



**STANDARD OPERATING PROCEDURE (SOP)**

DOCUMENT ID: <b>SOP-180</b> VERSION #1	TITLE: <b>VIOLENCE - REPORTING A VIOLENT INCIDENT OR THREATS/VIOLENCE REQUIRING IMMEDIATE INTERVENTION</b>	SEARCH KEY:
PURPOSE:	<ul style="list-style-type: none"> <li>To outline the process to report a violent incident or a potential threat of violence on college campuses that requires immediate intervention.</li> </ul>	POST TO: Public Website <input checked="" type="checkbox"/> DC Connect <input checked="" type="checkbox"/>
SCOPE (Applies To):	<ul style="list-style-type: none"> <li>CAMPUS SECURITY</li> <li>CAMPUS USERS</li> <li>COLLEGE EMPLOYEES</li> <li>DIRECTOR, SAFETY, SECURITY AND RISK MANAGEMENT</li> <li>DC STUDENTS</li> <li>FACILITIES SERVICES</li> <li>MANAGER, CAMPUS SECURITY OPERATIONS</li> <li>RESPONSIBLE ADMINISTRATORS</li> <li>REPORTING MANAGERS OR SUPERVISORS</li> </ul>	
STATUS: <b>FINAL</b>	AUTHOR: <b>CHRIS UDY, MANAGER, CAMPUS SECURITY OPERATIONS</b> CONTACT INFORMATION: <b>604-777-6692</b>	CREATED: <b>2019/04/16</b> (yyyy/mm/dd)
	RESPONSIBLE OWNER: <b>VP ADMINISTRATIVE SERVICES &amp; CFO</b>	
PROCESS REVISIONS:	REVISION AUTHOR: N/A	REVISED: (yyyy/mm/dd)
RELEVANT FORMS:	<a href="#">DC Connect Forms</a> <ul style="list-style-type: none"> <li>Campus Security Incident Report Form (in development)</li> </ul>	REVISED: (yyyy/mm/dd)
ACCORD/POLICY APPROVAL BODY:	<ol style="list-style-type: none"> <li>M. CONKLIN, MANAGER, OCCUPATIONAL HEALTH &amp; SAFETY</li> <li>N. CONSTABLE, DIRECTOR, SSRM</li> <li>S. DENCH, AVP, ACADEMIC &amp; STUDENT AFFAIRS</li> <li>J. FLEMING, DEAN, HUMANITIES &amp; SCIENCES</li> <li>C. GARDNER, DIRECTOR, FACILITIES &amp; ANCILLARY SERVICES</li> <li>K. GRONSDAHL, DEAN, CHILD, FAMILY &amp; COMMUNITY STUDIES</li> <li>T. HO, ORGANIZER, ADVOCACY, DOUGLAS STUDENT UNION</li> <li>R. MAURER, AVP, HUMAN RESOURCES</li> <li>D. SEIBEL, DIRECTOR, STUDENT AFFAIRS &amp; SERVICES</li> <li>VICE-PRESIDENT, ADMINISTRATIVE SERVICES AND CFO</li> </ol>	DATE APPROVED: <b>2019/08/02</b> (yyyy/mm/dd)
QUALITY ASSURANCE FORMAT APPROVAL: <input checked="" type="checkbox"/> <b>ADMINISTRATORS' COMMUNITY OF PRACTICE (ACP) SOP SUBCOMMITTEE</b> <input checked="" type="checkbox"/> <b>THOR BORGFORD, VICE-PRESIDENT, ACADEMIC AND PROVOST</b>		DATE APPROVED: <b>2019/08/13</b> (yyyy/mm/dd)
RELEVANT POLICY:	<a href="#">DC Administration Policies</a> <ul style="list-style-type: none"> <li>Occupational Health &amp; Safety</li> <li>Violence Prevention &amp; Response</li> <li>Weapons on Campus</li> </ul>	

RELEVANT  
ACRONYMS &  
DEFINITIONS:

**Campus Security:** The security services company duly contracted by Douglas College to provide security services to College campuses as assigned.

**Campus Security Incident Report:** The report completed by Campus Security to record details of any unusual and/or concerning event, and submitted to the Manager, Campus Security Operations and Director, SSRM.

**Explosives:** Any object that could be reasonably construed as a weapon or that is intended to be used to inflict bodily injury; or, any object legally controlled as a weapon or treated as a weapon by law or any prohibited device as defined by the *Criminal Code of Canada*, such as pipe bombs.

**Responsible Administrator:** An executive of the College, or an Administrator responsible for the operations of a College Department, Faculty, Centre or other service area (e.g., Dean, Associate Dean, Director, Executive Director or Associate Director, Chief Information Officer, Registrar, or the Director, Safety, Security & Risk Management).

**SSRM:** Safety, Security and Risk Management

**Supervisor:** A person, not necessarily an Administrative head of unit and/or not necessarily with Supervisor as a job title, who has been assigned or delegated supervisory responsibility for others working or studying at Douglas College.

**Violence:** The attempted or actual exercise by a person, of any physical force, so as to cause injury to any member of the College Community, and includes any threatening statement or behaviour, which gives a member of the College Community reasonable cause to believe that they are at risk of injury. A threat against an employee's family that is a result of the employee's employment, is considered a threat against the employee. Incidents of violence may not necessarily occur on Douglas College premises. These incidents are considered workplace violence if they arise out of the employee's employment.

