

Violence Prevention



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Version Control Table

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POLICY

The University of Ottawa (uOttawa) has established an administrative policy for the prevention of workplace violence. Policy 66 – Violence Prevention states in part that:

The University of Ottawa will not tolerate acts or threats of workplace violence.

The University of Ottawa is committed to protecting the University community and will take every precaution reasonable in the circumstances for the protection of a worker and to prevent workplace violence. While students, volunteers and visitors are not subject to the provincial legislation on occupational health and safety, the University abides by the policy statements made in this Policy in the case of students, volunteers and visitors.

[...]

The University of Ottawa will assess, and reassess as necessary, the risks of workplace violence that may arise from, among other factors, the nature of work or activity, the associated functions and the risk reduction measures in place.

The most current version of [Policy 66 – Violence Prevention](#) is available on the University of Ottawa website and on [campus occupational health and safety bulletin boards](#).

Under the Ontario Occupational Health and Safety Act, employers must develop and maintain programs to implement their policies regarding workplace violence. Programs must contain:

- Measures and procedures to control the risks identified as likely to expose a worker to physical injury
- Measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur
- Measures and procedures for workers to report incidents of workplace violence to the employer or supervisor
- A process for investigating and dealing with incidents or complaints of workplace violence
- Other related elements

PURPOSE

The purpose of the University's program is to:

- Define workplace violence under the [Occupational Health and Safety Act](#)
- Summarize the responsibilities of workplace parties regarding workplace violence
- Outline the mechanisms for reporting situations of workplace violence and summoning immediate assistance
- Aggregate and present results of uOttawa workplace violence risk assessments, including measures and procedures to control identified risks
- Present the investigation process for situations of workplace violence
- Review the process for work refusal associated with workplace violence

SCOPE

The violence prevention policy and program apply to the entire University of Ottawa community — employees, students, contractors, visitors and volunteers — and can extend beyond the traditional work environment. Special mitigation measures may be required for unique or exceptional circumstances (e.g., off-campus activities, remote working arrangements).

The policy and program are intended primarily for situations (or threats) related to physical violence.

- For information on the workplace harassment policy and program, see [Policy 67a — Prevention of Harassment and Discrimination](#).
- For information on the sexual violence policy and program, see [Policy 67b — Prevention of Sexual Violence](#).

DEFINITIONS

“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

For greater clarity, workplace violence may include — but is not limited to — the following activities in a workplace setting, including those occurring outside of the traditional campus environment (e.g., other workplaces, University-sanctioned events occurring off-campus, remote work locations):

- verbally threatening to attack a person
- leaving or sending threatening notes or emails
- shaking a fist in the direction of another person
- wielding a weapon, or what could be used as a weapon
- hitting or trying to hit another person
- throwing an object at another person
- sabotage or willful disruption of things, processes or projects resulting in actual or potential harm
- circulation of hate materials
- other activities

Early indications of workplace violence may include milder versions of the above or other similar behaviours. Intent to cause harm is not required for an action to meet the definition of workplace violence. What matters is how the receiver interprets the act or behaviour. However, an accident, such as a person tripping over an object and making contact with another person, would not qualify as workplace violence.

The University of Ottawa has a wide, diverse community, including persons passing through campus. Situations of workplace violence can occur between non-workers (e.g., students, contractors, members of the external community) and affect workers. The University must

ensure a healthy and safe workplace by implementing reasonable controls for foreseeable hazards.

“Civic authorities” means emergency services provided by the City of Ottawa, including police, fire, ambulance and hazardous materials teams.

“Domestic violence” means a situation in which someone in a personal relationship with a worker (such as a spouse or former spouse, current or former intimate partner or a family member) might physically harm or attempt or threaten to physically harm that (or another) worker while at work. Domestic violence occurring in the workplace is workplace violence.

“Joint Health and Safety Committee (JHSC)” means a group of worker and employer representatives whose primary role is to identify workplace health and safety hazards and bring them to the attention of the employer. The University of Ottawa has a multi-site JHSC, with several committees representing functional sectors of the University.

“Office of Risk Management” means the University service responsible for Policy 66 — Violence Prevention, including violence prevention program development, implementation and regular review.

“Protection Services” means the University service primarily responsible for ensuring physical safety and a secure environment on the main (downtown), Alta Vista and 200 Lees campuses.

“Supervisor” means a person who has charge of a workplace or authority over a worker or another person. Depending on the workplace relationship, a supervisor can include, for example, the president, vice-presidents, directors, deans, managers or principle investigators.

