

Workplace Violence Prevention Handbook



OSSTF/FEESO District 18
Educational Student Support Personnel & Registered Designated Early Childhood Educators
(ESSP/RDECE)

2023-2024

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SECTION 1: DEFINITIONS OF VIOLENT INCIDENTS

Under the Occupational Health and Safety Act (OHSA) (Section 1 (1)) **'workplace violence'** is defined as:

- (a) **The exercise of physical force** by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- (b) **An attempt to exercise physical force** against the worker, in a workplace, that could cause physical injury to the worker
- (c) A statement or behaviour that is reasonable for a worker to interpret as a **threat to exercise physical force** against the worker, in a workplace, that could cause physical injury to the worker

Source: Workplace Violence In School Boards: A Guide To The Law

A violent incident may be a one time occurrence or occur repeatedly over time. A violent incident could be defined as but is not limited to the following acts:

Grab (on any body part)	Slap	Pinch
Hair pull or cut	Extortion	Scratch
Assault	Bullying	Robbery
Punch	Bite	Kick
Verbal threat (swear, name-calling, intimidation)		
Throwing of any object (object does not need to make contact)		
Poke or stab with any object		
Racial or Ethno-cultural harassment		
Physical, emotional, sexual abuse or harassment		

All violent incidents and accidents MUST be reported to the Principal/supervisor. Reporting violent incidents and accidents is required by the [Occupational Health and Safety Act](#) (OHSA) and Upper Grand District School Board (UGDSB) [Upper Grand District School Board Policy](#).

If any workplace violence incident or accident occurs to an Educational Assistant (EA) or an Early Childhood Educator (ECE), the affected member must complete the following UGDSB documentation:

- Employee Incident Report
- Safe Schools Incident Report
- Physical Intervention Report (413-4) (if necessary)

Witnesses can complete:

- Accident/Incident Witness Report

If a member is injured at work and requires medical attention, ensure the following documentation is completed:

- **Form 6 – Workplace Safety and Insurance Board** (WSIB) Worker's Report of Injury/Disease - completed by the worker
- **Form 8** - WSIB Health Professional's Report – completed by a health professional

All workplace reports are online and can be found at the UGDSB Online Incident Reporting System:

Go to: UGDSB SharePoint, Documents and Forms, Health and Safety, Incident/Accident Reporting

These reports should be accessible to ALL permanent and casual employees. Emergency supply staff will complete hard copies supplied by the Principal.

- These incidents may be INTENTIONAL or UNINTENTIONAL, but they are still defined as violent incidents.
- Reporting violent incidents/workplace accidents and completing the necessary documentation is UGDSB Policy, the law, and your professional responsibility as an ESSP/RDECE.
- Completing the required documentation does **NOT** reflect negatively on your actions or abilities but instead demonstrates professionalism, accountability, and responsibility.
- If a member is discouraged or reprimanded for completing the required documentation, contact the OSSTF D18 ESSP/ECE Union President immediately. Discouragement or reprisal is against the law!
- If you have any questions regarding a violent incident, please contact the [Union Executive](#) or your OSSTF D18 ESSP/ECE School Representative.

SECTION 2: OSSTF D18 ESSP/RDECE RIGHTS AND RESPONSIBILITIES

RIGHTS

1. Know your rights under the law [Occupational Health and Safety Act](#) (OHSA)
Each worker has:
 - a. The Right to Know about hazards in the workplace.
 - b. The Right to Participate in identifying and resolving workplace hazards.
 - c. The Right to Refuse Unsafe Work that the worker deems to be legitimately dangerous and harmful to either her/himself or another worker.
2. Be familiar with the current [collective agreement](#).
3. Notify the [Union Executive](#) when issues of concern arise.
4. Communicate with colleagues for support and advice.
5. Participate in In-School Team (IST), Specialized Support Team (SST), Consultant Support Team (CST) & Individual Placement Review Committee (IPRC) meetings.
6. All workers have the right to a safe and secure workplace.
7. All workers deserve to be treated with respect and dignity.

