








APPENDIX A

**Workplace Violence Prevention
Administrative Procedure - 509**

Workplace Violent Incidence Process Flow-chart

This flow-chart provides an overview of major steps in the workplace violence resolution process. Persons seeking further information regarding the resolution process are advised to refer to Workplace Violence Prevention Administrative Procedure 509.

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| <p>INCIDENT</p> | <p>A person exercises physical force against a worker, in a workplace, that causes or could cause physical injury to the worker; and/ or a person attempts to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; and/or a statement or behavior 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 is made or has reasonable grounds to suspect that workplace violence may occur, can initiate a complaint</p> |
| <p style="text-align: center;"></p> | |
| <p>IMMEDIATE RESPONSE</p> | <p>Where workplace violence occurs or is likely to occur, employees are encouraged to act immediately and summon assistance in the form of supervisory or managerial personnel, or police involvement. The situation may also require initiation of the Emergency Response Plan, Lockdown Administrative Procedure or Bomb Threat Administrative Procedure.</p> <p>Following immediate assistance, and once the emergency situation is under control, the complaint will be filed.</p> |
| <p style="text-align: center;"></p> | |
| <p>RECORD THE INCIDENT</p> | <p>Complete the Clevr™ Incident, Accident, Injury Report form citing a workplace violent incident on the Workplace Violence Incident tab.</p> <p>When appropriate, the supervisor or designate will convene an emergency meeting. The supervisor or designate may liaise with the Superintendent of Human Resource Services, and all pertinent information relating to the behaviours and circumstances reported will be collected.</p> <p>The supervisor or designate will refer a complaint to the Superintendent of Human Resource Services in the event the incident of workplace violence involves a staff to staff incident, a member of the general public, or domestic</p> |

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| | <p>violence.</p> <p>Pertinent details of the workplace violent incident complaint will be provided to the respondent.</p> |
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| <p>INFORMAL RESOLUTION</p> | <p>In some situations, an informal resolution may be identified and enacted by the supervisor or designate at this stage of the reporting process through discussions with the complainant. In such a case the resolution would be documented by the supervisor.</p> |
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| <p>COMPLAINT RESOLUTION – Threshold Assessment</p> | <p>The supervisor or designate receiving the complaint will conduct a threshold assessment to determine if the alleged conduct, if proven, would meet the definition of workplace violence.</p> <p>If the definition of workplace violence is met, the supervisor or designate will take the appropriate steps to address the incident.</p> |
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| <p>COMPLAINT RESOLUTION – Investigation</p> | <p>An investigation of the complainant’s allegations will be completed by the supervisor or designate of the Board.</p> <p>The respondent will be given an opportunity to respond to the allegations when appropriate.</p> <p>Interviews may be conducted and conclusions will be drawn based on the balance of probabilities.</p> |
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| <p>COMPLAINT RESOLUTION – Findings and Decision</p> | <p>A summary of the findings and decision will be provided to the complainant and the respondent. Both will be given an opportunity to respond.</p> <p>Appropriate actions will be taken to resolve the issue.</p> |
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| <p>COMPLAINT RESOLUTION – Review</p> | <p>If within ten working days of the final decision a complainant or respondent to a formal complaint has grounds for review, a reviewer will be appointed by the Director of Education.</p> <p>The findings of the review will be reported to the Director of Education who will affirm or amend the final decision or require that a new investigation be undertaken.</p> |

