

AV2510 – THREAT MANAGEMENT

1.0 PURPOSE

Interior Health's Threat Management Policy is designed to enhance the organization's ability to manage specific situations of targeted violence risk within Interior Health's owned and operated facilities.

The program elements outlined provide direction in managing the threats of targeted violence to Interior Health's staff, agents and clients. The Threat Management program is consistent with, and supports Interior Health's [AV2500 Violence Prevention Policy](#), and the Provincial Ministry of Health Policy Communiqué #2005-01.

2.0 DEFINITIONS

TERM	DEFINITION
Agents	Individuals or organizations that have a business relationship with Interior Health. Examples of Agents include, but are not limited to, physicians and other privileged staff, health care providers, researchers, students, contractors, sub-contractors, vendors, suppliers, and any individual directly or indirectly associated with Interior Health.
Client	Includes residents, patients or persons in care in an Interior Health Program or facility.
Domestic Violence Spillover	Targeted threat to an Interior Health staff member or agent from a spouse/ex-spouse or family member that has the potential of taking place at the staff member's workplace, causing harm to the staff member or others in the workplace.
Mitigation strategies	Actions to minimize or, when possible, eliminate the occurrence or reduce the severity and/or impact of an act of violence.
Staff / Staff member	All IH employees, physicians while doing administrative work on behalf of IH and IH volunteers
Structured Judgment Tool (SJT)	A formal Investigation Tool that outlines a structured format to complete an investigation into a specific event. These SJT's have a formal application given the circumstances of the threat received. .
Subject	Person making or posing a threat.
Target	Person(s) identified as at risk as a result of the threat.
Targeted Threat	Any planned act, or expression of intent to plan to inflict physical or other harm against a specific person or a workplace. A threat can be spoken, written or symbolic.

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Targeted Violence Triage	A preliminary evaluation of available information to judge the general level of risk seemingly posed by the behaviour or circumstances in question.
Threat	Any direct or indirect act or expression of intent to inflict physical or other harm.
Threat Assessment Team (TAT)	The TAT will be made up of members from a cross section of the organization as well as other third party individuals that bring expertise in a specific field. This group will have responsibility for investigating, evaluating and developing risk mitigation strategies related to stakeholder's requests for assistance where it is felt that a potential for violence exists.

3.0 POLICY

- The situational threat assessment and management process will assess threats of targeted violence from the recognized sources as identified in occupational health and safety regulations related to workplace violence:

Type 1:	Perpetrated by someone with no connection to the Interior Health operating environment.
Type 2:	Perpetrated by a customer or service recipient of Interior Health (patient, client, resident, family member).
Type 3:	Perpetrated by someone with an employment or contractual relationship (current or former) with the Interior Health operating environment.
Type 4:	Perpetrated by someone with an indirect relationship with the Interior Health operating environment or employee (e.g. domestic violence spillover).

Examples could include:

- Situations involving a Restraining Order or other legal instrument (Protection Order, Peace Bond etc.) affecting the individual;
- An individual expressing fear or significant concern for their safety;
- Threats against an Interior Health facility;
- Verbal, written or insinuated threats from disgruntled or former IH employees;
- Verbal, written threat or inappropriate communication from a member of the public;
- Reports or concerns of domestic violence;
- Criminal or gang activity in or around the facility;

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- Aggressive, violent, or otherwise disruptive family members, friends or associates;
 - Situations in which a client may be at risk for abduction;
 - Vulnerable adults who may be at risk of abuse or other harm by people in their lives.
2. All staff and agents working in Interior Health have a responsibility to report a threat or risk of targeted violence as quickly as possible so that the threat may be assessed and preventive measures can be initiated.
 3. In all cases, a threat or risk of targeted violence will be treated seriously and will be quickly assessed and managed. The safety of the potential target(s) will be of paramount concern at all times.
 4. Protection, Parking and Fleet Services (PP&FS) along with Workplace Health and Safety (WH&S) will be responsible for the development and ongoing management of the Threat Management – Targeted Violence process within Interior Health.
 5. The manager of the effected staff, agent or department will be responsible for the investigation. PP&FS, WH&S and the TAT (as required) will support and guide the manager through the investigative process.
 6. Pertinent information will be gathered, handled and disseminated in compliance with current legal and regulatory requirements as outlined in the *Workers Compensation Act* and *Freedom of Information and Protection of Privacy Act*. Personal information gathered in the role of managing a threat of violence is confidential and can only be used to assist in making informed decisions with respect to threat assessment and management of situations that impact the personal safety and security of Interior Health employees and operational environment.
 7. Protection Services will be responsible for the gathering, handling and disseminating of information in their control and for ensuring that hard copy or electronic information is protected from inadvertent disclosure, loss or theft. Information collected on individuals of concern and associated incidents will be kept for assessment and management purposes until such time as the individual is no longer believed to pose a threat of violence.
 8. The WAVR-21 (Workplace Assessment for Violence Risk) will be the default Structured Judgment Tool (SJT) if a formal investigation is required on a specific event. Other SJT's (SARA, SAM, B-SAFR, HCR-20) will be used if the incident warrants. Formal training on the specific SJT is required for anyone utilizing the tool.

