Violence in the Workplace: Awareness Training
Workplace Violence

- All employees in the province of Ontario have a right to work without fear of violence in a safe and healthy workplace.

- Bill 168 – amended the Occupational Health & Safety Act (OHSA) in 2010 to ensure that workplaces are free of violence and harassment.

- This legislation was in response to the death of Hotel Dieu nurse Lori Dupont. Ms. Dupont was murdered by a Doctor within the hospital who was also her former boyfriend.
Workplace Violence Legislation

• under OHSA employers now have a legal responsibility to take reasonable precautions to create safe workplaces in order to protect workers from workplace violence and domestic violence that may follow workers to work.

• the legislation also protects workers’ rights to refuse work where they do not feel safe due to a violent situation.

• also includes a requirement that all employers advise workers of possible dangers from persons with histories of violent behaviour.
Definition of Workplace Violence

• Under the Occupational Health & Safety Act, workplace violence means:

- 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 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.

• Workplace violence includes domestic violence that could cause physical injury to a worker in a workplace.
Violent Behaviours

• Violent behaviours are not just limited to a physical act of hitting, pushing, kicking, it can also include threatening behaviour.

• Threatening behaviour includes throwing objects, property destruction, shaking fists showing physical intimidation
Sources of workplace violence

• Some of the possible sources of workplace violence are:
  - members of the public
  - students
  - co-workers
  - supervisors
  - contractors
  - family members
  - friends
Risk Factors

- In order to determine which areas are more susceptible to potential violence, risk assessments are completed across campus based on the following identified risk factors:
  - working alone or in isolation
  - travel to remote/hazardous locations
  - dealing with sensitive personal matters
  - providing services directly to the public
  - handling or securing cash/valuables
  - patrolling/providing protective services
  - decisions on academic/employment status
  - public/other events not assessed for risk
  - dealing with unstable/volatile individuals
  - transporting people and/or goods
Evaluating Risk Factors

• Should any of the previous ten (10) risk factors be identified a comprehensive risk assessment shall be completed for each separate risk. Risk assessment forms can be found at www.uwindsor.ca/safety.

• Each risk assessment will outline existing controls, any further recommended controls or actions as well as who has been assigned to implement the controls and the date of completion.

• Risk assessments shall be reassessed should there be any changes from the previous assessment or at least every three (3) years.
Times of Increased Risk

- The risk of violence can be increased during:
  - late hours of the night or early hours of the morning, when it is dark and there are not a lot of people around
  - stressful times, i.e. exam time
  - activities which may increase stress, i.e. performance appraisal reviews, contract negotiations
Control of General Risk of Workplace Violence

- Campus Resources:

  - **Employee Assistance Program (EAP)** – Shepell.fgi an outside counselling service that provides professional counselling and information services to staff and their eligible immediate family members. [www.shepellfgi.com](http://www.shepellfgi.com) or 1-800-387-4765.

  - **Walksafe** – free service provided to all students, faculty, employees & visitors designed to assist in getting people safely to their destination, i.e. parking lots [www.uwalksafe.ca](http://www.uwalksafe.ca)
Control of General Risk of Workplace Violence cont’d

• Campus Resources cont’d

- **Psychological Services Centre** – assistance is offered to university students in immediate distress and to those whose difficulties are of longer standing. [www.uwindsor.ca/psychservices](http://www.uwindsor.ca/psychservices)

- **Campus Community Police** – provide emphasis on crime prevention initiatives for our community. [www.uwindsor.ca/police](http://www.uwindsor.ca/police)
Risk-based Physical & Electronic Security

- **Campus Camera Program** – many of the campus camera systems have been placed in areas that have a demonstrated need for extra surveillance.

- **Access Control Systems** – monitors the automation/access control systems as well in a virtual environment through our WebEOC software for instances of shelter in place or securing of some buildings in emergencies. These systems are accessible at the Campus Community Police 911 dispatch center as well, 24/7.
Risk-based Physical & Electronic Security cont’d

- **Campus CPTED (Crime Prevention Through Environmental Design) Program** – a full campus assessment is facilitated every two (2) years on the exterior of the campus with particular attending to lighting and vegetation growth concerns. There is a partnership between the Grounds Department & Campus Community Police to correct any issues that arise. This assessment will take place every year beginning in the Fall of 2011.

- **WebEOC/Emergeo** – University of Windsor is the first University in the province to be able to manage crises on campus in a virtual environment with key players logging in to the web application wherever they may be. We also have linked our cameras that link our cameras that monitor key evacuation routes, triage and emergency staging areas on campus to this application to increase situational awareness.
Summoning Immediate Assistance

- The University of Windsor has various ways in which a person, who is experiencing violence or feels that it is likely to occur, can summon for immediate assistance. These various ways include:

  - **Panic Buttons or Robbery Buttons** – these buttons are typically mounted underneath desks so that immediate assistance can be obtained. Robbery buttons are placed in departments where cash is handled. Both of these buttons are a direct alarm into Campus Community Police dispatch. When a robbery button alarm is received at Campus Community Police, Windsor Police is also dispatched to respond.