Being a supervisor does not depend on a person’s job title. It depends on whether the person is responsible for a location (for example, an office or laboratory) where the work is performed on a paid or unpaid basis or whether the person gives direction to complete the work performed by workers, students, visitors, volunteers or learners.

“Threat Assessment Team (TAT)” means a team of University staff comprised of key members of Protection Services, Human Resources, Legal Services, Health Services and the Student Academic Success Service.

The Threat Assessment Team acts as the primary University resource for situations of workplace violence. It provides assistance and guidance during incidents of violence or threatening behaviours or actions. The team assesses situations or threats of violence to the University community on a case by case basis. Matters of an urgent or immediate nature are channelled through Protection Services and the team members engaged on a case-by-case.

“Worker” means:

- A person who performs work or supplies services for monetary compensation. This means a University employee and includes a person who performs work or supplies services for monetary compensation. Students hired by the University to perform paid Work-Study

Program or Co-operative Education Programs placements for the University are considered workers.

- A high school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates the school in which the student is enrolled.
- A person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university or other postsecondary institution.
- Other persons who perform work or supply services to an employer for no monetary compensation.

ROLES AND RESPONSIBILITIES

The roles and responsibilities of workplace parties are defined in the [Occupational Health and Safety Act](#) and include duties listed in [section 25 \(employer\)](#), [section 27 \(supervisor\)](#) and [section 28 \(worker\)](#). Additional duties, including roles and responsibilities specific to workers and supervisors at the University of Ottawa — are further defined in [Procedure 14-1 — Internal Responsibility Procedure for Health and Safety Issues](#), based on [Policy 77 – Occupational Health and Safety](#).

The following roles and responsibilities are specific to the workplace violence prevention program.

University of Ottawa

As an employer, the University of Ottawa is responsible for:

- Preparing a workplace violence prevention policy and reviewing it annually. The University Joint Occupational Health and Safety Committee participates in the review process. The policy is owned by the Office of Risk Management.
- Developing and maintaining a program to implement Policy 66 — Violence Prevention, including:
 - Identification and assessment of risks of workplace violence that may arise from the nature, type or conditions of the work, including circumstances common and specific to the workplace, the results of which are shared with the Joint Health and Safety Committee
 - Measures and procedures to control the risks identified in the assessment as likely to expose a worker to physical injury
 - Procedures for summoning immediate assistance when workplace violence is likely to occur
 - Procedures for reporting workplace violence to the University
 - The process for investigating and addressing incidents and complaints of workplace violence
 - Regular review of the program, in consultation with the Joint Health and Safety Committee

The program is jointly developed by the Office of Risk Management and Protection Services, with involvement from Human Resources as required.

- Providing workers with information, including personal information to the extent required to reasonably protect workers, related to a risk of workplace violence from a person with a history of violent behaviour.

Supervisors

A supervisor is responsible for:

- Maintaining a healthy and safe work environment, including prevention of workplace violence, in the areas they are accountable for. For situations outside their authority or control, the supervisor is responsible for escalating matters to the appropriate University authority or service (e.g., the line manager, Human Resources, Facilities, Protection Services).
- Providing workers with information, including personal information to the extent required to reasonably protect workers, related to a risk of workplace violence from a person with a history of violent behaviour.
- Participating in development and implementation of specific workplace violence control measures (as required).
- Collaborating with the applicable University services to investigate workplace violence (e.g., Human Resources).

Threat Assessment Team

The threat assessment team is responsible for:

- Meeting and assessing the risk of violence on a case-by-case basis according to reports made to the University.

Workers, students and University community members

Workers, students or members of the University community are responsible for:

- Reporting situations of workplace violence to the appropriate University authority or service (e.g., Protection Services, their supervisor or representative).
- Participating in development and implementation of specific workplace violence control measures as required.

Office of Risk Management

The Office of Risk Management is responsible for:

- Reviewing the policy on the prevention of workplace violence.
- Reviewing and maintaining the workplace violence program.
- Conducting and reviewing workplace violence risk assessments.
- Providing the Joint Health and Safety Committee with the results of workplace violence risk assessments.
- Advising the Joint Health and Safety Committee of incidents of workplace violence.
- Reporting incidents of workplace violence to the Ministry of Labour (MOL) as applicable and prescribed in the Occupational Health and Safety Act.

Protection Services

Protection Services is responsible for:

- Receiving reports of workplace violence.
- Providing initial response, assistance and support following receipt of a report.
- Liaising and supporting civil authorities during an incident of workplace violence.
- De-escalating the immediate violent situation, with assistance from the applicable civil authorities (e.g., Ottawa Police Service).
- Collaborating with the applicable university services (e.g., Human Resources) in workplace violence investigations.

