

STANDARD OPERATING PROCEDURE (SOP)

DOCUMENT ID: SOP-180 VERSION #2	TITLE: VIOLENCE – REPORTING A VIOLENT INCIDENT OR THREAT/VIOLENCE REQUIRING IMMEDIATE INTERVENTION	SEARCH KEY:
PURPOSE:	<ul style="list-style-type: none"> To outline the process to report a violent incident or a potential threat of violence on College campuses that requires immediate intervention 	POST TO: Public Website <input checked="" type="checkbox"/> DC Connect <input checked="" type="checkbox"/>
SCOPE (Applies to):	<ul style="list-style-type: none"> CAMPUS SECURITY CAMPUS USERS COLLEGE EMPLOYEES DIRECTOR, SAFETY, SECURITY AND RISK MANAGEMENT (SSRM) DC STUDENTS FACILITIES SERVICES MANAGER, CAMPUS SECURITY OPERATIONS MANAGER, OCCUPATIONAL HEALTH AND SAFETY RESPONSIBLE ADMINISTRATORS REPORTING MANAGERS AND SUPERVISORS 	
STATUS: FINAL	AUTHOR: SARAH ELLIOTT, DIRECTOR, SAFETY, SECURITY AND RISK MANAGEMENT CONTACT INFORMATION: 604- 527-5828	CREATED: 2019/04/16
	RESPONSIBLE OWNER: VP ADMINISTRATIVE SERVICES & CFO	
PROCESS REVISIONS:	REVISION AUTHOR: SARAH ELLIOTT, DIRECTOR, SSRM MEG STAINSBY, COLLEGE POLICY OFFICER	REVISED: 2025/03/07 (yyyy/mm/dd)
RELEVANT FORMS:	Incident Report (Internal)	REVISED: (yyyy/mm/dd)
ACCORD/POLICY APPROVAL BODY:	<ol style="list-style-type: none"> M. CONKLIN, MANAGER, OCCUPATIONAL HEALTH and SAFETY L. McMULLIN, MANAGER, CAMPUS SECURITY OPERATIONS C. HOTEL, DEAN, HUMANTIES AND SCIENCE D. COUSINS, DIRECTOR, FACILITIES AND ANCILLARY SERVICES J. DAVIES, INTERIM DEAN, APPLIED COMMUNITY STUDIES A. DALTON, EXECUTIVE DIRECTOR, DOUGLAS STUDENT UNION K. JANSSEN, ASSOCIATE DIRECTOR, HUMAN RESOURCES D. MARTIN, DIRECTOR, STUDENT AFFAIRS AND SERVICES JOINT OCCUPATIONAL HEALTH AND SAFETY COMMITTEE 	DATE APPROVED: 2025/03/26 (yyyy/mm/dd)
QUALITY ASSURANCE FORMAT APPROVAL: <input checked="" type="checkbox"/> ADMINISTRATORS’ COMMUNITY OF PRACTICE (ACP) SOP SUBCOMMITTEE <input checked="" type="checkbox"/> MEG STAINSBY, COLLEGE POLICY OFFICER		DATE APPROVED: 2025/04/23 (yyyy/mm/dd)

RELEVANT POLICY:	<p><u>DC Administration Policies</u></p> <ul style="list-style-type: none"> • <i>Occupational Health and Safety</i> • <i>Violence Prevention and Response</i> • <i>Weapons on Campus</i>
RELEVANT ACRONYMS & DEFINITIONS:	<p>Active Threat: An individual or individuals who present an imminent threat to the safety of the College community and are actively engaged in causing or attempting to cause serious harm or death.</p> <p>Campus Security: The security services company duly contracted by Douglas College to provide security services to College campuses as assigned.</p> <p>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, Safety, Security and Risk Management (SSRM).</p> <p>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, Director, Chief Information Officer, Registrar.)</p> <p>SSRM: Safety, Security and Risk Management.</p> <p>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.</p> <p>Violence: Any attempted, threatened or actual use of physical force by a person so as to cause injury to self or other(s) or fear of injury to one or more other person(s). Forms of violence include but are not limited to bias-motivated, hate-motivated, domestic, sexual and workplace violence. (See the College <i>Violence Prevention and Response Policy</i> for more expanded definitions of each type of violence.)</p> <p>Weapon: Any device designed, or traditionally used, to inflict harm, including but not limited to replica weapons, firearms, slingshots, switchblades, daggers, bows and arrows, hunting knives and explosives; any object that could be reasonably construed as a weapon or treated as a weapon by law; and any prohibited device as defined by the <i>Criminal Code</i> (e.g., pipe bombs).</p>

