

**CORPORATE PROCEDURE**

<b>PROCEDURE NUMBER:</b>	<b>ERP810</b>
<b>PROCEDURE TITLE:</b>	<b>Reporting and Responding to Violence</b>
<b>OWNER:</b>	<b>Vice President, Corporate Services</b>
<b>APPROVED BY:</b>	<b>Senior Management Team</b>
<b>EFFECTIVE:</b>	<b>June 18, 2008</b>
<b>REFERENCE:</b>	
<b>LINKS TO OTHER PROCEDURES/POLICY:</b>	<b>ER801 - Emergency Response Policy Emergency Response Plan AC757 - Student Behaviour ERP809 - Emergency Lockdown HR402 – Harassment</b>

**BACKGROUND**

Mohawk College is committed to establishing and maintaining a safe and secure working and learning environment that is free from acts of violence, intimidation, verbal abuse, threats and weapons. All Mohawk College students, staff and visitors are responsible for their own actions at all times, are expected to contribute positively to the college environment, conduct themselves in a mature and responsible manner and adhere to College policies, procedures, rules and regulations.

The procedures outlined in this document are not intended to replace the normal exercise of management or operational functions by the College. In addition, there is no intention to deny the rights of individuals to appropriately exercise their pre-existing legal rights in addition to or in place of process and procedures articulated in this and other college policies.

## PROCEDURES

### Reporting Incidents or Concerns

1. **Violent Incidents/Threats of Violence** Individuals who become involved in or witness an incident involving violence or the threat of violence or who receive a report of such an incident are required to:
  - Ensure their own safety
  - Do what is safely possible to ensure a victim's safety
  - Contact Security immediately or call 911 if necessary.
  - Make a formal statement to Security
2. **Imminent Danger** Any individual who finds or considers him/herself or someone else to be in imminent danger while on college property or while engaged in any college-approved activity can summon immediate assistance by contacting Security Services:
  - at extension 55 on college phones other than at the IAHS
  - at extension 88 at the IAHS
  - at extension 5888 at the Brantford Laurier and Nipissing campus
  - through the use of any of the following as applicable to the specific location:
    - i. panic alarms
    - ii. emergency intercoms in hallways or parking lots
    - iii. emergency buttons on Bell payphones or
  - through another individual

He/she may also contact the local police by calling 911 from any phone.

3. **Non-Urgent Threats** Incidents involving statements or behaviours which do not present an immediate risk of physical harm, but make the individual feel threatened or otherwise concerned for his/her safety must be promptly reported to an immediate supervisor. Examples of such unwanted activity include a threatening comment, note, e-mail, voicemail, gesture or a behaviour such as stalking. Alternatively the individual can contact Human Resources, a faculty member, Student Development, Security Services or any staff member.
4. **Domestic Violence** Individuals in personal relationships involving domestic violence are encouraged to report their concerns to their immediate supervisor. Alternatively the individual can contact Human Resources, a faculty member, Student Development, or Security Services and should do so if he/she fears the violence may extend to college property.

Employees who become aware, or ought reasonably to be aware of individuals involved in domestic violence that would likely expose the individual to physical injury on college property must immediately inform their supervisor. The Supervisor will assume responsibility for informing Security Services.

5. **Persons with a History of Violence** An employee must immediately inform his/her supervisor if there is the potential for encountering on college property a person known to him/her as an individual with a history of violence and if the risk of violence is likely to expose the employee to physical injury. The Supervisor must assume responsibility for informing Security Services.

6. **Threatening Behaviour** Employees who become aware of a person exhibiting behaviour that may lead to violence must immediately contact their supervisor, who in turn will inform Security. Examples of such behaviour include inappropriate discussions or communication via e-mail, websites or in essays, fascination with death or weapons or anti-social behaviour.
7. All staff, students and visitors are required to immediately report to Security Services acts of violence, threats or possession of weapons on college property or during a college-approved activity.
8. All staff, students and visitors are encouraged to report persons of concern to Security Services.
9. All reports will be taken seriously and investigated. No reprisals will be taken against any individual who makes a report in good faith.
10. Incidents of violence that result in personal injury must be reported in accordance with the College's policy CR204, Accidents and First Aid .

### **Responding to Incidents of Violence or Concerns**

11. In response to an individual's call for assistance regarding an incident of violence in progress or threatening behaviour, Security Services must immediately:
  - dispatch Security Guards and call Emergency Responders such as police or emergency medical services as required to contain the situation.
  - remove the alleged offender from the campus and if necessary, issue direction to the individual to remain off college property.
  - offer the victim a range of support services including the development of a personal safety plan if necessary. Depending on the nature of the incident or threat, these support services may include: a list of emergency phone numbers; telephone locations; hold up alarms; emergency intercoms and pay phones; a loaner cell phone or alarm; removal of timetable from notice boards for faculty and students; timetable and room changes; alternate work or study arrangements; parking lot changes, and escort service while on College property.
  - Initiate "lockdown" or "hold and secure" procedures in accordance with ERP 809 procedure, as necessary.
12. Human Resources or Student Development is responsible for providing a list of community and internal support services that are available to provide immediate emotional support and counseling to the victim.

### **Investigating and Preventing Violent Incidents**

13. Mohawk College is committed to handling all incidents as expediently as possible. To fully comply with its obligations, the College will initiate or continue an investigation of an alleged offence as a result of a formal or informal complaint by staff or student. When contacted concerning an incident of violence, threat of violence or serious inappropriate behaviour or a person of concern, depending on circumstances, the Manager of Security and Parking must:
  - immediately inform the Dean, Student Development when the incident involves students.
  - immediately inform the Director, Human Resources when the incident involves staff.
  - appoint a College Security Officer to investigate. (This may require involvement of Associate Dean, Director, Human Resources or police.)

