



POLICIES and PROCEDURES

Responsible Unit	Safety and Security
Date last Updated	31 January 2025
Approving Sector Head	Vice-President Finance & Administration and CFO
Policy	Violence Prevention in the Workplace

VIOLENCE IN THE WORKPLACE STATEMENT

Acadia University is committed to its responsibility to ensure the health and safety of its employees. While workplace violence is not common, it is important to acknowledge that violence in the workplace is an occupational health and safety hazard that can cause both physical and emotional harm. The university views any act or threat of violence in the workplace as unacceptable and is committed to preventing workplace violence and responding appropriately if workplace violence does occur. All members of the university community including employees, students, and visitors, are responsible for creating and maintaining a safe environment.

Definitions

- **An employee** means all university employees, individuals who hold a university academic appointment and individuals engaged to work on research projects.
- **A supervisor** means a person with authority over employee(s) in the workplace to direct or monitor their work, as outlined in the OH&S Act, and includes directors, deans, managers, chairs, and supervisors.
- **Violence in the workplace** means any act of violence against an employee while the employee is engaged in an activity under the umbrella of Acadia University.
- The Nova Scotia violence in the workplace regulations define violence as the following:
 - threats, including a threatening statement or threatening behaviour that gives an employee reasonable cause to believe that the employee is at risk of physical injury, and
 - conduct or attempted conduct of a person that endangers the physical health or physical safety of an employee.

- **Domestic violence** is an act of abuse that can be physical, emotional, or psychological. It can include coercion, stalking, harassment or financial control or it can be a threat of such abuse. This includes the following relationships:
 - An employee who is abused by:
 - their current or former intimate partner,
 - a person under 18 years old who lives with them, or
 - an adult who lives with them and is related to them by blood, marriage, adoption or foster care.
 - An employee whose child (under 18) is abused by:
 - the employee's current or former intimate partner, or
 - a person who lives with the child.

Every reasonable effort will be taken to identify and reduce possible sources of violence and implement procedures to eliminate or reduce risks in all areas of the university. Violence and or threatening behaviour covered by this legislation includes those behaviours that occur when the:

- **target** is a university employee and at work,
- **behaviour** occurs on campus and/or,
- **behaviour** is related to university activity.

Incivility, rudeness, passive occupation of a space by a protest group, and other disruptive or disrespectful actions that do not endanger the physical health or the physical safety of an employee are not covered by these regulations.

Disrespectful behaviour which could escalate to violence or threat of violence is referenced from the perspective of trying to avoid an incident of violence. This includes disrespectful face-to-face, telephone and electronic communications.

ACADIA'S VIOLENCE RISK ASSESSMENT MODEL

In consultation with its Joint Occupational Health & Safety Committee (JOHSC), the university has developed and implemented a violence in the workplace risk assessment and prevention planning tool (survey).

Risk factors such as workplace design and layout, various tasks and activities, and historical indicators are considered. A similar tool was used five years ago to conduct a baseline assessment of our university community, and information gained from that assessment formed the foundation of this policy and the prevention plans.

As time goes on, changes occur within our community that impact the risk of violence. Departmental supervisors are responsible for recognizing new risks and completing a new violence in the workplace risk assessment whenever there is a significant change in the:

- **circumstances** in which work takes place,

- **interactions** that occur in the course of performing work, or
- **physical location** or layout of the workplace (including construction of new facilities or renovation of existing facilities).

As per provincial legislation, a new violence in the workplace risk assessment must be completed every five years. The Department of Safety & Security is responsible for initiating and coordinating that process. The completed violence in the workplace risk assessment must be submitted to the Director of Safety & Security for review and must be made available for review by employees.

VIOLENCE RISK ASSESSMENT CONSIDERATIONS

The violence in the workplace regulations require:

- **an employer** must conduct a violence risk assessment for each of their workplaces to determine if there is a risk of violence in the workplace and prepare a written report concerning the violence,
- **risk assessment** detailing the extent and nature of any risk identified by the assessment, and
- in conducting a **violence risk assessment**, an **employer** must take all the following into consideration:
 - violence that has occurred in the workplace in the past,
 - violence that is known to occur in similar workplaces,
 - the circumstances in which work takes place,
 - the interactions that occur in the course of performing work,
 - the physical location and layout of the workplace, and
 - an employer must consult with any committee established at the workplace when conducting a violence risk assessment and must provide the committee with a copy of the written report of the assessment.

VIOLENCE RISK ASSESSMENT FREQUENCY

The violence in the workplace regulations require that a violence risk assessment must be re- assessed if:

- a new or different type of violence occurs in similar workplaces,
- there is a significant change in either the work, the way employees interact with the public or the physical location or layout of the workplace,
- a new facility is erected or an existing facility renovated, and
- the employer is ordered to do so by an Occupational Health and Safety Officer or at least every five years.

VIOLENCE RISK ASSESSMENTS AT ACADIA UNIVERSITY

Two primary risk assessments were performed as part of the overall violence risk assessment.

The first assessment was completed as part of the Department of Safety and Security's

ongoing efforts to ensure the safety and well-being of all students and employees.

