

2020
Jurisdictional Scan: Workplace Violence

Does your jurisdiction have a policy on how to best support the health and safety of uniformed employees, volunteers, students, and others while in the field in regards to workplace violence?

JURISDICTION	REPLIED	YES/NO	CONTACT NAME
B.C PARKS	Inquiring Jurisdiction		Bob Austad / Stephanie Govier

Original Email:

BC Parks is undertaking a formal risk assessment on violence in the workplace to ensure we have the best knowledge and information factored into our safe work policy, procedures, and training for Park Rangers and non-uniformed field staff. The types of violent incidents we are looking at are threatened, attempted, or actual violence against an employee by a member of the public (excludes by other workers).

It has been a while since we have undertaken a major risk assessment, and it would be very helpful to reach out to the other park jurisdictions and request any information they could share on this topic. We would welcome the opportunity to review other risk assessment results or any other information available, to help us understand how other park agencies are both identifying risks and mitigating those risks through key work procedures, policy, and training. Our orientation and focus for our risk assessment are mainly field based uniformed positions (Park Rangers), but we also have the categories of Volunteers, Student positions, and uniformed park operators. Our Park Ranger staff have the highest risk given their compliance and enforcement duties and responsibilities, but we know all park staff who do a variety of park duties and services have the risk of violence in the workplace.

We are hoping to learn from the other park agencies and get a better understanding of both the current and emerging violence risk variables being dealt with in a park setting, and understand the approaches taken to mitigation the risk of violence in creating appropriate safe work practices.

The BC Parks contact person for the BC Parks risk assessment project is Stephanie Govier.
Email: Stephanie.Govier@gov.bc.ca Phone 778-974-2781
Please send all information to the attention of Stephanie, and contact her should you have any questions. We hope to receive information by Jan. 15th, if possible.
Regards, Bob Austad

ALBERTA PARKS	X		
SASKATCHEWAN PARKS	X		
MANITOBA PARKS	X		

ONTARIO PARKS	X		
SEPAQ (QUEBEC)	X		
NEWFOUNDLAND & LABRADOR PARKS	X		
NOVA SCOTIA PARKS	X		
PARKS NEW BRUNSWICK	✓	SOMEWHAT	Zachary Fitch / Josh Tompkins

COMMENTS:

First off, the process of conducting the Violence risk assessment was fairly narrow in scope in my opinion, but we used a standard document for GNB in the hopes of gaining consistent information (see attached for Violence assessment doc, mobile tab). Additionally, a risk ranking wasn't assigned to the assessment because at the time it was deemed above and beyond the laymen's capability to assign risk for this type of threat.

The Assessment documents accumulated into Violence Prevention Codes of practice (see Mactaquac example attached) for both Static and Mobile operations. These are very generally documents that speak to types of risk associated with the work (section 2), and some general controls to mitigate risk (section 5). I have both static and mobile COP's for all parks and attractions, as would all the individual parks and attractions have their own copies.

As for specific events, any incident involving an employee experiencing violence or threats of violence (from public or other employees) qualifies as a workplace incident and is subject to investigation. To date, I have no record of that occurring in Parks specifically. However, that doesn't mean they didn't occur... Just that they were never reported as an incident. I do have a couple incidents in the department that have been recorded as Violence/threats of violence, and cataloguing the information certainly helps.

Also attached are some general Safe Work Practices that were developed as a result of the Violence Risk Assessment Process and were shared with Park Managers in 2019. (see three attached documents)

Definitely would agree that this work could go deeper and broader!
(Attachments were not available)

P.E.I PARKS	X		
GOVERNMENT OF NORTHWEST TERRITORIES PARKS	X		
NUNAVUT PARKS	X		
YUKON PARKS	X		
PARKS CANADA	X		

Response Rate: 1/13 for 8%

Key Findings:

- Too few responses to provide key findings
- It is possible, given the requested method of response, that replies were not captured here

Future Questions to Ask:

- Question should be reapproached as soon as possible, especially considering new enforcement duties placed upon nearly all staff.

Links to Resources:

- None