- Establishing prevention, training and support programs to prevent instances of workplace violence.
- Maintaining any records in their possession or control associated with instances of workplace violence.

Health and Wellness (Human Resources)

The Health and Wellness section is responsible for:

- Referring workers (including those engaging in violent or threatening acts or behaviour) to the Employee and Family Assistance Program.
- Filing claims to the Workplace Safety and Insurance Board (WSIB) as applicable.
- Arranging post-incident debriefing sessions.
- Managing employee sick leave (if applicable) following an incident, including requesting information to manage the leave.
- Requesting necessary medical or psychological information to confirm that an employee is fit and safe to return to work.
- Arranging for independent medical evaluation (when necessary) to confirm that an employee is fit and safe to return to work.
- Managing the return to work of affected employees.
- Collaborating with the applicable University services (e.g., Human Resources) in workplace violence investigations.

Labour Relations (Human Resources)

- Collaborating with the applicable University services (e.g., Protection Services) in workplace violence investigations.

Joint Health and Safety Committee

Joint Health and Safety Committee members have powers and responsibilities for workplace violence hazards under the Occupational Health and Safety Act. The committee's role in the workplace violence policy and program includes the following:

- Policy consultation
 - The committee is involved in and consulted on workplace violence policy creation and subsequent regular review. The Office of Risk Management, acting on behalf of University management, collects feedback from the committee and makes recommendations to management on the policy where appropriate.
- Risk assessment
 - The committee must be informed of the results of workplace violence risk assessments conducted by management and be provided with written copies of the assessments.
Management is responsible for conducting the risk assessments, which include the nature of the workplace and the type of work or conditions. The assessment must take into account the circumstances that would be common to similar workplaces as well as those specific to the University of Ottawa.
- Notices of workplace violence
 - In the event of an incident in which a person is becomes unable to perform their usual work or requires medical attention because of violence in a workplace (but no person dies or is critically injured) the University must give written notice of the occurrence to the committee. within four days, including the prescribed information

and particulars. The Office of Risk Management advises the applicable Joint Health and Safety Committee of incidences of workplace violence.

- Instances where no injury was incurred (e.g., incident or near miss) as a result of workplace violence are reported to the committee in accordance with the procedure for advising the Joint Health and Safety Committee of a non-workplace violence incident established by the Office of Risk Management.
- However, instances where a worker has sustained an injury and seeks medical treatment or misses time from work as a result of workplace violence are reported to the Workplace Safety and Insurance Board (WSIB) by the Human Resources Health and Wellness section.
- Work refusal
 - Under the Occupational Health and Safety Act and this program, workers can refuse to work or do particular work where they have reason to believe that workplace violence is likely to endanger themselves, including threats of workplace violence. If the work refusal is related to workplace violence, see the [work refusal procedure](#). Matters of imminent danger should be escalated according to the procedure for urgent situations.

INFORMING WORKERS OF A PERSON WITH A HISTORY OF VIOLENT BEHAVIOUR

Employers and supervisors must advise workers of actual and potential hazards they may encounter during their work, including potentially violent interactions with other individuals. Under the Occupational Health and Safety Act, the employer and supervisor must do this when both of the following conditions apply:

- A worker can be expected to encounter the violent person during their work.
- There is a risk of workplace violence likely to expose the worker to physical injury.

Not all workers must be notified, only those who could be physically injured. Notification must be considered on a case-by-case basis. Any assessment of a person with a history of violence should include factors such as the following:

- Relationship of the reported violence to a workplace
- Scope of previous violent behaviour (e.g., specific or general in nature)
- Time since last reported violent incident
- Number of reported or known violent incidents
- Existing measures and procedures in place
- Other factors

In most cases, medical information received or acquired need not be disclosed to other workers. If workers must be advised of the presence of a violent person, suitable, reasonable control measures and/or procedures are required.

If assistance or guidance is required, contact Health and Wellness, Labour Relations, the Access to Information and Privacy Office or the Office of Risk Management.

REPORTING

All members of the University community are responsible for maintaining an environment free from workplace violence. Protection Services assesses all reports of workplace violence with assistance

from the Threat Assessment Team, the Ottawa Police Service (as required) and other University staff and services (as required), such as Human Resources, Health Services, the Student Academic Success Services, the Office of Risk Management and Legal Services. Please note that non-urgent matters can be reported to the direct supervisor first.

All reports and information obtained are treated in a confidential manner in accordance with the Freedom of Information and Protection of Privacy Act, Occupational Health and Safety Act, Youth Criminal Justice Act, Personal Health Information Act and other related legislation.