Occupational Health and Safety is a sub-unit of the Department of Safety and Security and plays a critical role in identifying hazards, tracking incidents, and developing preventative strategies. These strategies are based on administrative and engineering controls, including partnerships with external agencies (RCMP Wolfville detachment and contracted security services). The following are key security measures the Department of Safety and Security uses as part of the risk assessment to review and improve:

- Campus lighting and access control systems,
- Installation of close circuit television-cameras and building alarms,
- Safety training and procedures, and
- Proper use of campus ID cards. To further strengthen our access control protocols, we request that all temporary access cards issued by Residence Life clearly display the student's first and last name. This simple step will enhance our ability to track access, respond to security incidents, and maintain a secure environment.

The second assessment was conducted via a survey sent to all full and part-time employees. Employees were asked to complete the violence risk assessment tool by investigating the occupational risks of violence associated with their campus environments and invited to share their direct and indirect experiences with violence in the workplace. The violence in the workplace risk assessment tool is accessible from the occupational health and safety website and can be completed at any time when employees, supervisor, and/or the occupational health and safety manager deems it necessary to assess violence in the workplace.

ONGOING ASSESSMENTS

All violence related **incident reports** are reviewed by the University's Joint Occupational Health and Safety Committee. The committee makes recommendations to the employer to prevent violence on campus as required. The Department of Safety and Security's management team and other employees in leadership positions also review and monitor reports of violence or potential violence, participate in the investigation of these incidents and develop appropriate response and prevention plans, to address these incidents.

ACADIA'S VIOLENCE PREVENTION PLAN

In response to the findings of the violence risk assessments and requirements of the violence in the workplace regulations, this plan was created in consultation with Joint Occupational Health and Safety Committee (comprised of members of AUFA, SEIU, AUPAT and administration) Student Services, and the Department of Safety and Security.

Furthermore, many of the safe work practices included in this plan are based on the Canadian Centre for Occupational Health and Safety's (CCOHS) violence in the workplace prevention guide. It is the university's intent to follow the CCOHS's guide wherever possible. A link to the CCOHS website can be found on the Acadia's Occupational Health and Safety website.

Effective workplace design and layout plays an important role in preventing acts of

violence. Department supervisors should contact the Department of Safety & Security to assess the risks with design and layout. The Department of Safety and Security will offer recommendations for safety improvements. Situations and interactions such as working alone, working late, and working with troubled individuals are critical factors in many cases of workplace violence.

Based on the circumstances, departments may need to implement administrative controls such as work procedures, scheduling and communication methods that will minimize the risk. When necessary departmental supervisors should contact the Department of Safety & Security for assistance in determining appropriate administrative controls.

REPORTING, RESPONDING, AND INVESTIGATING WORKPLACE VIOLENCE

All employees, students and visitors have a duty to report all incidents of workplace violence so that corrective and preventive actions can be taken. If an incident of workplace violence should occur or a threat of violence should occur, the process for reporting, responding to, and investigating the occurrence is outlined below:

- **Emergencies.** All employees should familiarize themselves with Acadia's emergency procedures, which are available on the Department of Safety and Security's website.
- **Non-Emergencies.** Behaviour that causes one to believe there is potential for workplace **violence** must also be reported to one or more of the following, as appropriate:
 - Immediate supervisor of unit,
 - Equity Officer,
 - Department of Safety & Security

Identifying patterns of potential violence may assist in preventing the situation from escalating. Immediate supervisors are advised to consult with/seek direction from either the Equity Officer or the Director of Safety & Security.

- **Investigation.** All reports are taken seriously and dealt with appropriately. The form of investigation depends on the circumstances and may involve resources from both on and off campus, such as law enforcement officials.
- **Confidentiality Statement.** All reports of workplace violence and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law. The university will do everything it can to protect the privacy of the individuals involved and to ensure that both complainants and respondents are treated fairly.

EMPLOYEES EXPOSED TO VIOLENCE

Employees exposed to or affected by violence in their workplace at Acadia will be provided with an appropriate debriefing.

Eligible employees may access the employee and family assistance program for exposure to violent incidents and as required, arrangements will be made to consult health

practitioners for treatment and/or counselling.

In cases where other support services may be necessary, there shall be consultation with Human Resources and/or the Equity Officer.

STUDENTS EXPOSED TO VIOLENCE

Students involved directly or indirectly in an incident can contact the University's Counselling Center for confidential counselling.

WORKPLACE VIOLENCE ORIENTATION AND TRAINING

Effective orientation and training are crucial for implementing a successful workplace violence prevention plan. All employees must be informed about the workplace violence prevention plan, safe work practices related to their roles, and the procedure for reporting any incidents of workplace violence.

Employees whose roles carry a higher risk of potential violence will require additional training. Supervisors are required to brief all employees on the policy, which includes details on the workplace violence prevention and response policy and plan.

DOMESTIC VIOLENCE IN THE WORKPLACE

Domestic violence can happen at the workplace and needs to be considered in developing a violence prevention and response plan. Domestic violence is a cycle of behaviour used by one person to gain power and control over another with whom they had or previously had a personal relationship. It may include physical violence, sexual, emotional and psychological intimidation, verbal abuse or manipulation, stalking, and the use of electronic devices. The abuser may take actions that interfere with the victim at work or campus such as:

- Repeatedly phoning, e-mailing or texting,
- Stalking,
- Stealing property,
- Showing up at the workplace or campus,
- Lying to co-workers or the victim's friends,
- Threatening co-workers or victim's friends, and/or
- Destroying the victim's or the university's property.