- conduct a threat assessment to evaluate behaviour that may lead to violent action (Examples include inappropriate discussions or communication through e-mail, websites or in essays; fascination with death or weapons or anti-social behaviour.) When contacted about a person of concern, (defined as someone who is acting out of the norm or in a manner that raises concern or exhibiting behaviour that may lead to violent behaviour) the Threat Assessment Team is responsible for:
  - reviewing and assessing the information and pertinent details.
  - making recommendations to Human Resources for situations involving employees or to Student Development for situations involving students.

**14.** If it is determined that the continued presence of an individual (student, staff, or member of the community) could constitute risk of danger or the potential for additional violence to the college community or that the continued presence of the individual could be perceived to interfere in an investigation, the alleged offender will be removed from the campus. In addition, a temporary direction will be issued to the individual to remain off college property to allow for an investigation period. This temporary direction to remain off college property must be issued to the individual by the Manager of Security and Parking in consultation with the Dean, Student Development (if the individual is a student) or the Director, Human Resources (if the individual is a staff member).

A temporary direction to remain off college property, issued under this procedure, before the conclusion of an investigation, does not constitute a finding of wrongdoing and is not considered to be disciplinary in nature.

**15.** When the investigation is complete, the Manager of Security and Parking must provide a copy of the investigation report to the Dean, Student Development and the Associate Dean of both the victim's and the offender's program, if students are involved, or to the Director, Human Resources, if staff are involved.

## **Incidents of Domestic Violence**

16. For situations involving domestic violence that would likely expose an individual to physical injury on college property, the Manager of Security and Parking must:
  - meet with the individual and develop a safety plan, in consultation with police, courts or other agencies that may already be involved if necessary, and identify measures that may be taken by the individual and the College to increase the individual's safety while on campus.
  - review and revise the plan as necessary.
  - inform the Director, Human Resources for situations involving employees or the Dean, Student Development for situations involving students.
17. Human Resources is responsible for informing the affected department and disclosing only as much information (including personal information) about the situation as necessary to protect the individual and employees from physical injury.
18. Student Development is responsible for informing the Associate Dean of the affected academic department who in turn will notify any concerned individuals that may be affected, without disclosing more personal information than is necessary for the protection of others.

## **Individuals with a History of Violence**

19. For concerns involving persons with a history of violent behaviour, when an individual can be expected to encounter the violent person on college property and the risk of violence is likely to expose the individual to physical injury, the Manager of Security and Parking must inform the Director, Human Resources for situations involving employees or the Dean, Student Development for situations involving students.
20. Human Resources must inform the affected department and disclose only as much information (including personal information) about the individual with a history of violence as necessary to protect employees from physical injury. For example, the information disclosed should allow employees to identify the person with the violent history and if appropriate, the triggers of his/her potential aggression.
21. Student Development must inform the Associate Dean of the affected academic department and disclose only as much information (including personal information) about the individual with a history of violence as necessary to protect employees from physical injury. For example, the information disclosed should allow employees to identify the person with the violent history and, if appropriate, the triggers of his/her potential aggression.

## **Incidents Involving Students**

22. For incidents involving student offenders, the Manager of Security and Parking is responsible for reviewing the findings of the Security investigation report with the Dean, Student Development regarding the student offender to decide disciplinary action.
23. The Dean, Student Development must:
  - forward the disciplinary recommendations to the Associate Dean or designate to determine the appropriate disciplinary or follow-up action that is consistent with the Penalties/Sanctions section of AC757, Student Behaviour policy;

- notify any concerned individuals/departments that may be affected by this action;
- communicate the agreed upon sanction to the alleged offender. This decision should include referral and/or cross-reference to other College policies and procedures such as AC757, Student Behaviour or HR402, Harassment.

### **Incidents Involving Employees**

24. For incidents involving employees, the Manager of Security and Parking is responsible for:
- reviewing the findings of the investigation report with the Director, Human Resources to determine disciplinary action, in consultation with the appropriate administrator(s). This decision must comply with the provisions of the applicable collective agreements or Terms and Conditions of Employment for administrative employees and may include referral and/or cross-reference to other College policies and procedures such as HR402, Harassment.
  - notifying any concerned individuals/departments that may be affected by this action

### **Incidents Involving Visitors and Contractors**

25. For incidents involving visitors or contractors, the Manager of Security and Parking is responsible for:
- reviewing the findings of the investigation report with the appropriate College contact person to determine disciplinary action. This decision may include referral and/or cross-reference to other College policies and procedures such as HR402, Harassment.
  - notifying any concerned individuals/departments that may be affected by this action

### **Post Incident Follow Up**

26. After an incident of violence or threatening behaviour, Security is responsible for offering the victim a range of support services as outlined in #11 above.
27. Human Resources or Student Development is responsible for providing the victim with a list of community and internal support services, as outlined in #12 above.

### **Sanctions**

28. **Employees** Disciplinary action must be determined in accordance with the collective agreements or Terms and Conditions of Employment

**Students** Disciplinary action must be determined in accordance with AC757, Student Behaviour Policy

**Visitors and Guests** Visitors and guests may be escorted off College property by College Security and/or the police. In extreme circumstances, the Manager of Security and Parking may issue a 'Trespass to Property Notice'.

In all cases a written record of disciplinary action must be kept by the Manager, Security and Parking.

## **Communication**

**29. Communication with the Media** The Director, Media Relations and Communications, or his/her designate, is responsible for any communication with the media that might arise with respect to incidents of violence.

**30. Internal Communication** Procedures outlined in the Internal Crisis Communication Procedure (ERP802) will apply to internal communication concerning incidents of violence.

**REVISION DATE:** June 12, 2010

**ATTACHMENTS**

**SPECIFIC LINKS**