Situations of workplace violence

The University recognizes the importance of reporting early warning signs of violent behaviour and thorough, expeditious investigation and implementation of measures and procedures to address the matter. Members of the University community should report individual experiences, witnessed events or other known incidences of a violent, threatening or potentially violent or threatening situation to Protection Services in any of the following ways:

In an emergency (i.e., imminent danger or threat)

- By phone at 613-562-5411, via the “emergency” button on a desktop phone or via the SecurUO smartphone application.
 - For areas not served by Protection Services (e.g., leased premises at 1 Nicholas, 99 Bank, 725 Parkdale or other off-site University workplaces) contact civil authorities at 911 or via the “emergency” button on a desktop phone.
 - When safe to do so, contact Protection Services to advise the University of Ottawa of the matter.
- By emergency phones strategically located throughout campus. Press the button to contact Protection Services. Protection Services maintains a [list of emergency phones](#).
- By panic buttons strategically located throughout campus. Press the button to alert Protection Services. Note that remote panic buttons (e.g., those worn on a person) have limited range.
- By pay phones located throughout campus. On-campus pay phones can be used free of charge to contact Protection Services. Dial the emergency number (613-562-5411) or just press the pre-programmed button located under the keypad.
- In person at the Protection Services offices or by alerting a Protection Services member.
 - Main campus: 141 Louis Pasteur, main entrance
 - Alta Vista campus: Roger Guindon Hall, 451 Smyth Road, Room 2013
 - Lees campus: 200 Lees Avenue, Room C146

If there is no emergency (e.g., to discuss safety concerns or non-imminent situation)

- By contacting the direct supervisor.
- By phone at 613-562-5499 (off campus) or ext. 5499 (on campus) or via the SecurUO smartphone app.
- Via an [Accident, Incident, Occupational Illness or Near Miss report form](#).

If the situation escalates to one of imminent danger, see the emergency reporting process.

Reporting details to include

The person reporting the incident of workplace violence should be prepared to provide as much information as possible regarding the incident, including:

- Caller's name, specific location or landmarks, call-back number and reporter's level of security
- Names and roles of staff involved, including any injured persons, witnesses, suspects, etc.
- Date and time of the incident
- Location of the incident
- Description of the incident, including any reported injuries or imminent hazards
- Description of individual(s), their last known location or direction and any weapons
- Additional assistance required, such as police or ambulance
- Any other relevant information

Physical workplace risk factors

You can report more than just acts or threats. Physical workplace conditions that can lead to increased risk of workplace violence should be reported, including the following:

- Dark or poorly lit areas
- Areas with reduced visibility or obstructions (e.g., behind buildings, alleys, blind spots)
- Broken or damaged infrastructure (e.g., windows, doors, locks, alarms)
- Overgrown landscaping (e.g., bushes, trees).

Members of the University community should report these (or similar) situations to their supervisor or facility manager (for situations inside a building) or to the Facilities Call Centre at ext. 2222 (for situations outside a building).

Protection Services conducts regular campus patrols. It identifies potential hazards and makes recommendations to reduce the risk of workplace violence.

Domestic violence

As required by the Ontario Occupational Health and Safety Act, if the University becomes aware, or ought reasonably to be aware, that domestic violence likely to expose a worker to physical injury may occur in the workplace, it must take every precaution reasonable in the circumstances to protect workers.

If workers feel that an incident of domestic violence may occur in the workplace, they should report this to their supervisor and/or Protection Services. The University of Ottawa will address the matter on a case-by-case basis, involving the worker, the direct supervisor and Protection Services. The University will assess how existing measures and procedures can be best used in taking reasonable precautions for workers. The situation may require development and implementation of a specialized plan or assistance from external resources (e.g., the Ottawa Police Service, the courts).

The University may implement measures to address domestic violence even in cases where a worker does not want any measures implemented. The employer's duty to take reasonable precautions extends not only to the worker reporting the risk, but to all workers. In such cases, the University works closely with the affected worker to take reasonable precautions to prevent a potential incident of domestic violence in the workplace, while seeking to respect the worker's privacy and sensitivity to the issue.

PROCESS FOLLOWING RECEIPT OF REPORT

While each instance and investigation of workplace violence is unique and requires thorough yet timely assessment, there are initial steps that are taken for any reported incident of workplace violence. They include:

- Protection Services conducts an initial assessment of the reported situation and, in the event (or threat) of imminent danger, contacts civil authorities for assistance and activation of their internal response procedures.
- Protection Services activates the Threat Assessment Team to further assess the situation, liaise and cooperate with civil authorities as required and recommend further internal action accordingly.

Please note: All emergencies are acted on immediately, even while taking these steps.

