



APPENDIX H: College of Pharmacy and Nutrition Violence Prevention Plan & Appendices

A. Preamble

This plan was developed by the College's **Workplace Safety and Environmental Protection Subcommittee** (WSEP), as part of the University's commitment to reducing opportunities for workplace violence. The definition of violence in the workplace is "the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behavior that gives the worker reasonable cause to believe that the worker is at risk of injury." In order to develop this plan, faculty members, staff and graduate students were surveyed a few year's ago to determine their perception or experience of violent behaviour in the College.

If there are any questions or comments about this Plan, please contact Dr. Ed Krol at 2011, ed.krol@usask.ca or Merry Beazely at 5826, merry.beazely@usask.ca.

B. Assessment of Degree of Risk

On the basis of responses to the survey, the overall assessment is that members of the College of Pharmacy and Nutrition believe they are exposed to a Low Degree of Risk on a day-to-day basis. However, there were some concerns raised and these have been addressed, as indicated below.

By the College

- Video cameras installed in key locations – G11 THORV completed plus alarmed; 112 and 3rd floor cameras are going to be installed
- Special film added to windows in outer doors to prevent breaking – completed
- Door viewer installed in 330 THORV – completed
- Office doors modified so can be locked from the inside and also have the auto-lock and/or auto-close feature added – done as requested by occupants
- Work space for graduate students outside of labs, wherever possible – completed with 330/330.1 THORV
- More education on safety measures and cultural awareness – annual HSE memo to faculty, staff and students implemented and will arrange for on-site refresher course on *Safety Orientation for Employees*; cultural competence initiative for faculty, staff and students in 2007 and College's Diversity Subcommittee will be re-established to plan further programs

Recommendations Forwarded to Workplace Safety and Environmental Protection Department, Facilities Management Division

- Review security at night and on weekends and increased Safewalk
- Consider employee ID cards
- Consider panic buttons in washrooms
- Consider possibility of individual electronic gadgets to use in case of emergency

C. Violence Prevention Plan

(1) Communication of the Plan to Faculty, Staff and Students

Each September, and at other times when new faculty, staff and students join the College, they will receive information, as indicated below, on Safety and Environmental Protection issues, including the *Violence Prevention Plan* and information on training programs focused on violence prevention and safety protocols, and will encourage them to attend (or require if applicable).

- **Faculty, Sessional Lecturers on campus, staff and graduate students** – as part of HSEMS, will be asked to sign that you have received the annual WSEP memo and to please carefully read the appendices.
- **Adjunct Professors, Clinical Assistant Professors, Sessional Lecturers off campus, guest lecturers, laboratory instructors, casual employees and standardized patients** – will be provided with a handout summarizing WSEP information or information will be posted in labs.
- **Undergraduate students** – will be referred annually to College's WSEP site and asked to become familiar with the appendices listed below.

Please go to www.usask.ca/pharmacy-nutrition/about/safety.php or the College intranet ("Login for College Faculty and Staff" button at www.usask.ca/pharmacy-nutrition/).

Safety and Environmental Protection has been added as a permanent agenda item for the College Executive, College Faculty and College Staff meetings, to encourage any issues to be brought forward. The College's Graduate Council and the SPNSS will be encouraged to include this item on agendas for their meetings as well.

(2) Principles, Policies and Procedures

The College will adhere to the principles of the University of Saskatchewan Violence Policy (<http://www.usask.ca/dhse/communitysafety/violence.php>) and follow the policies and procedures that are in place within the University. All complaints or reports of incidents of violence will be handled in an appropriate manner using common sense and policies and procedures.

Within the College, incidents should be reported, if possible, to the immediate supervisor and the Dean. If uncomfortable with reporting the incident internally, any employee is encouraged to report an incident through the appropriate channels in their union or through the University Resources listed below. Incidents will be handled with reference to the appropriate collective agreements or academic procedures.

The College encourages incidents of violence to be reported with the assurance that there will be no reprisals against employees who make legitimate complaints. If any suspicious or violent activity is observed at any time of day, Campus Safety should be called at 5555.

