



Emergency Preparedness

Violent Incident and Threat Procedure

Approved by:

GAM 3.48 Corporate Health and Safety

Purpose;

To provide guidelines to YG staff in the event of a violent or threatening situation.

Scope:

The following procedure applies at all owned/leased facilities under the authority of the Deputy Minister/President of YG departments/corporations and all the people in the facility.

Definitions:

Incident

A violent incident is an event or series of events that; causes an individual to feel that personal safety is compromised; or results in physical harm or loss to an individual.

Threat

A threat can be an implied (verbally) or can be an actual act or behaviour (gestures or aggressive movements) intended to inflict injury or pain.

Physical Violence

Physical violence is characterized through acts of aggression, intimidation, abuse, and outrage, resulting in physical force being unlawfully exercised or an act intending to cause bodily injury or damage to property. Incidents of violence may include assault, damage of property, display and/or use of weapons, and extortion.

Responsibilities:

Senior Management

- Ensure all reported incidents are investigated
- Coordinate necessary follow-up actions with RCMP

Supervisor

- Be prepared to take control from employee
- Remain calm and follow procedures below

Staff

- Report all incidents to supervisor/manager
- Participate in investigation of incident

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Procedures:

- Contact 9-911 at any time that you feel your personal safety is compromised.
- Physical violence and threats must be reported to the police.
- If safe to do so, immediately report the incident.
- Maintain your professionalism (don't show personal emotion).
- Maintain a bladed stance (staggered stance with feet shoulder width apart)
- Maintain a safe distance.
- Calmly explain to the person why you cannot fulfill their request or are requiring them to do something.
- Tell them you know where your supervisor is and that you can get them to come and speak to the person.
- Ask for their cooperation.
- Defend yourself if necessary.
- Leave the room as quickly as possible.
- Warn others in the area of the problem
- Do not gather and watch.

Evaluate each situation for the potential of violence:

- Recent event(s).
- Change in behaviour, demeanor or appearance.
- Intimidating, verbally abusive, harasses or mistreats.
- Challenges/resists authority.
- Blames others for problems in life, work; suspicious, holds grudges.
- Use/abuse of drugs and/or alcohol.
- Unwelcome obsessive romantic attention.
- Stalking.
- Makes threatening references to other incidents of violence.
- Makes direct or veiled threats to harm self, others or property.
- History of violent behaviour.
- Communicated specific proposed act(s) of disruption or violence.

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