Investigation process

A multi-service team composed of Protection Services, Labour Relations, Health and Wellness, the Office of Risk Management and other University services handles investigations of workplace violence incidents. The investigation should occur following the de-escalation process (i.e., following the emergency).

The multi-service team provides recommendations to the appropriate parties on necessary action. This may include improvements to infrastructure, development of individualized plans and more. Temporary measures and/or procedures may be required while permanent or long-term measures and/or procedures are developed and implemented. They are applied on a case-by-case basis.

Disciplinary measures

Following investigation, individuals responsible for workplace violence may be subject to a range of disciplinary measures, up to and including termination of employment.

Criminal and civil proceedings may also be undertaken, along with other measures appropriate in terms of the individual's relation to the University, such as expulsion from an academic program and prohibition from entering the University's premises through the issuance of a notice of trespass.

Situations are addressed on a case-by-case basis.

Reprisals

A member of the University who, in good faith, reports an incident of workplace violence under this program, must not be unfairly or unjustly treated (either directly or indirectly). Similarly, no one acting in accordance with this program should be unfairly or unjustly treated.

Individuals making false, bad faith or frivolous claims under this program may be subject to disciplinary action provided for in their collective agreement or applicable University policies.

OVERALL WORKPLACE VIOLENCE RISK ASSESSMENT

University management is responsible for assessing overall risk factors leading to workplace violence, including:

- The nature of the workplace and the type and conditions of work. This includes physical and procedural aspects of the workplace such as work location, lines of sight, lighting, hazardous

objects, handling of valuables, work scheduling, client interaction, surrounding environment and work practices (e.g., work alone or in isolation).

- University circumstances as well as those of similar workplaces. This refers to activities at the University of Ottawa, but also elsewhere in the educational sector (e.g., other postsecondary institutions).

Measures and procedures to control identified risks likely to expose a worker to physical injury are included in the workplace violence risk factor assessment.

Assessment must be repeated as often as necessary (at least annually) to ensure that workers continue to be protected from workplace violence. For the University's latest overall workplace violence risk assessment, with control measures, see Appendix 1.

General workplace violence risk mitigation

Safety and security are everyone's responsibility. As part of the risk assessment, general control measures and procedures have been developed and implemented, including:

- Proactive security checks: As part of regular duties, Protection Services members conduct regular campus patrols of campus — both indoors and outdoors — throughout the day.
- Rape Aggression Defence (RAD) program: Currently available to women, the RAD program is based on awareness and technique training and is designed with the philosophy that self-defence training should be accessible and affordable to all women. Since its inception, several hundred women have successfully completed the program. We encourage you to [learn more and register for the Rape Aggression Defence program](#).
- Foot Patrol: Run by the University of Ottawa Students' Union (UOSU), [the Foot Patrol](#) is a volunteer-based safe walk service offered to all students and members of the University community. Program volunteers are available to walk with a requestor any route within a 45-minute walking radius of the main or Alta Vista campus. Volunteers can also ride with you on several bus routes. To arrange a walk, contact the Foot Patrol:
 - By phone at 613-562-5800 ext. 7433 (or ext. 7433 from any University phone)
 - By pay phone, using the yellow Foot Patrol button (at no charge)
 - At the Foot Patrol office in the University Centre, Room 08 (across from the Campus Bookstore)
 - By asking a Foot Patrol team member (recognizable by their yellow vests)
 - Pre-registering to have Foot Patrollers meet you at the same time and place every week
- OC Transpo safety initiatives
 - O-Train (light rail) safety features: O-Train stations, including the two serving the campus (uOttawa and Lees stations), feature security cameras, brightly lit areas, panic buttons and ambassadors.
- uoAlert: A multi-pronged, mass notification tool meant to advise the University community of situations affecting campus safety, uoAlert features screen alerts, social media integration, dark websites, banners on websites, an emergency telephone line and more. [Learn more about uoAlert](#).
- Work alone program: While the University discourages working alone or in isolation, sometimes it is unavoidable. The University has created a reference document for working alone or in isolation. For a copy, [email the Office of Risk Management](#).

- [SecurUO](#): An app that quickly alerts the user about University emergencies. It also has additional features, such as easy access to safety-related resources, information on emergency procedures and a safety toolbox.
- Awareness and promotional campaigns: Protection Services conducts various types of outreach to the University community, including through various types of publicity (e.g., posters, pamphlets, handouts), Welcome Week and service fairs.
- Travel to remote locations: The University has developed [field trip guidelines](#) and [field work safety guidelines](#). Guidelines require participants to consider travel warnings relating to specific areas. Participants must also develop plans for various types of emergencies.