If you suspect, or if it is disclosed to you, that someone at work or on campus is being abused, report it to the appropriate authority.

CAMPUS AWARENESS PLAN

The results of the workplace risk assessment survey showed that many employees were not aware of existing safety programs, such as harassment & discrimination, emergency procedures, gender diversity, workplace inclusion, sexual violence, working alone/isolation, working from home policies, and programs such as safe-walk, shuttle, bank deposit escorts, etc.

In order to ensure that all employees are aware of the Acadia University's violence in the workplace prevention plan, a number of initiatives will be planned through the Joint Occupational Health and Safety Committee such as workshops, awareness communications, and managers' meeting briefings.

Management, at all levels (president, vice-presidents, provost, deans, directors, etc.), are responsible for ensuring their employees (and others regularly present in areas they management) are responsible are aware of the violence in the workplace prevention plan.

EMERGENCY MANAGEMENT POLICY AND COMMUNICATIONS PLAN

The violence in the workplace prevention plan is supported by Acadia's emergency management policy and communications plan.

The emergency management policy provides for a response to all emergencies, including incidents that result in violence, such as a hostile intruder. The university has implemented a number of initiatives under the emergency management policy that support either the prevention of violence or assists in the response to a violent incident, as follows:

- Mass Notification System, including voice and text messages,
- On request by departments, schools, and units for information sessions safety plans on campus, and
- Emergency Procedures Reference Guide.

ACADIA UNIVERSITY SECURITY

The Department of Safety and Security collaborates with university departments, local law enforcement, and community organizations to ensure a safe, secure, and healthy environment for students, employees, and visitors. Beyond security, the department oversees campus parking, shuttle services, key and ID card processing, and occupational health and safety. Security officers routinely patrol and monitor campus grounds and are available 24/7 to respond to any campus incidents.

The Occupational Health and Safety division within the Department of Safety and Security supports the Acadia community in developing Safety plans to address any identified risks they may encounter.

Working Alone or in Isolation: The working alone or in isolation policy requires that risks be identified and minimized in situations when university employees, students and/or volunteers are working alone or in isolation. Risk assessments must be done, and safety plans must be in place to ensure that all reasonable measures are applied to protect the safety of individuals who are working alone or in isolation.

The working alone or in isolation policy is intended to clarify expectations and provide a mandatory process to facilitate safety when persons are working alone or in isolation.

Prevention of injury/illness and other harm is always the primary goal. Secondly, provision must be made for persons who work alone to access emergency response/assistance if

they experience injury/illness or if other harm occurs. This policy is intended to meet the legal obligations described in the Nova Scotia Occupational Health and Safety (OH&S) Act.

Safe Walk on Campus: The Department of Safety and Security offers a free safe walk home service for students and employees by request 7 days a week, 365 days a year. Call 902-585-1103 to have a security staff accompany.

Department of Safety and Security Operations Team: The Department of Safety and Security's operations team will ensure the safety of those visiting and living on campus. These staff conduct routine patrols of the campus and residences (day & night) to ensure that Acadia University policies are enforced. Staff are trained to deal with emergency situations such as crowd control, building evacuations, and medical emergencies.

The team also monitors our camera system and 911 outbound calls from campus phones. Intrusion alarm and personal duress alarm monitoring is also a function of the department. If a fire alarm, intrusion alarm, or duress button is activated, the department will receive a signal and emergency procedures will be implemented.

Department of Safety and Security's Access Control Team: The Department of Safety and Security's Access Control team is responsible for maintaining security protocols and access control systems to ensure the safety of personnel and property. The team design, install, configure, maintain and upgrade access control systems, such as electronic access control systems, lock pinning, ID cards and key processing and alarm systems.

Department of Safety and Security's Occupational Health and Safety Team: The Department of Safety and Security's Occupational Health and Safety team works with Acadia University's departments to establish a healthy, safe campus community through the implementation of an effective health & safety management system.

The university and all employees have a responsibility to comply with the Nova Scotia occupational health and Safety act and all applicable regulations.

All university employees have a responsibility for their own health and safety, and for the health and safety of others. Everyone has a duty to report all hazardous conditions, injuries, illnesses, and near misses related to the workplace. Employees are encouraged to offer suggestions or ideas to improve health and safety on campus.

Managers are directly responsible for maintaining a safe workplace and for ensuring that the employees under their supervision comply with our health & safety management system. Department heads, directors, managers, supervisors, and all employees must take all reasonable care to ensure the safety of our employees, students, and others who enter our university community.

To ensure that we maintain a safe and healthy work environment, Acadia University committed to working in a spirit of consultation and cooperation with all employees, through the Joint Occupational Health and Safety Committee and its sub-committees.

VIOLENCE IN THE WORKPLACE PREVENTION POLICIES AND SAFETY PLANS

Responsible Unit: Safety & Security

Last Reviewed/Updated: November 2024

Approving Sector Head: Vice-President Finance & Administration and CFO

Policy: Violence in the Workplace Prevention Policy and Safety Plans

PURPOSE: Workplace violence is not common; however, it is important to acknowledge that violence in the workplace is an occupational health and safety hazard that can cause both physical and emotional harm. The University views any act or threat of violence in the workplace as unacceptable and is committed to working to prevent workplace violence and to responding appropriately if workplace violence does occur. All members of the University community, including faculty, staff, students and visitors, are responsible for creating and maintaining a safe environment.