(3) Availability of Information

- Information will be distributed as indicated in (1).
- Information will be available in a binder in the College Office (116 THORV): University of Saskatchewan Violence Policy, *College of Pharmacy and Nutrition Violence Prevention Plan*, reference to the *WSEP Guide to Developing a Workplace Violence Prevention Plan* and incident report forms.
- Annual WSEP information for faculty, staff and graduate students will be posted on College's Intranet (internal) website, and the *Violence Prevention Plan* will be posted on the College website as well.
- Annual WSEP information for undergraduate students will be posted in the Student Lounge (G28 THORV) and request that it be posted on the SPNSS website.

(4) Currency of Information

The College's Local Safety and Environmental Protection Subcommittee will:

- Update WSEP information for faculty, staff and students, each August and distribute each September, and notify by email in the period between, should a change need to be communicated. The update includes ensuring that links in the Safety Resources and Initiatives section of the *Violence Prevention Plan* are up-to-date.
- Encourage – through the WSEP information handouts faculty and staff meetings – faculty, staff and students to bring forward concerns or issues regarding safety.
- Re-evaluate the College's *Violence Prevention Plan* every 2 years.
- Re-survey faculty, staff, graduate students and the SPNSS Council every 10 years to determine overall assessment of risk in the College and address concerns.

Initial Document Drafted April 2005

Appendix H-1 Safety Resources & Initiatives

Workplace Safety and Environmental Protection www.usask.ca/dhse/communitysafety/violence.php **966-4700**

The Community Safety program was established to support the University's commitment to create the safest possible environment in which to work and study, and to minimize the occurrence of violent incidents on campus. Through this program the University also ensures compliance with the Saskatchewan Occupational Health and Safety Regulations. A variety of policies, training programs and safety initiatives exist under this program to enhance the personal safety of both students and employees at our University.

Campus Safety www.usask.ca/campussafety **966-5555**

Patrol members of Security Services patrol on foot, vehicle and bicycle and provide the initial response to all calls for service from assaults to lockouts. They attend medical emergencies, fire alarm and intrusion alarms on campus, and are available 24 hours a day, seven days a week for lockouts, Safewalk, or information calls.

Discrimination and Harassment Prevention Services (DHPS) www.usask.ca/dhps **966-4936**

Services are available to all students and employees and include: confidential consultation and as requested, taking action to resolve the concern; providing University Officials with advice and assistance to prevent, resolve or investigate issues; workshops and presentations; programs and activities that encourage respectful interactions on campus; and advocating for due process and fair treatment.

Employee Assistance Program www.usask.ca/eap and www.humansolutions.ca **966-4300 or**
1-800-663-1142 (Eng)
1-866-398-9505 (Fr)

The University of Saskatchewan's Employee Assistance Program has been designed to: provide immediate assistance in times of crisis; support employees through life stage transitions (e.g. marriage, birth, career change, blended family challenges, bereavement, or planning retirement); help employees tackle everyday issues of life to prevent problems from becoming overwhelming; provide support and advice for achieving health goals, and help attain new heights of well-being; and help employees deal with depression, anxiety, fear, substance abuse, or existing personal health issues.

The EAP provides access to confidential counselling services 24 hours a day, seven days a week, at no cost to employees. Practical online resources for improving health and well-being offer you the choice of learning at the individual's own pace and schedule. On campus EAP Office is Room 240 – Research Annex, 105 Maintenance Rd, 8:30 a.m.-4:30 p.m. Monday to Friday.

Occupational Health Committee (OHC) www.usask.ca/ohc

The University of Saskatchewan Occupational Health Committee has been established to provide a forum for consultation between the University of Saskatchewan and representatives of its employees concerning health, safety and environmental issues in the University workplace. The obligation to maintain a safe workplace rests on the University as employer under the *Occupational Health and Safety Act*, S.S. 1993, c. O-11, and it is the purpose of the Occupational Health Committee to assist the University of Saskatchewan in meeting this obligation.

President's Advisory Council on the Status of Women (PACSW) www.usask.ca/pacsw

The mission of the Advisory Council on the Status of Women is to achieve equity for women at the University of Saskatchewan by providing the President with advice on relevant policies, practices, and programs.