Emergency guidelines

Violent threats are extremely rare, but they do require specific actions. Depending on whether the incident is occurring off campus or on campus, you may be instructed to [hold and secure](#) or to [lock down](#). Each involves a series of measures to minimize risk to students and staff until civil authorities are able to take control of the situation.

Along with other tools, the University has developed a mobile app to advise our community of imminent danger, including violent acts. The application, [SecurUO](#), includes push notifications to users' devices that are activated in certain situations, such as an imminent violent event. Users can download [SecureUO for iOS](#) or [SecureUO for Android](#).

For additional information related to [violent threats on campus](#) or for information about emergency procedures at uOttawa, see the [Are You Ready?](#) website.

Off-campus risks

The workplace can extend beyond the traditional campus boundaries. Supervisors remain responsible for assessing the risk of workplace violence, including for workers located off campus.

Special mitigation measures may be required for unique circumstances involving travel off campus. For example, a supervisor of a worker visiting an international country would be encouraged to check the risk of violence in the country from a recognized resource, such as [Global Affairs Canada travel advisories](#).

Similarly, violence prevention measures must be considered for off-site offices. In these situations, the worker should summon immediate assistance through the appropriate means (e.g., 911) and then notify Protection Services (ext. 5411). Workers can dial 5411 directly and Protection will refer to the local emergency services.

Supervisor and managers should identify and assess the risk of violence off-campus and communicate regularly with workers working off-campus.

TRAINING

All workers at the University of Ottawa must complete the [Violence Prevention workshop](#). The workshop is part of the new worker on-boarding process and is delivered entirely online with learner self-navigation. It covers Ontario legal requirements, uOttawa policy, ways to request assistance, the process for reporting workplace violence and a quiz. It takes 30 to 45 minutes to complete.

The training workshop is regularly reviewed with the Joint Health and Safety Committee. Questions regarding the workshop content may be directed to the [Office of Risk Management](#).

AVAILABLE RESOURCES

Internal uOttawa units and programs involved in workplace violence prevention include:

- [Protection Services](#)
 - [Are You Ready?](#) (emergency preparedness)
- [Office of Risk Management](#)
- [Health and Wellness](#)
 - [Employee Assistance Program](#)
- [Labour Relations](#)
- [Employee and Family Assistance Program](#)
- [SEUO – UOSU Foot Patrol](#)

External services and information include:

- [Occupational Health and Safety Act](#)
 - [Workplace violence provisions](#)
- [Ministry of Labour](#)
- [Ottawa Police Service](#)
- [Workplace Safety and Prevention Services](#)
- [Mental Health Commission of Canada](#)

APPENDIX 1 – WORKPLACE VIOLENCE RISK ASSESSMENT

Violence in the Workplace Risk Assessment

Scope: any violence committed against uOttawa faculty, support staff, students, volunteers or visitors in any location worldwide while conducting University-sanctioned activities

Activity	Associated Functions	Num. of Documented Occurrences of Physical Violence in Past 3 Years*	Frequency	Severity	Score	Risk Reduction and Mitigation Measures		Evaluation of Risk	Review
						Risk reduction and mitigation measures	Effectiveness of controls		
Working alone or in isolation	Research labs	0	2	5	10	Working alone program, cameras, emergency phones/buttons, training (workplace violence/RAD), safety walks, Protection patrols, foot patrol, SecurUO WorkAlone	Good	Accept	Annually
	Field work	0	3	5	15	Field work program, emergency contact numbers, training (workplace violence/RAD/wilderness first aid), SecurUO WorkAlone	Acceptable	Accept	Annually
	Placement	0	2	5	10	Host orientation training, local procedures, constant supervision.	Good	Accept	Annually
	Scheduled work done after hours (IT, Power Plant)	0	2	5	10	Working alone program, cameras, emergency phones/buttons, training (workplace violence/RAD), safety walks, Protection Services patrols, foot patrol, SecurUO WorkAlone	Good	Accept	Annually
	Voluntary work done after hours (office, etc.)	0	2	5	10	Working alone program, cameras, emergency phones/buttons, training (workplace violence/RAD), safety walks, Protection Services patrols, foot patrol, SecurUO WorkAlone	Good	Accept	Annually
	Protection	3	3	5	15	Cameras, radio contact, supervision, training (workplace violence/RAD), safety walks, equipment, protective vests, issued equipment, buddy/response system	Acceptable	Accept	Annually
	Office of Risk Management	0	2	5	10	Working alone program, cameras, emergency phones/buttons, training (workplace violence/RAD), safety walks, Protection patrols, foot patrol, SecurUO WorkAlone	Good	Accept	Annually
	Liaison	0	2	5	10	Emergency contact numbers, training (workplace violence/RAD), SecurUO WorkAlone, emergency phones/buttons	Good	Accept	Annually
	Facilities (particularly after hours)	0	2	5	10	Working alone program, cameras, emergency phones/buttons, training (workplace violence/RAD), Protection patrols, buddy system, SecurUO WorkAlone	Good	Accept	Annually
	Transportation of dangerous materials	0	2	5	10	Small quantities, varied routes, contractor transfers	Good	Transfer	Annually