RESPONSIBILITIES

1. Know, understand & follow [Upper Grand District School Board](#) policies, procedures and protocols, including but not limited to:
 - School Code of Conduct (213)
 - Health and Safety (406)
 - Harassment in the Workplace (408)
 - Student Safety (Behaviour Prevention & Intervention) (413)
 - Violence in the Workplace (417)
 - Child Abuse & Protection (502)
 - Equity and Inclusive Education (504)
 - Health Support Services (509)
 - Students with Life-Threatening Medical Conditions (518)
2. Conduct a professional and respectful manner with all staff and students.
3. Maintain confidentiality regarding student and school-related issues.
4. Participate in professional development; ensure certification training is current and in agreement with UGDSB requirements.
5. Be a team player; actively participate with colleagues within a Professional Learning Community.
6. Regard all staff and students with the greatest respect and dignity.

7. EAs/SPAs assist and provide students with all necessary aspects of support (medical, behavioural, personal, and educational support) to encourage and promote (student) self-reliance and independence.
8. ECEs are required to be in good standing with the [College of Early Childhood Educators](#).
9. The ESSP/RDECE is responsible to the Principal/designate. The Principal is your supervisor.
10. ESSP/RDECEs should be aware of workplace hazards and know how to perform the job safely, practice safe work procedures, and report any workplace hazards to the Principal/designate. The Occupational Health & Safety Act (OHSA) and the Internal Responsibility System (IRS) state that all workers and employers are responsible for promoting and maintaining workplace health and safety.

SECTION 3: UPPER GRAND DISTRICT SCHOOL BOARD (UGDSB) POLICIES, PROCEDURES, AND PROTOCOLS

It is the employee’s responsibility to be familiar with [UGDSB policies and procedures](#).

PLEASE NOTE: OSSTF/FEESO disagrees with UGDSB policy #502 Child Abuse. The board requests that members notify the principal before reporting suspected child abuse to Family and Children’s Services (FCS). The law requires educators to notify FCS if abuse by board personnel or family members/guardians is suspected. This is to occur regardless of whether or not the principal gives their permission.

213-Code of Conduct	208-Smoke & Vape-Free Environment
300-Emergency Procedures	307-Outdoor Play Spaces
315-Privacy, Protection & Information Access	318-Responsible Use of Digital Technologies
406-Health and Safety	
408-Harassment in the Workplace	409-Criminal Record Check/Offence Declaration
410-Performance Appraisal	411-Absences and Leaves
413-Student Safety (Behaviour Prevention and Intervention)	416-Attendance Support
417-Violence in the Workplace	418-Employee Ethics
502-Child Abuse and Protection	503-Safe Schools (Bullying Prevention and Intervention, Progressive Discipline, Exclusion, Suspension and Expulsion)
504-Equity and Inclusive Education	508-Educational Field Trips and Off-Site Activities
509-Health Support Services	518-Students with Life-Threatening Medical Conditions
606-Assessment and Evaluation	

SECTION 4: HOW TO ACCESS: UPPER GRAND DISTRICT SCHOOL BOARD (UGDSB) POLICIES, PROCEDURES & the ONLINE REPORTING SYSTEM

UGDSB Policies & Procedures

- UGDSB SharePoint, Documents and Forms, Board Policy
- [UGDSB website](#)

UGDSB Health & Safety Online Reporting System –All reports are available and to be completed online ONLY

- UGDSB SharePoint, Documents and Forms, Health and Safety, Incident/Accident Reporting
- [OSSTF/FEESO D18 ESSP/RDECE](#) Health and Safety Officer or any executive member
OSSTF/FEESO D18 ESSP/RDECE Executive Contact Information (available in this booklet)