Safewalk <http://ussu.usask.ca/safewalk/index.shtml>**966-2240**

Safewalk is an initiative of the University of Saskatchewan Students Union. Faculty, staff, students and visitors can receive an escort to and from their car or place of residence in close proximity to the campus. Safe Walk volunteers are equipped with two way radios, safety vests, identifying jackets, and flashlights. Contact Safewalk 966-SAFE (7233) Sunday to Thursday 8:30 p.m. - 11:30 p.m. After hours contact Security Services 966-5555.

Health & Wellness Resource Centre (HWRC) <http://www.usask.ca/hrd/health/index.php>**966-4580**

The Health and Wellness Resource Centre addresses the needs of the employees while balancing the needs of the organization. The principles of early intervention are applied to assist those who have an illness or injury, and/or medical circumstances that may affect their work/life balance. Early intervention services provide employees with support for medical management, treatment plans, attendance support, and referrals to other services providers such as the Employee Assistance Program. Health & Wellness administers short-term disability (STD) and long-term disability (LTD) benefits for the organization, which includes case management of the claims. Case management applies to WCB claims and any other medical absences, regardless of source of coverage such as (SGI, EI or a private group policy, LOA).

Student and Enrolment Services Division (SESD) www.usask.ca/sesd**966-1212**

Combining the previous functions of the Office of the Registrar and Student Affairs & Services, SESD focuses on providing developmental and support services and programs to students and the University community. Located in 107 College Building.

Sexual Assault students.usask.ca/wellness/info/sexual/assault/**Student Counselling** students.usask.ca/wellness/counselling/scs/**966-4920**

Student Counselling offers a wide range of mental health services to registered students at the University. Monday to Friday, 8:30 am - 4:30 pm. (Closed over the noon hour, May to August) Located on the 3rd floor of Place Riel

Student Health students.usask.ca/wellness/health/shc/**966-5768**

The Student Health Centre provides health care and health education services to all registered University of Saskatchewan students, their spouses or partners and their dependents. They provide walk-in medical services for minor emergencies and problems that cannot wait for an appointment. Located on the 4th floor of Place Riel.

Emergency Safety Phones

Emergency Safety Phones are installed throughout the campus grounds. These emergency phones enable an immediate connection to Security Services 24 hours a day, 7 days a week. The locations of the telephones have been distributed throughout each student lot (Lots Z, Y, P and E), the three main staff parking lots (Lots G, F, Q and V), as well as several locations in the bowl area and across campus. The telephones are easily identified by their blue strobe light on top of the unit, which will light up and remain lit until response is achieved. **Please note that these telephones are for emergency use only, similar to the 9-1-1 system.**

SaskTel Safety Phones

All payphones on the University of Saskatchewan campus are equipped with five emergency buttons. These buttons will automatically connect the caller to one of the following services: Security Service; University of Saskatchewan Students Union; Safewalk (after hours the phone is forwarded to Security Services); Place Riel Information Centre; SaskTel Customer Service. Phone calls from any of the payphones to Security Services will appear on Call Display. As a result, if the caller is unable to stay on the line or is unable to speak, the call can be traced, the location can be determined quickly, and officers dispatched immediately.

Appendix H-2 Dealing with Difficult People/Situations

Pre-Incident Indicators

Don't ignore warning signs. If you are concerned about someone who is exhibiting some of the following behaviors, contact the Community Safety Manager, Department of Health, Safety & Environment for assistance with threat assessment.

➤ Behavioral indicators

The employee:

- Often makes jokes or talks about weapons, often in terms of power or revenge; has obtained weapons recently or has access to weapons.
- Uses threats, intimidation and/or manipulates/escalates situations. Co-workers are afraid of the employee even though they may have a difficult time explaining exactly why.
- Has a history of encounters with police including assaultive or behavioral offenses.
- Is fascinated with acts of violence and identifies with perpetrators of workplace violence.
- Feels others are conspiring against them, nobody listens to them or is on their side.
- Refuses to accept criticism.
- Socially isolated, a loner, with an unstable or non-existent family life
- Low self-esteem
- Strongly identifies with their job; what they do is who they are
- Exhibits a continually negative attitude regarding problems in the workplace without resolving them
- Increased need for supervision, a sudden or sustained drop in productivity or performance, inconsistent work habits, inability to concentrate
- Displays a disregard for the health and safety of themselves and/or others
- Exhibits self-destructive behavior such as alcohol or drug abuse
- Sudden changes in personality/behavior
- Obsessive behavior
- Self-predicts a loss of control
- Refuses to acknowledge job performance problems, or accept responsibility for his/her own actions, blames others
- Changes in health or hygiene
- Chronically disgruntled, with disdain for authority and contempt for the boss.
- Has recently had problems outside work, such as divorce or debt
- Makes threats of violence, either specific or veiled
- Depressed, sullen, angry, argumentative, uncooperative, easily frustrated
- Resists change and is unwilling to discuss ideas or methods contrary to their own.
- Makes hopeless or suicidal statements
- Has unreasonable or unrealistic expectations
- Has a history of workplace grievances or has a grievance pending
- Monitors the behavior and activities of others, often maintaining records
- Undertakes one-man crusades
- If fired, employee refuses to let go and focuses on the past rather than the future
- Recent media stories of workplace violence

