
Response to Abusive or Threatening Behaviour

Procedure No.:	7100-PR1
Policy Reference:	7100
Category:	Safety, Security, and Emergency Management
Department Responsible:	Safety, Security, and Emergency Management
Current Approved Date:	2012 Mar 30

Objectives

This procedure applies directly to Policy 7100, Safety and Security.

The objectives of this procedure are to:

- Provide direction and support to members of the BCIT community who may experience abusive or threatening behaviour
- Give direction to individuals and departments responsible for responding to, or receiving reports of, abusive or threatening behaviour
- Provide an immediate timeline of actions to be taken to the extent possible in a given situation involving abusive or threatening behaviour.

Who This Procedure Applies To

This procedure applies to the following:

- The Safety, Security and Emergency Management Department
- Director, Safety, Security and Emergency Management or designates
- Supervisors, managers, associate deans, and directors
- BCIT students, employees, contractors, visitors, and tenants.

Scope

BCIT campuses are used by many groups and individuals including students, employees, contractors, visitors, and tenants. In addition, BCIT frequently makes use of various non-campus facilities, such as practicum and co-op work sites, to conduct institute-related activities.

No persons on BCIT premises are expected to be exposed to or tolerate violent, threatening, or abusive behaviour from anyone. This procedure applies to all BCIT students, employees, contractors, visitors, and tenants on BCIT campuses or any other non-campus facility where they may have business.

Related Documents and Legislation

BCIT Policies:

- Policy 5002, Student Regulations
- Policy 7507, Harassment and Discrimination
- Policy 7150, Occupational Health and Safety

WorkSafe BC

- *Occupational Health and Safety Regulation*, Sections 4:24 to 4:31

Definitions

Abusive or Threatening Behaviour

Abusive or threatening behaviour is any action that causes a person to be concerned about the actual or potential risk of violence associated with the comments or conduct of another person. It includes any threatening statement or behaviour that gives a person reasonable cause to believe he or she is at risk of injury.

Risk Assessment Team

The Risk Assessment Team is comprised of the Director, Safety, Security and Emergency Management, Assistant Director, Safety, Security and Emergency Management and/or the Manager of Security. A risk assessment is an investigative and analytical process to determine the nature of the threat and level of risk of violence presented by an individual and the steps to be taken to mitigate the risk.

Violence

Violence is the actual or attempted exercise of physical force by a person so as to cause injury to another person.

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Compliance

Anyone exercising violent, abusive, or threatening behaviour may be required to immediately leave BCIT premises, or the facility in which the behaviour took place, and may forfeit the right to have access to the Institute.

Reporting Abusive or Threatening Behaviour

1. Any person who is subject to, or witnesses, an act of violent, threatening, or abusive behaviour should immediately report the incident to a member of the Safety, Security and Emergency Management Department, their immediate supervisor, manager, associate dean, or director.
2. The supervisor or administrator receiving the report of abusive or threatening behaviour must immediately inform the Director, Safety, Security and Emergency Management.

Immediate Response Timeline

Where the Safety, Security and Emergency Management Department receives a report of violent, abusive or threatening behaviour, the following procedure should be followed to the extent possible in the given situation:

1. A member of Security will respond immediately, assess the situation, and notify the Director, Safety, Security and Emergency Management.

If the situation is unruly or escalating, then Security will call for immediate backup of additional Security Guards, BCIT Managers of Security, or the police.

Warning: All responders should be aware of the potential for weapons or lethal actions by the participants.

2. Security will immediately call police for incidents of a serious nature or at the request of one of the involved parties.
3. Once the situation is under control, Security will immediately notify the Director, Safety, Security and Emergency Management.
4. The Director, Safety, Security and Emergency Management will conduct an immediate risk

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assessment of the incident which includes, but is not limited to:

- A. Level of risk, e.g., weapons, physical assault, or verbal threats
 - B. History of violent behaviour
 - C. Likelihood of reoccurrence
 - D. Criminal involvement
 - E. Extenuating circumstances of the event, e.g., past involvement between parties; medical or psychological considerations.
5. Upon completion of the risk assessment, the Director, Safety, Security and Emergency Management will:
- A. In every case involving an employee, immediately report the matter to the Vice President, Human Resources, who is responsible for ensuring that any further investigation that may be appropriate is conducted
 - B. In every case involving a student, immediately report the matter to the Vice President, Student Services, the Vice President, Education, Research and International, or the Director, Student Judicial Affairs, who is responsible for ensuring that any further investigation that may be appropriate is conducted
 - C. In cases not involving an employee or student, conduct whatever further investigation is considered appropriate
 - D. Implement precautionary measures necessary to reduce any immediate risks, including the requirement to immediately leave BCIT premises
 - E. Initiate a file and include documentation of any decisions resulting from A, B, C, and D above and forward it to the Threat Assessment Team.

Amendment History

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| 1. Created | 2012 Mar 30 |
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Policy 7522, Response to Abusive or Threatening Behaviour, has been retired as a separate policy, and replaced by this procedure under Policy 7100, Safety and Security. Following is the amendment history of the replaced policy.

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| 1. Created | 2002 May 09 |
| 2. Revision 1 | 2003 May 20 |
| 3. Revision 2 | 2004 Sep 13 |
| 4. Revision 3 | 2005 Sep 26 |
| 5. Revision 4 | 2006 Mar 14 |
| 6. Revision 5 | 2008 Aug 15 |
| 7. Revision 6 | 2010 Aug 06 |
| 8. Retired | 2012 Mar 30 |