Violence in the Workplace Risk Assessment

Activity	Associated Functions	Num. of Documented Occurrences of Physical Violence in Past 3 Years*	Frequency	Severity	Score	Risk Reduction and Mitigation Measures		Evaluation of Risk	Review
						Risk reduction and mitigation measures	Effectiveness of controls		
Travel to remote locations or hazardous regions (as defined by Global Affairs Canada, etc.)	Travel to locations Global Affairs Canada recommends against	0	1	5	5	Admin Committee approval required to travel to areas with international travel advisories	Good	Accept	Annually
	Student travel for academic credit	0	1	5	5	International travel advisories; if Global Affairs Canada warning changes, students are evaluated and typically removed, waivers and training in place for remote Cdn locations	Good	Accept	Annually
	Employee travel for research	0	3	5	15	International travel advisories; training (workplace violence/RAD/wilderness first aid), weapons directive, field work program	Acceptable	Accept	Annually
	Employee travel for University business	0	3	5	15	International travel advisories; training (workplace violence/RAD)	Acceptable	Accept	Annually
Dealing with highly sensitive personal, valuable or controversial matters	Human Resources (leave and disability, payroll, recruiting, labour relations, etc.)	0	3	5	15	Staff training (workplace violence/RAD), Protection Services available, emergency call buttons, some restricted access, some camera coverage	Acceptable	Accept	Annually
	Managers or supervisors (including disciplinary action and poor performance reviews)	0	3	5	15	Staff training (workplace violence/RAD), Protection Services available, emergency call buttons, some restricted access, some camera coverage	Acceptable	Accept	Annually
	Research staff (including ACVS)	0	2	5	10	Staff training (workplace violence/RAD), Protection Services available, emergency call buttons, some restricted access, some camera coverage	Good	Accept	Annually
	Protests (events occurring on or near campus)	0	2	5	10	Protection available to restrict access to the meeting or event, uOttawa events can be moved, cameras, private surveillance	Good	Accept	Annually
	Events occurring at leased premises	0	2	5	10	Ottawa police can be called as a preventive measure, 911 button on phone, pre-assessment by Protection Services for planned events	Good	Accept	Annually

Violence in the Workplace Risk Assessment

Activity	Associated Functions	Num. of Documented Occurrences of Physical Violence in Past 3 Years*	Frequency	Severity	Score	Risk Reduction and Mitigation Measures		Evaluation of Risk	Review
						Risk reduction and mitigation measures	Effectiveness of controls		
Providing services directly to members of the public, including students	Professors (including poor grades, feedback to students)	0	2	5	10	Emergency call buttons, public meeting locations, training (workplace violence/RAD), Protection Services available	Good	Accept	Annually
	Front-line staff in faculties	0	2	5	10	Emergency call buttons, meeting in public areas, high counters in some areas, glass/barriers in some areas, some camera coverage, training (workplace violence/RAD)	Good	Accept	Annually
	On campus licensed establishments (bars, etc.)	2	3	5	15	On-site private security (regular communication with Protection Services), cameras, Protection Services assistance, smart-serve training, enforcement of age restrictions	Acceptable	Accept	Annually
	Student Academic Success Service (SASS) (special needs, psychological assistance, etc.)	0	2	5	10	Emergency call buttons, professional training, training (workplace violence/RAD), meeting during business hours with other colleagues	Good	Accept	Annually
	Front-line support staff (InfoService, etc.)	0	2	5	10	Emergency call buttons, meeting in public areas, high counters in some areas, glass/barriers in some areas, some camera coverage, training (workplace violence/RAD)	Good	Accept	Annually
	Support staff outside faculties (HR recruiting, admissions, central administration, etc.)	0	2	5	10	Emergency call buttons, meeting in public areas, high counters in some areas, glass/barriers in some areas, some camera coverage, training (workplace violence/RAD)	Good	Accept	Annually
Handling cash or other tangible valuables	Cash > \$500 and POS locations	0	1	5	5	Cash stored in limited access safes, alarms, buddy system, cameras, training (workplace violence/RAD/POS training from IT)	Very good	Accept	Annually
	Cash > \$10,000	0	1	5	5	Cash stored in limited access safes, alarms, buddy system, cameras, restricted access areas, training (workplace violence/RAD/POS training from IT)	Very good	Accept	Annually
	Narcotics	0	1	5	5	Locked, restricted access to area, alarms, cameras, limiting knowledge about their presence and location, civil authority intervention	Very good	Accept	Annually
	Dangerous goods	0	2	5	10	Controlled goods registry program, radiation certificates, biosafety certificates, controlled access, training	Good	Accept	Annually
	Weapons incl. firearms	1	2	5	10	Weapons directive, weapons inventory, weapons stored in double locked facility with alarm, access list and Protection Services escort required.	Good	Accept	Annually
	Postal service	0	1	5	5	Stamps stored in limited access areas, locked, limited knowledge about their presence.	Very good	Accept	Annually