**Violent Intruder:** An individual or individuals armed with weapons and actively engaged in causing or attempting to cause death, injury or harm to persons in a confined and populated area.

**Weapon:** Any device designed, or traditionally used, to inflict harm. This includes, but is not limited to: replica weapons, firearms, slingshots, switchblades, daggers, bows and arrows, hand grenades and hunting knives.

**PREAMBLE:**

The following process will be used to report any **incidents of campus violence** or where a **threat of violence is imminent**, in accordance with the [Douglas College Violence Prevention and Response Policy](#).

**A. VIOLENCE REQUIRING IMMEDIATE INTERVENTION**

***For Coquitlam, New Westminster or Anvil: (For off-campus sites, go to page 4)***

**STEPS:**

1. Any person who witnesses an incident of **campus violence that is in progress**, or **where a threat is imminent**, will immediately report the incident to **Police** and **Campus Security**, as follows:
  - **COQUITLAM CAMPUS:** Call **Police** at **911** and **Campus Security** at **604-777-6254** or **local 2400** from a College landline phone.
  - **NEW WESTMINSTER CAMPUS:** Call **Police** at **911** and **Campus Security** at **604-527-5405** or **local 2400** from a College landline phone.
  - **ANVIL OFFICE TOWER:** Call **Police** at **911** and **Campus Security** at **604-777-6666** or **local 2400** from a College landline phone.
2. Once **Campus Security** receives a report:
  - a) of a **violent intruder**, or **person with a weapon**, they will immediately:
    - i Invoke the College's **Lockdown Alert**, and call **911** to report details; and
    - ii Comply with the lockdown, as per all **employees, students** and **campus users** in accordance with established *Lockdown Procedures*.
  - b) to respond to an **incident** or **threat of campus violence** that does not involve a **violent intruder**, or **person with a weapon** they will:
    - i Dispatch **Security Officers** to respond to the situation;
    - ii Intervene with the **individual(s)** responsible for the violent behaviour and ask that the **individual(s)** cease the behavior;
    - iii Require that the **individual(s)** leave the environment and/or the College, if they do not cease the behaviours;
    - iv Contact **Police**, and/or other **Emergency Responders**, for assistance if required;
    - v Provide First Aid if required;

## STEPS: (cont.)

- vi Contact the **Director, SSRM** and **Manager, Campus Security Operations** to report the incident once the immediate risk has been resolved;
  - vii Complete a *Campus Security Incident Report* and bookmark any relevant **Security** camera footage;
3. If an **employee** has been exposed to violence in the workplace, the **Supervisor** will ensure that notification to *WorkSafe BC* occurs in accordance with College SOP: [Accident, Injury, Incident or Occupational Disease at Workplace Part 1 \(Reporting\) - For DC Employees and Students](#)

### **For Off-Campus Sites:**

- **SURREY TRAINING CENTRE:** Call **Police** at **911** and **Campus Security** at **604-218-8902**.
  - **MAPLE RIDGE EMPLOYMENT SERVICES CENTRE:** Call **Police** at **911** and **Site Security** at **604-626-1524**
  - **ALDERGROVE SITE, BURNABY TRAINING CENTRE [CAVE], LANGLEY SITE:** Call **Police** at **911**.
1. If an incident or threat of **campus violence requires response** at a **Training Group Centre**, the relevant **employee** or **Supervisor**, will:
- *If an incident involves a **violent intruder**, or **person with a weapon*** - Invoke **Lockdown** procedures at the site and call **911**;
  - *If an incident does **not** involve a violent intruder, or person with a weapon* - Contact **on-site Security** to respond;
  - *If an incident does **not** involve a violent intruder, or person with a weapon, and there is **no on-site Security** personnel to respond* - Contact **Police 911**, and/or other **Emergency Responders**, for assistance as required;
2. Contact their **Responsible Administrator** and the **Director, SSRM** and **Manager, Campus Security Operations**, to report the incident as soon as practicable, after the immediate risk has been resolved.
3. If an **employee** has been exposed to violence in the workplace, the **Supervisor** will ensure that notification to *WorkSafe BC* occurs in accordance with College SOP: [Accident, Injury, Incident or Occupational Disease at Workplace Part 1 \(Reporting\) - For DC Employees and Students](#).

## **B. REPORTING COMPLAINTS OF VIOLENCE**

Complaints of campus violence that are not in progress, or that do not present an imminent risk, should be reported to the **Responsible Administrator** or **Campus Security**. (See SOP: [Violence - Complaints \(Responding to\)](#)).

## C. REPORTING NON-IMMINENT CONCERNS:

### STEPS:

1. **Employees** who have concerns regarding a potential or increased risk of campus violence due to \*physical conditions, should report concerns to their **Supervisor**.

*\*Note: Physical conditions that may be associated with a risk of campus violence include, but are not limited to, the following:*

- *Isolated areas where workers may be working alone;*
  - *Impeded sightlines (e.g., overgrown shrubbery or areas that create potential for incidents of violence to occur hidden from view, etc.)*
  - *Impeded, malfunctioning or absent safety mechanisms (e.g., poor or absent lighting, absent or malfunctioning door locks, malfunctioning emergency phones, blocked emergency exits, etc.).*
2. The **Supervisor** receiving the report will follow up as appropriate with **Facilities Services** and/or **SSRM** to address the concerns reported.
  3. Physical conditions that require **immediate intervention** must be reported to **Campus Security**, who will follow up as appropriate (e.g., gas leaks, wet spills, health and safety concerns).