DEFINITION OF VIOLENCE:

- threats, including a threatening statement or threatening behaviour that gives an employee reasonable cause to believe that the employee is at risk of physical injury,
- conduct or attempted conduct of a person that endangers the physical health or physical safety of an employee.

RISK ASSESSMENTS AND PREVENTION PLANS: In consultation with its Joint Occupational Health & Safety Committee, Acadia has developed and implemented a workplace violence risk assessment and prevention planning tool. Risk factors such as workplace design and layout, various tasks and activities, and historical indicators are considered. A similar tool was used to conduct a baseline assessment of our University community, and information gained from that assessment formed the foundation of this policy and the prevention plans.

As time goes on, changes occur within our community that impact the risk of violence. Departmental supervisors are responsible for recognizing new risks and completing a new workplace violence risk assessment and prevention planning tool whenever there is a significant change in:

- the circumstances in which work takes place,
- the interactions that occur in the course of performing work, or
- the physical location or layout of the workplace (including construction of new facilities or renovation of existing facilities).

New workplace violence risk assessment and prevention planning Tools must be completed every 5 years. The Department of Safety & Security is responsible for initiating and coordinating that process.

Completed workplace violence risk assessment and prevention planning Tools must be submitted to the Director of Safety & Security for review and must be made available for review by employees.

PREVENTING WORKPLACE VIOLENCE: Effective workplace design and layout plays an important role in preventing acts of violence. Departmental supervisors should contact the Department of Safety & Security to assist in assessing the risks associated with design and layout and recommending improvements.

Work situations and interactions such as working alone, working late, and working with troubled persons are critical factors in many cases of workplace violence. Based on the circumstances, departments may need to implement administrative controls such as work procedures, scheduling and communication methods that will minimize the risk. When necessary, departmental managers and supervisors should contact Safety & Security for assistance in determining appropriate administrative controls.

REPORTING: All employees, students, contractors and visitors have a duty to report all incidents of workplace violence so that corrective and preventive actions can be taken.

- **Emergencies.** All employees should familiarize themselves with Acadia's Emergency Procedures, which are posted on the Department of Safety and Security website.
- **Non-Emergencies.** Behavior that causes one to believe there is potential for workplace violence must also be reported to one or more of the following, as appropriate: immediate supervisor/director of unit; Equity Officer; Safety & Security. Identifying patterns of potential violence may assist in preventing the situation from escalating. Immediate supervisors are advised to consult with/seek direction from either the Equity Officer or the Director of Safety & Security.
- **Investigation.** All reports will be taken seriously and will be dealt with appropriately. The form of investigation will depend on the circumstances and may involve resources from both on and off campus (such as law enforcement officials).

CONFIDENTIALITY STATEMENT. All reports of workplace violence and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law. The University will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. The University will protect this privacy so long as doing so remains consistent with the enforcement of this Policy and adherence to the law.

SUPPORT SERVICES: Employees and students who have been exposed to or affected by violence at Acadia's workplace will be provided with an appropriate debriefing. Arrangements will be made to consult health practitioners for treatment and/or counselling. In cases where other support services may be necessary, there shall be consultation with Human Resources and/or the Equity Officer.

TRAINING: Training on preventing workplace violence will be provided by Safety & Security.

JOINT OCCUPATIONAL HEALTH & SAFETY COMMITTEE SHALL:

- The University's JOHSC shall conduct an annual review of this policy and its

effectiveness, in January. This shall include a review of any outstanding risk assessment/prevention plans and subsequent recommendations.

- The OHS manager shall review all reports forwarded to the JOHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury.

SAFE WORK PRACTICES (GENERAL SAFETY PLANS)

The following safe work practices or related procedures have been developed to address the potential for violence in the workplace.

LOCKDOWN

- **Hazards Identified:** Potential for personal injury.
- **Hazard-Specific Personal Protective Equipment:** Alarm system, mass notification.
- **Hazard-Specific Training:** Familiarity with this safe work practice and the violence in the workplace prevention plan.
- **General:** A plan will help minimize risk and ensure the safety of all concerned. These guidelines will also help in preparing for any meeting where there may be a potential for violence.
- **Procedure:** If you receive notification advising of a lockdown, seek shelter immediately. An alert will be sent to all Acadia University email addresses, and to the phones of anyone who has subscribed to Acadia ALERT.

If you see or hear a weapon being fired in the building, take the following immediate action:

- Dial 911 if you have specific information regarding the threat.
- **Stay calm** and communicate with others in a clear and concise manner. Tell others exactly what the situation is and what you need them to do. **If it is safe to leave the area, do so quickly.**
- If you do not feel it is safe to leave the area, **get to a safe place out of hallways and common areas.**
- If an active attacker/violent person enters your office or classroom, try to remain calm. Call 911 from an office phone or cell phone **if it is safe to do so.** If you can't speak, leave the line open so the dispatcher can listen to what is taking place. **If there are no other options,** prepare to fight. Look for anything that can be used as a weapon and commit to an aggressive attack. Do whatever it takes to stop the threat.

