
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
Role Responsible:	Director, Safety, Security and Emergency Management
Current Approved Date:	2017 Aug 18

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, 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

WorkSafeBC

- *Occupational Health and Safety Regulation*

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 (“Director”); Assistant Director, Safety, Security and Emergency Management, (“Assistant Director”); the Manager of Security; and others designated by the Director from time to time.

Risk Assessment

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 and related services.

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 BCIT Security or a member of the Safety, Security and Emergency Management Department, their immediate supervisor, manager, associate dean, dean, or director.
2. The supervisor or administrator receiving the report of abusive or threatening behaviour must immediately inform BCIT Security or a member of the Safety, Security and Emergency Management Department.

Immediate Response Timeline

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

1. A member of Security will respond immediately, assess the situation, and notify a member of the Risk Assessment Team.

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.

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Security will immediately call police for incidents of a serious nature or at the request of one of the involved parties.

2. The Assistant Director will ensure the completion of an immediate risk assessment of the incident by a member of the Risk Assessment Team ("Risk Assessment"), 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.
3. After concluding the Risk Assessment, the Assistant Director will prepare a report on the Risk Assessment ("Report") for the Director.
4. After receiving the Report the Director will:
 - A. Implement precautionary measures which the Director determines are necessary to reduce immediate threats to persons or property, including requiring the person or persons posing the immediate threat to immediately leave BCIT premises.
 - B. Decide whether to refer the matter to the Threat Assessment Team. If a referral is made, the Risk Assessment Team will provide the TAT with all available information and documentation related to the incident in question.
 - C. In every case involving an employee of BCIT, promptly report the matter to the Vice President responsible for Human Resources, who will then be responsible for any further investigation which may be appropriate.
 - D. In every case involving a student, promptly report the matter to the appropriate person responsible for dealing with the student conduct under the Policies and Procedures of BCIT, who will then be responsible for any further investigation which may be appropriate.
 - E. In every case involving the removal of a student, the Director will promptly report the matter to the President, and the President will determine the length of any such removal after receiving any information the President determines is necessary to make his or her decision.
 - F. In cases that do not involve an employee or student, promptly report the matter to the President, and the Director will ensure that any further appropriate investigation is conducted.

Amendment History

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| 1. | Created | 2012 Mar 30 |
| 2. | Revision 1 | 2017 Aug 18 |

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