  - **Yellow Call Boxes** – these phones are placed inside washrooms in Leddy Library as well as outside the residence buildings and common areas in Vanier Hall. These call phones are a direct line into Campus Community Police.
Summing Immediate Assistance cont’d

- **Blue Pole Phones** – these poles are dispersed across campus and are also a direct line to Campus Community Police. The poles also provide a visual notice that someone in the area requires assistance as there is a blue flashing light at the top of the poles.

- **Campus Pay Phones** – all pay phones on campus have a Campus Community Police direct line button.

- **Campus Phones** – dialling 9-1-1 from any campus phone will be connected to Campus Community Police dispatch. This allows the caller to be located more easily through caller ID. Should 9-1-1 be dialled from a cell phone it would be received by Windsor Police/Fire/EMS and the location on campus would not be known.
Procedures to Report an Act of Violence

• The first step in any reporting process is to use the Internal Responsibility System and report any act of violence to your immediate Supervisor or Department Head, or Residence Life Coordinator, unless you feel that you or anyone else is in immediate danger, Campus Community Police must be contacted at 9-1-1 from any University phone.
Procedures to Report an Act of Violence

• Students must advise their appropriate Department Head, Dean or Director of any incident of violence or threat of violence. Should the incident of violence or threat of violence occur within their residence, students must advise their Residence Life staff.
Reporting an Act of Violence cont’d

• Deans/Directors/Department Heads or Managers/Supervisors who observe violence or receive a report of violence shall respond in a prompt and effective manner and contact Campus Community Police. If a violent situation is reported, which involves a student the Dean/Director/Department Head or Manager/Supervisor should also notify the Vice-Provost, Students and International. A report shall be completed through Campus Community Police by either email at cpolice@uwindsor.ca, which is monitored Monday to Friday from 8am to 4pm; calling 519-253-3000 ext. 1234 or in an emergency at ext. 911 or in person to the office located at 320 Sunset Ave.
Domestic Violence

• Domestic violence comes into the workplace when the abuser harasses the victim while they are at work. This may come in various forms, i.e. harassing phone calls, dropping in to check up on the victim’s activities or whereabouts. These behaviours make the workplace a more stressful place for all involved.

• When a Manager/Supervisor or Dean/Director/Dept Head becomes aware or ought reasonably to be aware about a domestic situation that could likely expose a worker to physical injury within the workplace, they are required to take steps to protect the worker and co-workers.

• Anyone can be a victim of domestic violence, whatever their age, race, economic status, religion, sexual orientation or education. While men can be victims of domestic violence, women represent the overwhelming majority of victims of such violence. Domestic violence can have serious and even lethal consequences.
Domestic Violence cont’d

• Behaviours such as emotional and psychological intimidation and harassment can be disruptive and harmful to the victim and can quickly turn into physical violence. Treat warning signs seriously and take immediate action when violence threatens to affect your work area.

• Stalking has been identified as one of the primary risk factors for attempted and actual murder of female partners in intimate relations.

• Recent separation is also an important flag, as many deaths related to domestic violence in Ontario occurred when the relationship was ending or following separation.
Domestic Violence Resources

- Assaulted Women’s Hotline – 1-866-836-0511 – www.awhl.org
- Domestic Violence Program (Windsor Regional Hospital) – 519-254-5577 ext, 52772 – www.wrh.on.ca
- Emergency Services – 9-1-1
- Employee Assistance Program – Shepell fgi – 1-800-387-4765 – www.shepellfgi.com
- Fresh Start Program for Batterers (operating from Hiatus House) – 519-252-7781 www.hiatushouse.com
Domestic Violence Resources cont’d

• Sexual Assault (Windsor Regional Hospital) – 519-255-2234 – www.wrh.on.ca
• Victim Services of Windsor/Essex – 519-723-2711 – www.vswec.ca
• Windsor Essex Country Children’s Aid Society – 519-252-1171 – www.wecas.on.ca
• Windsor Essex County Health Unit – 519-258-2146 ext. 1350 – www.wechealthunit.org
• Windsor Police Services – Special Services Branch – 519-255-6700 ext. 4308 – www.police.windsor.on.ca
Right to Refuse Unsafe Work

- workers have the right to refuse unsafe work which they believe may endanger the health or safety of themselves or another worker. There are procedural guidelines which must be followed as per section 43 of the Occupational Heath & Safety Act as well as the University of Windsor’s document OHS-4.5.2 Work Refusal. Work refusals as they relate to workplace violence will be resolved based on an objective assessment of risk.
University of Windsor’s Workplace Violence Prevention Program

• The University of Windsor’s program can be found at www.uwindsor.ca/safety.

• Posted on the website is the UofW’s policy; program; risk assessments for completion; the CCOHS Violence in the Workplace Prevention Guide and workplace violence resources.
Workplace Violence Training Quiz

Please complete the Violence in the Workplace Training quiz here:

http://webapps.uwindsor.ca/hr/wpv/quiz/login.php

Please note that a record of training will be produced upon successful completion of the quiz.