Sheltering in a safe place:

- Remain in classrooms, offices, or residence rooms. If you are in a common area, stay away from the windows and doors (whether they are solid or glass).
- Close and lock doors and windows.
- Turn out the lights and close the blinds and curtains.
- Stay silent. Silence cell phones and any other devices that may generate

noise.

- Do not answer the door once it is locked, as this may compromise the safety of those inside.
- Do not respond to anyone or allow them to talk their way inside. As they may be the suspect or they are being coerced by the suspect outside of your view.

Getting help:

- It is important to follow instructions from police at all times to avoid harm and ensure the best possible response. For their own safety, emergency personnel must initially consider all individuals as potential threats.
- Wait and stay in place until you receive an official "All Clear" message from Acadia Safety and Security and/or the RCMP/Fire Department.
- Individuals outside of buildings during a lockdown should move away from the affected area.
- If the violent person leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the violent person.

- **Regulations/Standards and References:** Nova Scotia Violence in the Workplace Regulations Violence in the Workplace Prevention Guide, CCOHS.

ACTIVE THREAT

- **Hazards Identified:** Potential for personal injury.
- **Hazard-Specific Personal Protective Equipment:** Alarm system, mass notification.
- **Hazard-Specific Training:** Familiarity with this safe work practice and the violence in the workplace prevention plan.
- **General:** The following tips are provided to help deal with a potentially violent person. Using these tips may help prevent a violent situation. Consult with your manager to develop a plan. If you feel your safety is in jeopardy, withdraw from the situation.

You can make a difference simply by imagining various scenarios playing out in the places you take classes, study or work. Where are the exits? Do the doors lock? What would make a good barricade? Tips for Verbal Communication:

- Focus attention on another person to let them know you are interested in what they are saying.

- Do not glare or stare, which may be perceived as a challenge.
 - Remain calm. Do not allow the other person's anger to become your own.
 - Remain conscious of how you are delivering your words (tone, volume and rate of speech).
 - Speak quietly and confidently.
 - Speak simply. Do not use jargon or complex terminology when emotions are high.
 - Listen carefully. Do not interrupt or offer unsolicited advice or criticism.
 - Encourage the person to talk. Do not tell the person to relax or calm down.
 - Remain open-minded and objective.
 - Use silence as a calming tool, when appropriate.
 - Acknowledge the person's feelings. Indicate you can see they are upset.
 - Do not confront, antagonize, criticize, challenge, threaten or belittle.
- **Procedure: GET OUT – HIDE – FIGHT**
 - If an individual(s) is actively engaged in violence you need to consider your course of action.
 - **GET OUT:** Getting out is by far the best option if you believe you can leave safely. This is why it is a good idea to make mental notes of means of escape wherever you may be on campus. If you hear something that could be gunshots, don't wait, get out.
 - **HIDE:** Hide if you don't know where the shooting is happening or it's too late to escape safely. Get behind a lockable door if you can. Barricade the door: Improvise with any object you can to prevent someone from entering.
Once you are hidden, silence your phone, turn off the lights and stay quiet. If your spot is secure, be prepared to remain there until the police come to you with all clear.
 - **FIGHT:** Fighting is your absolute last resort. You would only confront an active shooter if you somehow became trapped in a space with no escape. Active shooters typically don't respond to reason so you must assume they intend to harm you. Find an object you can use to strike the shooter with: Trip them with a chair, be as aggressive as you can, do anything you can to stop them.
You will need to decide if you can do this. Remember, it is your decision.
 - **ABOUT THE POLICE:** You might be surprised by the actions of

the police in an active violence situation. First, they may not have time to help you when they first arrive as their top priority will be to find and stop the violence. Second, the police might not know exactly what the violence person looks like so they have to consider you a possible threat. For that reason, if you encounter police, don't run toward them. Remain calm. Keep your hands visible. Follow instructions.

- **IDENTIFYING A PERSON AT RISK:**

- There is no way to accurately predict who is on the way to becoming an active shooter, but there are behaviours that can indicate someone is in trouble. Be aware of the signs.
- Behavioural changes: angry outbursts, agitation, poor hygiene, visible weight change, intimidation and bullying, altercations with others, intoxication or substance abuse, uttering hostile or offensive remarks, strange or disturbing behaviour.
- Performance: repeated absences, missed deadlines, significant drop in performance, inappropriate or incoherent writing, frequently interrupting, disruptive behaviour.
- Social/Emotional: significant problems interacting with others, isolated or withdrawn, extreme or prolonged sadness, emotional outbursts, devoid of any emotions, erratic mood swings, excessive fatigue.

- **REPORTING A CONCERN**

- If someone is committing violence, or about to commit violence at the university, call 911.
- If you are worried about something you observe, contact Safety and Security at 902-585-1103.
- If you have a worried feeling about someone but aren't sure what to do, contact the Counselling Centre. They can answer questions and guide you.

- **Regulations/Standards and References:** Nova Scotia Violence in the Workplace Regulations Violence in the Workplace Prevention Guide, CCOHS.

SUSPICIOUS PERSON

- **Hazards Identified:** Potential for personal injury.
- **Hazard-Specific Personal Protective Equipment:** Alarm system, mass notification.
- **Hazard-Specific Training:** Familiarity with this safe work practice and the violence in the workplace prevention plan.
- **General:** Suspicious behavior or activity can be any action that is out of place and does not fit into the usual day-to-day activity of our university community. For example, you see someone looking into multiple vehicles or residence windows testing to see if they are unlocked. Or perhaps you are worried about how your roommate has been acting differently or concerned about the behavior of a co-worker. If you witness behavior that concerns you, trust your instincts and call 911 or DSS at 902-585-1103.

