone:*

The University has a Working Alone Policy Environmental Health and Safety (EHS) Policy 851.06.06. The intent of the policy is to ensure appropriate supervisory due diligence and to promote safe work procedures for the health and safety of persons working alone.

B) *Travel to Remote Locations or Hazardous Regions:*

The University has an Off-Campus Activities, Research and Field Trips Policy 851.06.23. The Centre for International Development has the Safe Travel Advisory Services (STAS) program available. These programs require individuals to consider warnings from the Federal government on travel to specific areas of the world and to create plans for various types of emergencies.

C) *Dealing with Highly Sensitive or Controversial Personal Matters:*

The University has an established Employee & Family Assistance Program (EFAP) to aid employees in crisis.

D) *Handling or Securing Cash or Other Valuables:*

On the Guelph campus, Revenue Control currently provides services for the handling of cash or other sensitive items. Audit Services and Campus Safety Office are available for audits and risk assessments.

E) *Patrolling and Responding to Security Conditions and Providing Protective Services:*

On the Guelph campus, regular patrols are conducted by Campus Safety Office. Supervision of the card access system and video surveillance is conducted by the Campus Safety Office. On the Ridgetown campus, patrolling is performed by contracted security personnel.