PREAMBLE:

While all members of the College community share some responsibility for keeping the College safe and free from **violence**, intervention in violent situations must not be undertaken by anyone who is not appropriately trained and contracted/hired for related purposes.

In the event of an **active threat**, members of the College community are directed to contact the police and **Campus Security** for immediate assistance.

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](#).

VIOLENCE REQUIRING IMMEDIATE INTERVENTION

A. ON CAMPUS: For Coquitlam, New Westminster or Anvil

(for off-campus sites, see section B on p. 5)

STEPS:

1. Any person who witnesses an incident of **violence** that is in progress, or where a threat is imminent, should 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
 - Call local **2400** from a College desk phone or campus emergency telephone
 - **NEW WESTMINSTER CAMPUS:**
 - Call **Police** at **911** and **Campus Security** at **604-527- 5405**, or
 - Call local **2400** from a College desk phone or campus emergency telephone
 - **ANVIL OFFICE TOWER:**
 - Call **Police** at **911** and **Campus Security** at **604-777-6666**, or
 - Call local **2400** from a College desk phone or campus emergency telephone
2. Once **Campus Security** is notified:
 - a. of an **active threat**, they will immediately
 - i. Invoke the College's **active threat** protocols
 - ii. Call **911** to report details; and
 - iii. Comply with established lockdown procedures
 - b. of an incident or a threat of **violence** that does not involve an **active threat** but is underway, 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 behaviour;
 - 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;
 - 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.
 - c. of an incident or threat of **violence** that is not underway or otherwise require dispatching **Security Officers, they will**
 - i. Document as much information about the incident or threat of **violence** as possible;
 - ii. Contact the **Director, SSRM** and **Manager, Campus Security Operations** to report the incident; and
 - iii. 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 the proper investigative process is followed.

[See College SOPs:](#)

- *Accident, Injury, Incident or Occupational Disease at Workplace Part 1 (reporting) – for DC Employees and Students*
 - *Investigating Workplace Accident, Incident or Injury of Employees*
4. Any member of the College community affected by an incident of **violence** may request safety planning to be put in place. The **Director, SSRM** or **Manager, Campus Security Operations** must be kept current as to the status of any changes to that plan, so that the risks faced by the individual can be reviewed as required.

B. OFF-CAMPUS: For incidents or threats of violence

1. If an incident or threat of campus **violence** requires response at an off-campus site, the relevant **employee** or **Supervisor** will
 - a. Where there is an **active threat**,
 - i. call **Police** at **911** and/or other **Emergency Responders**, for assistance as required; and
 - ii. invoke **active threat** procedures at the site.
 - b. Where there is not an **active threat**,
 - i. call **Police** at **911**; and
 - ii. contact on-site **Security** personnel to respond where available.
2. Contact their **Responsible Administrator**, the **Director, SSRM**, the **Manager, Campus Security Operations** and the **Manager, Occupational Health and Safety** to report the incident as soon as practicable, after the immediate risk has been resolved.

If an **employee** has been exposed to **violence** in the workplace, the **Supervisor** will ensure the proper investigative process is followed.

[See College SOPs:](#)

- *Accident, Injury, Incident or Occupational Disease at Workplace Part 1 (reporting) – for DC Employees and Students*
- *Investigating Workplace Accident, Incident or Injury of Employees*