Don't hesitate. Even if you are unsure as to what is going on, the best thing to do is to let Acadia's security team investigate. When the police catch someone in the act of breaking into a home or stealing something, it is not unusual for that person to be responsible for multiple other crimes. You shouldn't worry about using up an officer's time. The additional information will give police and security important data to identify trends and make decisions about when and where to deploy patrols.

- **Procedure:**
 - Do not physically confront the person(s).
 - Do not let anyone into a locked building/office.
 - If the individual is inside, do not block the person's access to an exit.
 - In an emergency, call 911. Provide as much information as possible about the person and their direction of travel.
 - Advise Safety and Security at 902-585-1103.
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

BOMB THREAT

- **Hazards Identified:** Potential for personal injury.
- **Hazard-Specific Personal Protective Equipment:** Alarm system, mass notification.
- **Hazard-Specific Training:** Familiarity with this safe work practice and the violence in the workplace prevention plan.
- **General:** It is important that all employee(s) who receive a bomb threat responds quickly and properly to save lives. All bomb threats must be taken seriously! A bomb threat can come in almost any form: An unidentified package, a

suspicious object left in a public area, social media post, text or email message, a handwritten note, memo, or letter or even written words on a wall.

- **Procedure:**
 - Evacuate the building. Make sure to take personal belongings.
 - Do not use cell phones or radios within 200 meters of the area suspected of containing the explosive device.
 - Employee(s) should check for (but not disturb) unusual objects as they depart the classroom or offices. Report these unusual objects to Safety and Security and any emergency personnel.
 - Do not enter a building until authorized by emergency personnel.
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

EVACUATION

- **Hazards Identified:** Potential for personal injury.
- **Hazard-Specific Personal Protective Equipment:** Alarm system, mass notification.
- **Hazard-Specific Training:** Familiarity with this safe work practice and the violence in the workplace prevention plan
- **General:** It is important that all employees know their building has an evacuation plan, including primary and secondary assembly points. In the event that a building evacuation is necessary complete the following.
- **Procedure:**
 - In the event of a building alarm or official notification, evacuate the building using the nearest exit (or alternate exit if the nearest exit is blocked).
 - Do not use elevators.
 - Take personal belongings (keys, wallet, etc.) if safe to do so.
 - Secure any hazardous waste materials or equipment before leaving.
 - Follow directions given by emergency personnel or Safety and Security.
 - Move to a designated muster point location.
 - If it is safe for you to assist persons with disabilities or special needs, do so. If unable to assist, notify emergency responders of the location and number of disabled or special needs persons in your area.
 - Wait to be contacted. Do not return to the building unless told to do so by the emergency personnel.
- **Regulations/Standards and References:** Violence in the workplace prevention

guide, CCOHS.

EMPLOYEES IN CLASSROOMS AND MEETING ROOMS

- **Hazards Identified:** Potential for personal injury
- **Hazard-Specific Personal Protective Equipment:** Alarm system, mass notification.
- **Hazard-Specific Training:** Familiarity with this safe work practice and the violence in the workplace prevention plan.
- **General:** Suspicious behavior or activity can be any action that is out of place and does not fit into the usual day-to-day activity of our university community. For example, you see someone looking into multiple vehicles or residence or testing to see if they are unlocked. Or perhaps you are worried about how your roommate has been acting differently or concerned about the behavior of a co-worker. If you witness behavior that concerns you, trust your instincts and call 911 or DSS at 902-585-1103 or report your concern online. **Don't hesitate.** Even if you are unsure as to what is going on, the best thing to do is to let Acadia's security team investigate.
- **Procedure:**
 - Do not physically confront the person(s).
 - Do not let anyone into a locked building/office.
 - If the individual is inside, do not block the person's access to an exit.
 - In an emergency, call 911. Provide as much information as possible about the person and their direction of travel.
 - Advise Safety and Security at 902-585-1103.
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

EMPLOYEES WORKING ALONE OR IN ISOLATION

- **Hazards Identified:** Potential for personal injury.
- **Hazard-Specific Personal Protective Equipment:** Alarm system, coworkers, security operations team.
- **Hazard-Specific Training:** Familiarity with this safe work practice, University policy - Working Alone or in Isolation, and the violence in the workplace prevention Plan
- **General:** If you must work alone:
 - Do so only with your supervisor's permission.
 - Assess the hazards. Only work alone if the nature of that work makes an operation safe
- **Procedure:**

- Have a Buddy System (A system of organizing work so that the worker can be seen or heard by another worker who is working in close proximity to the work area). Or contact the department of Safety and Security – Operations (902-585-1103) to set up wellness checks.
- Consider communication: A Working Alone or in Isolation Safety Plan may include the following to ensure the most practical and effective means of communication:
 - Office/cellular telephone,
 - Portable radio,
 - E-mail, instant message or text message,
 - Check-in system and requirement for updating an individual's status while working alone, or
 - Any other method that may be considered effective in the specific department's safe operations.
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