Watch for:

Pattern: a change in the employee's behavior pattern. Beware of newly acquired negative traits.

Frequency: the behavior happens more and more often, too often to be acceptable

Intensity: the intensity of the behaviors is disruptive to the work environment

Number of behaviors: the employee exhibits many of the behaviors rather than just a few.

➤ Physical Indicators

- Pacing
- Finger drumming, wringing of hands or other restless, repetitive movements
- Change in voice or subject matter
- Person might become unusually quiet or unusually loud
- Staring or avoiding eye contact
- Change in facial color and expression
- Trembling
- Clenched jaws or fists
- Person begins to direct their energy at others
- Evasive, threatening, challenging
- Shallow rapid breathing
- Abusive language

The workplace must be managed in such a way as to encourage a cooperative approach to identifying potential violence through the early recognition of behavioral warning signs. There must also be a consistent management commitment to intervention that benefits not only the workplace, but also the employee in crisis.

Tips for Managing Disruptive Behavior

- You are not obliged to put up with rudeness or aggression while performing your job. You have a right to civility and respect.
- Always remain in control of yourself and the situation, no matter how you are provoked.
- Do not react to rudeness, aggression, sarcasm or any other provocation. It will only escalate the situation. Remember that when a person becomes angry they become irrational. At this point, they hardly respond spoken words. Instead they respond more to the non-verbal messages that you are sending them. It's not what you say, it's how you say it. Talk in a calm manner, softer and slower than the aggressor, but be careful not to talk down to them. Avoid using body language that can be perceived as threatening, such as hands on hips, crossed arms, pointing gestures, rolling your eyes.
- Be aware of what triggers your own anger as this awareness might help you maintain control. Avoid personal challenges.
- Respect the person's personal space. If you get too close it may escalate the situation.
- Try to isolate the individual. This removes their audience and also prevents conflict from developing with others in the area.
- Ask what is wrong. People will generally calm down if given a chance to talk about the triggering event. Be supportive. Listen attentively and maintain eye contact. Avoid being judgmental.
- Be aware of body language and gestures. 70-80% of the messages we send other people are non-verbal
- Ask the aggressor for solutions. Let that person try to solve the problem. This will help calm them down and just might give you a useful solution.
- If they don't calm down, always acknowledge that the person is upset e.g. "I understand that you are upset but I can not help you when you are shouting or swearing at me. If you would calm down we can look at the problem."
- Denounce the person's behavior, NOT the person. Helping that person save face and preserve their dignity may help defuse a potentially violent situation.
- If you want someone to change their behavior, state what the unwanted behavior is and how you want it to change, very explicitly. State clearly what the consequences will be if their behavior does not change. Allow a little time after you establish the consequences for the person to decide what they are going to do. Then follow through. You must be prepared to enforce any limit you have set. For example, if the disruptive person refuses to calm down, ask them to leave, but invite them to come back when they are calm. If they refuse indicate you will call Security to escort them out if they do not leave. If they refuse, follow through.

Plan Your Encounter with a Potentially Violent Person

Please note that most faculty, staff and students will not likely be faced with a potential situation such as this; however, it could happen and so it is important to be prepared.