4.0 PROCEDURES

4.1 Response to the Threat of Targeted Violence

All Staff or Agents

If the threat poses an *imminent* risk of harm:

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- call 9-1-1 for a police response;
- If appropriate, initiate the sites Code White protocol (EC0100);
- Notify your manager/supervisor immediately following the event and document as appropriate.

If there is no risk if imminent harm:

- Immediately notify your manager/supervisor of the threat presented;
- Report all details of the event.

During the course of the investigation, you may be contacted by a member of the Protection, Parking and Fleet Services department or Workplace Health and Safety. This conversation will aid in the investigation and ensure the appropriate mitigation strategies are implemented.

Department Manager

- Gather as much pertinent information as possible from the individual(s) involved;
- If reported through PSLS, monitor for repeat incidents, or comments that would apply to this process;
- Notify Corporate Protection Services by contacting the Protection Coordinator for your region directly, in addition to providing all details of the threat via email to (TMreporting@interiorhealth.ca);
- Participate in the investigation
- Implement and/or ensure implementation of recommended control measures as determined by the investigation.
- Ensure staff report all threats to the Workplace Health Call Center 1-866-922-9464

Protection, Parking and Fleet Services

- Complete preliminary evaluations (Targeted Violence Triage form) of targeted violence risk;
- Notify Workplace Health and Safety of the report;
- Assign a preliminary level of risk and notify the appropriate groups as per flow chart in Appendix A;
- If warranted, notify all groups represented on the Threat Assessment Team (TAT) as outlined in Appendix A;
- Consult with staff and agents about safety and security for the affected worksite(s) as required by the Duty to Warn regulations;
- Act as a liaison with and point of contact for law enforcement agencies and other external agencies as appropriate.
- With consultation of the TAT, recommend and create mitigation strategies to minimize the risk to the target.
- Conduct ongoing monitoring of Targeted Violence case files as required.

Workplace Health and Safety

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- Provide input/feedback on mitigation strategies;
- Participate in the violence risk screening and management process;
- Providing advice and guidelines to managers and employees to assist with compliance with occupational health and safety requirements;
- Participate as an active member of the TAT if required for a specific incident;
- Review effectiveness and compliance of proposed security and safety recommendations as they relate to WorkSafe BC regulations;

Threat Assessment Team (See Appendix A):

- Participate in the Investigation of incidents that could pose a risk for targeted violence;
- Recommend risk mitigation strategies to stakeholders;
- Collaborate with external partners (RCMP, Local Law enforcement);

5.0 REFERENCES

- BC Occupational Health and Safety regulations Part 4- Workplace Conduct
- WorkSafe BC, Preventing Violence in Health Care, Five Steps to an effective program (2000)
- WorkSafe BC, ASIS Intl, and Society of Human Resource Management, Workplace Violence Prevention and Intervention, ASIS/SHRM WVPI.1-2011 (2012)
- Integrated Protection Services, Fraser Health Threat Assessment and Management Field Guide (2009)
- Interior Health Authority, [AV 2500 Violence Prevention Policy](#), (2011)
- WorkSafe BC Occupational Health and Safety regulations Part 4- Violence in the Workplace
- WorkSafe Communicate patient information: Prevent violence-related injuries to health care and social services workers
- BC Ministry of Health's Policy Communiqué # 2005-01, November 23, 2005

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Appendix A

Threat Assessment Team (TAT)

The TAT

The TAT will be made up of members from a cross section of the organization as well as other third party individuals that bring expertise in a specific field (outlined below). This group will have responsibility for investigating, evaluating and developing risk mitigation strategies related to stakeholder's requests for assistance **where it is felt that a potential for violence exists.**

The TAT will provide assistance to impacted stakeholders and will act in an advisory role to support the assessment and management of the case as necessary.

That TAT will also:

- Have a recognition of basic options for managing workplace violence risk, and the necessity for multidisciplinary input;
- Bring training and experience in conducting targeted violence threat assessment investigations;
- Have knowledge of Interior Health policies regarding workplace violence and response to alleged threats.

The Threat Assessment Team will be comprised of:

- Protection Services;
- Workplace Health & Safety/Violence Prevention;
- Human Resources /or Labour Relations;
- Risk Management;
- Manager of affected departments.

With Ad Hoc Membership from:

- Police/law enforcement agencies;
- Site Administration /or senior leadership;
- Contract and /or 3rd party security;
- Union leadership;
- Occupational health and safety committee members;
- Security and Threat Management Consultants;
- Others as deemed necessary/relevant to the specific circumstances.

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Appendix B

Interior Health Authority - Threat Assessment Process