UNIT AND PERSONNEL SAFETY PLANS

The Department of Safety and Security supports personal safety by awareness, prevention, intervention, and response. The department supports students and employees through personal safety planning sessions and educational workshops to help address concerns while learning, teaching, and working on campus. The department acknowledges that every situation is different and those seeking support may require a unique and personalized plan. Some of the training sessions include:

- Safety planning as a reaction to a specific incident
- Safety considerations while traveling or commuting on/off campus
- Safety when working alone on campus
- Protecting personal property and anti-theft measures
- Overall safety planning as a proactive approach
- Creating and understanding emergency response procedures

DEPARTMENT OF SAFETY AND SECURITY

- **Hazards Identified:** Potential for personal injury and damage to personal property
- **Hazard-Specific Personal Protective Equipment:**
 - Uniform and work boots

- Protective eye wear and gloves
- Radio
- Flashlight
- Cell phone
- Patrol vehicle

- **Hazard-Specific Training:**
 - familiarity with safety & security's operation procedures
 - Violence in the workplace prevention plan
 - De-escalating the situation
 - Critical skills for communicating in conflict
 - Asserting yourself in conflict situations
 - Managing the hostile individual
 - Anger management
 - First aid
 - Mental health emergency management

- **General:** Common security threats to our security team includes violence, bullying, vandalism of personal property. The safety plans below are designed to take proactive measures to prevent or mitigate these risks.

- **Procedure:**
 - Do not physically confront the person(s).
 - If unsafe call for support:
 - 911,
 - 902-585-1103, and
 - Management

 - SOPs:
 - SOP101 – Campus evacuation
 - SOP105 – Emergency serious incident
 - SOP106 – 911 Protocol
 - SOP109 – Security Office emergency close
 - SOP115 – Residence lockdown
 - SOP148 – Campus lockdown
 - SOP308 – Victor Call (Security in need)
 - SOP303 & 303a – Eadio and Radio usage
 - SOP703 – Lockdown procedure
 - SOP406 – Nuisance or harassment
 - SOP604 - Harassment
 - SOP423 – Weapons on campus
 - SOP427 – Everbridge

- SOP502 – Counsellors
 - SOP711 – Theft
 - SOP712 – Weapons
 - SOP713 – Working alone
 - SOP714 – Sexual Violence
 - SOP715 – Violence prevention in the workplace
 - SOP1008 & 1008a – Gender Transition
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

DEPARTMENT OF RESIDENCE LIFE

- **Hazards Identified:** Potential for personal injury and damage to personal property
- **Hazard-Specific Personal Protective Equipment:**
 - Office panic button
 - Direct line to security - operations
 - Secure office space
- **Hazard-Specific Training:**
 - Familiarity with Residence Life's operation procedures
 - Violence in the workplace prevention plan
 - De-escalating the situation
 - Critical skills for communicating in conflict
 - Asserting yourself in conflict situations
 - Managing a hostile individual
 - Anger management
 - Mental health emergency management
- **General:** Common security threats to our Residence Life team includes violence, bullying, vandalism of personal property. The safety plans below are designed to take proactive measures to prevent or mitigate these risks.
- **Procedure:**
 - Active threat
 - Suspicious person
 - Lockdown
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

DEPARTMENT OF STUDENT LIFE – COUNSELLING CENTRE

- **Hazards Identified:** Potential for personal injury and damage to personal property
- **Hazard-Specific Personal Protective Equipment:**
 - Office panic button
 - Direct line to security - operations
 - Secure office space
 - Coordinate with Safety and Security to have a guard on standby or near the office location
 - Coordinate sessions with students via telephone and/or virtual (Teams)
- **Hazard-Specific Training:**
 - Familiarity with Student Life – Counselling Centre’s operation procedures
 - Violence in the workplace prevention plan
 - De-escalating the situation
 - Critical skills for communicating in conflict
 - Asserting yourself in conflict situations
 - Managing a hostile individual
 - Anger management
 - Mental health emergency management
- **General:** Common security threats to our Student Life – Counselling Centre’s team includes violence, bullying, vandalism of personal property. The safety plans below are designed to take proactive measures to prevent or mitigate these risks.
- **Procedure:**
 - Active threat
 - Suspicious person
 - Lockdown
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

DEPARTMENT OF STUDENT LIFE – COORDINATOR, STUDENT CONDUCT AND COMMUNITY SUPPORT

- **Hazards Identified:** Potential for personal injury and damage to personal property
- **Hazard-Specific Personal Protective Equipment:**

- Office panic button
- Direct line to security - operations
- Secure office space
- Coordinate with Safety and Security to have a guard on standby or near the office location
- Coordinate sessions with students via telephone and/or virtual (Teams)
- **Hazard-Specific Training:**
 - Familiarity with Residence's Life operation procedures
 - Violence in the workplace prevention plan
 - De-escalating the situation
 - Critical skills for communicating in conflict
 - Asserting yourself in conflict situations
 - Managing a hostile individual
 - Anger management
 - Mental health emergency management
- **General:** Common security threats to our Student Life – Coordinator, Student Conduct and Community Support employee includes violence, bullying, vandalism of personal property. The safety plans below are designed to take proactive measures to prevent or mitigate these risks.
- **Procedure:**
 - Active threat
 - Suspicious person
 - Lockdown
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