- Don't assume everything will go safely!
- Ensure a thorough threat assessment is conducted BEFORE you deal with the person. (Contact WSEP Community Safety Manager @ 1957). Try to determine what kind of behavior you can expect. This will help you to plan appropriate security measures.
- Plan a prepared script and try to keep to it.
- Don't conduct the encounter alone. Have another faculty or staff member with you, and Security, EAP or the Community Safety Manager immediately available. If you have Security with you during the encounter, consider having them in plain clothes to avoid escalating the situation. Notify other staff if you anticipate trouble.
- Prepare your environment. Use an office near an exit to the building if possible. Don't allow yourself to get into a situation where you have no way out. Position your desk so that you can see who is coming into your office. Do not sit at your desk with your back to the door. Remove any items from the room that could be immediately dangerous (scissors, letter opener, heavy paper weight, etc.) or easily thrown. Make sure you are the one closest to the door, not the person you are meeting with. Whenever possible, don't close the door, or open it if this is needed.
- Consider your clothing. Don't wear items that could easily be used to choke you, such as a necktie, jewelry, scarf etc.
- If you have speed dial, program in the Security number or Police. Ensure you have a communication system in place.
- Establish a recognizable signal with other staff that indicates you need assistance. Plan ahead of time with other staff what the appropriate responses should be.
- Studies suggest Friday afternoon is the worst time to terminate/layoff/discipline an employee. Do this early in the week to give the person time during the week to follow up on options, receive assistance and get on with their lives.
- Mentally prepare yourself for blame, rage, personal insults and other verbal assaults.
- Treat the person with respect and sensitivity. Try to build up their dignity. Avoid raising your voice, arguing, questioning their integrity, staring, condescending tones. Insensitivity strips the last of their dignity at a time when they are already feeling unstable. If this happens, the person then can feel totally justified in attacking. They will do anything to try to get their dignity back.
- Prepare for the worst. Do not increase your own vulnerability by refusing to believe it will happen to you. Denial and under-preparation are common factors in violent situations. Think through all the "what ifs" and how you will respond. Recognize that the threat of violence is always present. Mentally rehearse the way you would respond to a violent incident.
- To prevent unauthorized access, collect keys, identification cards, or any other access devices. Make arrangements as to when personal effects can be collected.
- Trust your instincts. Listen to your internal warning signs.

If You Are Confronted With a Weapon

If you find yourself trapped in a situation involving weapons and you have no other options, consider these suggestions:

- Stay calm and remember if someone is confronting you with a weapon they probably haven't decided whether or not to use it. If they'd made that decision already, they wouldn't threaten, they would simply attack.
- The aggressor is quite likely as afraid as you are. Fear is often why they have the weapon in the first place.
- Avoid rushing or disarming. It is extremely dangerous!

- Consider the type of weapon. Visually plan your escape route and an alternate escape route ahead of time, in case you decide to use this course of action.
- Escape or negotiate.
- If you attempt to negotiate, try to get as many “yes” responses as you can. Ask simple questions that the attacker might say yes to, such as “May I sit down?” or “May I take a few steps back?” If the attacker is very close to you try to get them to agree to let you take a few steps back. This may reduce their anxiety as well as the accuracy of any weapon they have.
- The longer you can keep the individual talking to you, the less likely they are to use the weapon.

Personal Safety Tips

- Know your emergency exits and procedures.
- Familiarize yourself with policies and procedures for your department and for the University.
- Know locations for telephones and have emergency numbers readily available.
- Be aware of your surroundings.
- Visualize ahead of time the appropriate responses to various situations that may arise.
- Trust your instincts. If you don’t feel comfortable with a situation, get out of it!
- If you feel you are being harassed, threatened, intimidated or are the victim of inappropriate behaviour: tell the person to stop; document the incident; inform your supervisor.
- If there is someone in your work area who you don’t recognize, ask them if you can help them. Try to find out why they are there.
- Do not get into an elevator with anyone who makes you feel uneasy, or get off the elevator as soon as possible, whether you are at your floor or not.
- If you are on campus late at night, use the buddy system. Study or work in pairs. Try to stay in well-lit, higher traffic areas.
- Have your keys ready when approaching your vehicle and check the back seat prior to getting in.
- Always lock your office when you leave, even if you are only leaving for a minute.

If You See Someone Acting Suspiciously

- Ask if you can be of assistance.
- If you continue to believe the person is suspicious, note a description, which way the person(s) is going and call Campus Safety at 5555.