

CORPORATE POLICY, STANDARDS and PROCEDURE

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<u>POLICY TITLE</u> MANAGEMENT OF TARGETED VIOLENCE		<u>NUMBER</u> TBA
<u>AUTHORIZATION</u> Vice President, Corporate Services and Facilities	<u>DATE APPROVED</u> October 2008	<u>CURRENT VERSION</u> <u>DATE</u> October 2008

DATE(S) REVISED / REVIEWED SUMMARY

Version	Date	Comments / Changes
1.0	October 2008	Initial Policy Released

POLICY

In meeting our commitment to provide a safe and secure environment, Fraser Health recognizes the requirement to provide safety/security measures to manage targeted violence - the risk or threat of violence against a specific target usually a specifically identifiable individual, individuals or group. Targeted violence requires specific protocols which extend beyond the measures in place to manage the aggression experienced during the provision of health services.

Fraser Health is committed to providing a safe workplace for all employees as described in the Fraser Health "Violence Prevention" policy. By extension, the "Violence Prevention" policy and prescribed training and response protocols provides measures which protect physicians, volunteers, clients, visitors, non-employee health professionals, contracted workers and the aggressors themselves. Non-client aggressors are primarily managed by on site security, Fraser Health Protection and Emergency Management employees and/or police services as necessary.

Targeted violence can arise from a specific threat received or delivered from criminal or gang activity, from stalking, relationship abuse or a myriad of other sources. In some instances the potential target of the violence may be in possession of a peace bond or protection order such as a restraining order. In all cases the threat of targeted violence must be quickly identified, assessed and managed.

Employees, physicians and others working in Fraser Health have a responsibility to report a risk for targeted violence as quickly as possible so that the threat may be assessed and preventative measures can be initiated as required. Through the use of appropriate signage within the facility and through literature provided in the course of their involvement with Fraser Health, clients will be encouraged to report circumstances where their personal safety may be at risk.

PHILOSOPHY

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Fraser Health has a responsibility to ensure the safety of Fraser Health employees, physicians, contracted workers, volunteers, our clients and the public during the provision of health services and while on our properties. All identified threats of targeted violence will be treated seriously and assessed through a comprehensive program that analyzes and recommends the appropriate level or type of intervention to be initiated. The safety of the potential victim will be of paramount concern at all times

DEFINITIONS

Targeted Violence – Situation where a specific individual, individuals or group are identified at risk of violence, usually from another specific individual. Often perpetrator(s) and target(s) are identified or identifiable prior to the incident.

Target – The principal individual or target pool identified as the potential victim or person(s) at risk.

Subject – The individual identified as a possible threat.

Threat Assessment – The process of gathering and assessing information about persons who may have the interest, motivation, intention and capability of risk of violence or mounting attacks against a target.

Protective Intelligence – The product resulting from the collection, processing, integration, analysis, evaluation and interpretation of available information concerning a threat.

Protection Order – A term used to encompass criminal and civil orders, including domestic violence-related peace bonds, and various civil restraining orders, including no contact orders such as those issued by family court in child custody cases.

Peace Bond – An order to keep the peace or a surety under S.810 of the Criminal Code of Canada can be considered by the victim for their safety when they fear on reasonable grounds that they or their spouse or child is at risk of personal injury from another person.

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NOTE: Peace bonds and civil protection orders are not substitutes for criminal charges. Fraser Health encourages and supports the laying of charges where there is evidence to support the charges.

PROCEDURE

1. Fraser Health will post appropriate signage within facilities and ensure the provision of related literature to encourage the reporting of circumstances where the personal safety of an individual may be at risk.
2. Upon presentation for care within Fraser Health, a client may identify a concern related to their personal safety.
3. If the client identifies a concern for their safety, the Fraser Health employee registering them will:
 - Generate a “critical care indicator” where available. Refer to Fraser Health’s Critical Care Indicators policy for guidance.
 - Notify the “most responsible person” for the area in which the client is receiving care.
 - The “most responsible person” will offer the client a Social Worker contact.
4. Fraser Health staff receiving information indicating a potential risk of targeted violence against a client, employee, physician or other individual associated with Fraser Health will report the information to their Manager/Supervisor as soon as possible.
Information indicating a specific individual(s) could be at risk of targeted violence could come from:
 - Information received during intake
 - The presence of a Protection Order or Peace Bond
 - Receipt of a verbal/written threat or inappropriate communication
 - Person expresses fear or significant concern for their safety
 - Person involved in a violent crime
 - Other information relating to individual(s) at risk

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- Upon receiving information indicating a potential risk of targeted violence, the Manager/Supervisor will contact Fraser Health's Protection and Emergency Management (PEM) representative responsible for their site to assess the case and undertake a threat assessment as appropriate.

In addition to contacting the PEM representative, the Manager/Supervisor may decide, based on risk, to initiate preventative threat management strategies and/or measures prior to the completion of a threat assessment by PEM. Preventative measures will depend on specific circumstances related to each case but could include:

- No information/privacy block on patient information system
- Communication with security to provide information and attend as necessary
- Information related to risk shared with other staff or individuals in the area as necessary
- Involvement of other Government agencies
- Involvement of Social Worker or family members for support, if appropriate
- Notification of Administrator-On-Call
- Consideration of moving person at risk to an alternate care area or another site
- Restriction on visitors or access to potential target
- In appropriate circumstances, 911 call to police to attend
- Documentation of risk circumstances and preventative measures initiated

- The person at risk will be informed of the above options available to them by the Manager/Supervisor.

- Upon receipt of information indicating a potential risk of targeted violence the Protection and Emergency Management (PEM) employee will assess the case and undertake a threat assessment as appropriate. PEM, in collaboration with other stakeholders, will determine the appropriate level and type of intervention required to ensure the safety of the potential target. From the information provided the PEM staff member may immediately institute preventative measures and strategies (such as those described in point 4) to reduce the risk to the potential target.

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8. If the initial information indicates to the PEM employee an immediate and serious threat to the potential target, an interim personal safety plan will be implemented. In such circumstances Fraser Health's Director, Protection and Emergency Management, or designate, will be notified and will advise the Administrator-On-Call and Communications-On-Call as necessary. The personal safety plan will be communicated to employees in the impacted area and PEM will communicate with police and notify Risk Management and other internal or external stakeholders as required.
9. If no immediate or serious threat of the target is indicated, the PEM employee may recommend interim safety measures and strategies be put in place until the completion of the threat assessment. Once completed, the PEM employee will engage with the department manager or designate, and as necessary the potential target, to implement recommended preventative measures and strategies which will form the personal safety plan. This will be communicated to employees and other persons as required in the impacted area.
10. The threat assessment, response and management strategies will be documented, recorded and updated by PEM.
11. Any new information or circumstance related to the risk of targeted violence shall be communicated to PEM as soon as possible to effect the revision of the personal safety plan as necessary.
12. Workplace Health will be advised of targeted violence cases and protective intelligence reports by PEM in all cases so as to ensure appropriate support for employees is available as needed and to ensure appropriate linkage with Fraser Health's Workplace Violence Prevention Program.

REFERENCES

- Canada, Department of Justice, "Criminal Harassment: A Handbook for Police and Crown Prosecutors", 2006
- Fraser Health's "Critical Care Indicators" Policy
- Fraser Health's "Violence Prevention" Policy

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- Fraser Health's "Security" Policy
- Ministry of Health Policy Communiqué #2005-01-"Prevention and Management of Aggression and Violence in the BC Health Care System"
- Justice Institute of B.C., Courts Academy