DEPARTMENT OF STUDENT LIFE – HEALTH CENTRE

- **Hazards Identified:** Potential for personal injury
- **Hazard-Specific Personal Protective Equipment:**
 - Office panic button
 - Direct line to security - operations
 - Secure office space
 - Secure location for all drugs to prevent theft
 - Deterrent CCTV signs
 - Cameras monitoring in/out routes
 - Coordinate with Safety and Security to have a guard on standby or near the office location
 - Coordinate sessions with students via telephone and/or virtual (Teams)

- **Hazard-Specific Training:**
 - Familiarity with Student Life – Health Centre’s operation procedures
 - Violence in the workplace prevention plan
 - De-escalating the situation
 - Critical skills for communicating in conflict
 - Asserting yourself in conflict situations
 - Managing a hostile individual
 - Anger management
 - Mental health emergency management
- **General:** Common security threats to our Student Life – Health Centre’s team includes violence and bullying. The safety plans below are designed to take proactive measures to prevent or mitigate these risks.
- **Procedure:**
 - Active threat
 - Suspicious person
 - Lockdown
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

DEPARTMENT OF VARSITY ATHLETICS – ATHLETICS SERVICE CENTER AND BOX OFFICE

- **Hazards Identified:** Potential for personal injury
- **Hazard-Specific Personal Protective Equipment:**
 - Office panic button
 - Physical barrier between clients and employees
 - Direct line to security - operations
 - Secure office space
 - Deterrent CCTV signs
 - Cameras monitoring in/out routes
 - Coordinate with Safety and Security to have a guard on standby or near the office location when requiring a client to leave or ban
 - Low cash float signs or cashless transactions
- **Hazard-Specific Training:**
 - Familiarity with Varsity Athletics – Athletics Service Center and Box Office operation’s procedures
 - Violence in the workplace prevention plan

- De-escalating the situation
 - Critical skills for communicating in conflict
 - Asserting yourself in conflict situations
 - Managing a hostile individual
 - Anger management
 - Mental health emergency management
- **General:** Common security threats to our Athletics Service Center and Box Office teams includes violence and bullying. The safety plans below are designed to take proactive measures to prevent or mitigate these risks.
- **Procedure:**
 - Active threat
 - Suspicious person
 - Lockdown
 - Cash management
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

OFFICE OF ADVANCEMENT – ALUMNI & DEVELOPMENT OFFICE

- **Hazards Identified:** Potential for personal injury
- **Hazard-Specific Personal Protective Equipment:**
 - Office panic button
 - Direct line to security - operations
 - Secure office space
 - Low cash float signs or cashless transactions
 - Managers travel and check-in plans
- **Hazard-Specific Training:**
 - Familiarity with Office of Advancement – Alumni & Development Office operation's procedures
 - Violence in the workplace prevention plan
 - De-escalating the situation
 - Critical skills for communicating in conflict
 - Asserting yourself in conflict situations
 - Managing a hostile individual
 - Anger management
 - Mental health emergency management
- **General:** Common security threats to our Office of Advancement – Alumni & Development Office teams includes violence and bullying. The safety plans below are designed to take proactive measures to prevent or mitigate these

risks.

- **Procedure:**
 - Active threat
 - Suspicious person
 - Lockdown
 - Cash management
 - Travel and check-in
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

REGISTRAR OFFICE AND STUDENT ACCOUNTS

- **Hazards Identified:** Potential for personal injury
- **Hazard-Specific Personal Protective Equipment:**
 - Office panic button
 - Physical barrier between clients and employees
 - Direct line to security - operations
 - Secure office space
 - Deterrent CCTV signs
 - Cameras monitoring in/out routes
 - Low cash float signs or cashless transactions
- **Hazard-Specific Training:**
 - Familiarity with Registrar Office and Student Accounts operation's procedures
 - Violence in the workplace prevention plan
 - De-escalating the situation
 - Critical skills for communicating in conflict
 - Asserting yourself in conflict situations
 - Managing a hostile individual
 - Anger management
 - Mental health emergency management
- **General:** Common security threats to our Registrar Office and Student Account teams includes violence and bullying. The safety plans below are designed to take proactive measures to prevent or mitigate these risks.
- **Procedure:**
 - Active threat

- Suspicious person
- Lockdown
- Cash management
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.

FINANCIAL SERVICES

- **Hazards Identified:** Potential for personal injury
- **Hazard-Specific Personal Protective Equipment:**
 - Office panic button
 - Physical barrier between clients and employees
 - Direct line to security - operations
 - Secure office space
 - Deterrent CCTV signs
 - Cameras monitoring in/out routes
 - Low cash float signs or cashless transactions
- **Hazard-Specific Training:**
 - Familiarity with financial services' procedures
 - Violence in the workplace prevention plan
 - De-escalating the situation
 - Critical Skills for communicating in conflict
 - Asserting yourself in conflict situations
 - Managing a hostile individual
 - Anger management
 - Mental health emergency management
- **General:** Common security threats to our Financial Services teams includes violence and bullying. The safety plans below are designed to take proactive measures to prevent or mitigate these risks.
- **Procedure:**
 - Active threat
 - Suspicious person
 - Lockdown
 - Cash management
- **Regulations/Standards and References:** Violence in the workplace prevention guide, CCOHS.



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