# STANDARD OPERATING PROCEDURE (SOP)

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### PURPOSE:
- To outline the process to report a violent incident or a potential threat of violence on college campuses that requires immediate intervention.

### SCOPE (Applies To):
- CAMPUS SECURITY
- CAMPUS USERS
- COLLEGE EMPLOYEES
- DIRECTOR, SAFETY, SECURITY AND RISK MANAGEMENT
- DC STUDENTS
- FACILITIES SERVICES
- MANAGER, CAMPUS SECURITY OPERATIONS
- RESPONSIBLE ADMINISTRATORS
- REPORTING MANAGERS OR SUPERVISORS

### STATUS: FINAL

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**CONTACT INFORMATION:** 604-777-6692

**RESPONSIBLE OWNER:** VP ADMINISTRATIVE SERVICES & CFO

**CREATED:** 2019/04/16 (yyyy/mm/dd)

### PROCESS REVISIONS:

#### REVISION AUTHOR: N/A

**REVISED:** (yyyy/mm/dd)

### RELEVANT FORMS:

- **DC Connect Forms**
  - Campus Security Incident Report Form *(in development)*

**REVISED:** (yyyy/mm/dd)

### ACCORD/POLICY APPROVAL BODY:

1. M. CONKLIN, MANAGER, OCCUPATIONAL HEALTH & SAFETY
2. N. CONSTABLE, DIRECTOR, SSRM
3. S. DENCH, AVP, ACADEMIC & STUDENT AFFAIRS
4. J. FLEMING, DEAN, HUMANITIES & SCIENCES
5. C. GARDNER, DIRECTOR, FACILITIES & ANCILLARY SERVICES
6. K. GRONSDAHL, DEAN, CHILD, FAMILY & COMMUNITY STUDIES
7. T. HO, ORGANIZER, ADVOCACY, DOUGLAS STUDENT UNION
8. R. MAURER, AVP, HUMAN RESOURCES
9. D. SEIBEL, DIRECTOR, STUDENT AFFAIRS & SERVICES
10. VICE-PRESIDENT, ADMINISTRATIVE SERVICES AND CFO

**DATE APPROVED:** 2019/08/02 (yyyy/mm/dd)

### QUALITY ASSURANCE FORMAT APPROVAL:

- **Administrators’ Community of Practice (ACP) SOP Subcommittee**
- **Thor Borgford, Vice-President, Academic and Provost**

**DATE APPROVED:** 2019/08/13 (yyyy/mm/dd)

### RELEVANT POLICY:
- DC Administration Policies
  - Occupational Health & Safety
  - Violence Prevention & Response
  - Weapons on Campus

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Standard Operating Procedure (SOP) Violence – Reporting a Violent Incident or Threats/Violence
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).