Violence in the Workplace Risk Assessment

Activity	Associated Functions	Num. of Documented Occurrences of Physical Violence in Past 3 Years*	Frequency	Severity	Score	Risk Reduction and Mitigation Measures		Evaluation of Risk	Review
						Risk reduction and mitigation measures	Effectiveness of controls		
Patrolling and responding to security issues	Protection Services patrols	3	2	5	10	Cameras, radio contact, supervision, training (workplace violence/RAD), safety walks, equipment, protective vests, issued equipment, buddy/response system	Good	Accept	Annually
	Protection Services response to an issue	0	2	5	10	Cameras, radio contact, supervision, training (workplace violence/RAD), safety walks, equipment, protective vests, issued equipment, buddy/response system	Good	Accept	Annually
	Foot Patrol	0	2	5	10	Identifying vests, buddy system, training (workplace violence/RAD), contact with dispatcher	Good	Accept	Annually
	Event security	2	3	5	15	Identified training, contact with supervisor and Protection Services, events assessed case-by-case with Protection	Acceptable	Accept	Annually
Making decisions which affect academic or employment status	Academic staff within faculties	0	2	5	10	Emergency call buttons, meeting in public areas, high counters in some areas, glass/barriers in some areas, some camera coverage, training (workplace violence/RAD), Protection Services available	Good	Accept	Annually
	Research staff	0	2	5	10	Emergency call buttons, meeting in public areas, high counters in some areas, glass/barriers in some areas, some camera coverage, training (workplace violence/RAD), Protection available	Good	Accept	Annually
	Human Resources	0	2	5	10	Emergency call buttons, meeting in public areas, high counters in some areas, glass/barriers in some areas, some camera coverage, training (workplace violence/RAD), Protection available	Good	Accept	Annually
	Support staff outside faculties (central administration, Board of Governors)	0	2	5	10	Emergency call buttons, meeting in public areas, high counters in some areas, glass/barriers in some areas, some camera coverage, training (workplace violence/RAD), Protection available	Good	Accept	Annually
Special events	Sports events	0	2	5	10	Security present at event, number of participants controlled, liquor consumption controlled, cameras	Good	Accept	Annually
	101 Week	0	2	5	10	Training of leaders, age-appropriate activities, security implications for events pre-assessed by Protection	Good	Accept	Annually
	Conferences/speakers	0	2	5	10	Emergency call buttons, security plans as appropriate, alternate arrangements as appropriate	Good	Accept	Annually
	Concerts	0	2	5	10	Security present at event, number of participants controlled, liquor consumption controlled, cameras, security implications for events pre-assessed by Protection Services	Good	Accept	Annually

*Incidents may be underreported.

		Frequency				
		Rare (1)	Unlikely (2)	Possible (3)	Likely (4)	Certain (5)
Severity	Insignificant (1)	1	2	3	4	5
	Minor (2)	2	4	6	8	10
	Moderate (3)	3	6	9	12	15
	Major (4)	4	8	12	16	20
	Catastrophic (5)	5	10	15	20	25

Frequency

1	Rare	So unlikely that it is assumed not to occur
2	Unlikely	Unlikely, but might occur
3	Possible	Likely to occur sometime during the life of the project
4	Likely	Likely to occur several times during the life of the project
5	Certain	Likely to occur often during the life of the project

Severity

1	Insignificant	Very minor incident, less than a minor incident
2	Minor	Minor injury, minor damage to facility, minor confined environmental exposure
3	Moderate	Lost time to injury (short term), short term loss of facility access, recoverable release to the environment
4	Major	Permanent impairment, serious injury with lost time, partial loss of facility access, large release to environment
5	Catastrophic	Death, loss of facility, release to environment putting public at risk, regulatory intervention