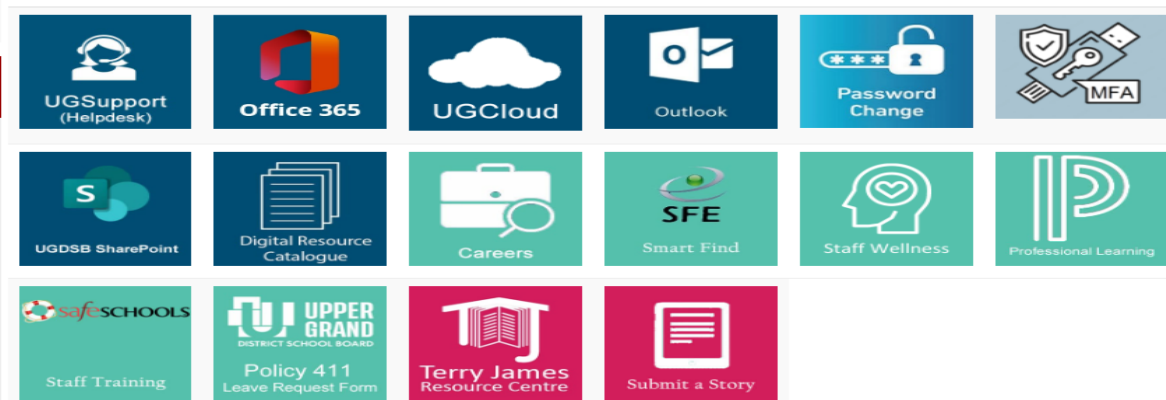
Please note: Emergency Supply members must complete paper copy of reports. Ask Principal for details. All permanent and casual members are to complete reports online.

UGDSB SharePoint = Upper Grand District School Board internal document sharing system requiring secure staff login

Staff Resources



Key Resources



SECTION 6: HOW TO “Debrief” AFTER AN INCIDENT

Source: [Behaviour Management Systems](#)

Debriefing is an essential and necessary process:

- All behaviour incidents ranging from simple defiance to verbal/physical aggression place considerable stress on staff and students
- Without debriefing strategies in place, risk of staff burnout increases as the likelihood of student behaviour improvement decreases

Who	All staff involved in an incident
Where	ASAP after incident
When	In private to ensure confidentiality & freedom of expression
How	Be supportive of all team members Realize that we all have our own way of responding to different situations Be non-judgmental – it gives the most opportunity for change

Injury Assessment

- Is the student or staff physically injured or mentally distressed?
- Allow the time and private space for staff to calm/de-stress immediately following the incident

Reassurance & Follow-up

- Involve all people (student and classmates) who were been present during incident, “Are you ok?”
- Do not place blame & let others know, “It is not your fault.”
- Establish any needed next steps

Communication Protocol

- Review Safety Plan; establish communication links, responsibilities & duties between administration, staff, family, police, community partners, professionals

Immediate Staff Debriefing

- Regular incidents, schedule regular meetings to discuss & review incidents, modify interventions as needed
- Critical incidents debriefing should occur ASAP after incident, 3rd party facilitator, allow staff to speak openly
- All debriefing sessions remain strictly confidential, non-judgmental, and provide validation

Documentation

- Complete required documentation as applicable: Employee Incident Report which includes student to staff violent incident, Safe Schools Incident Report, Physical Intervention Report (413-4), Accident/Incident Witness Report
- Review & update: IEP, Safety Plan & Behaviour/Mental Health Plan

Follow-up Staff Debriefing

- Follow-up 3-4 days after incident
- Recognize incident may affect each person differently; Did the incident affect home/work/life patterns? Did attitude toward student/co-workers change?
- Ensure non-judgement, validation and confidentiality

Ongoing Support

- Critical for wellbeing of all staff, especially staff supporting high risk students
- Principal’s responsible to individual staff, team’s responsibility is to individual members, and individual’s responsibility is to their own health and wellbeing

Resources

Employee Assistance Program (EAP)	www.workhealthlife.com	1-800-387-4765
OSSTF/FEESO D18 ESSP/RDECE First Vice President: Laura Tremble	519-835-4970	laura.tremble@d18.osstf.ca
UGDSB Wellness Department Resources	Wellington Dufferin Guelph Public Health	
Canadian Mental Health Association		

SECTION 7: REPORT FLOW CHART

- It is the employee's responsibility to report **ALL WORKPLACE ACCIDENTS, VIOLENT INCIDENTS, AND, OCCUPATIONAL ILLNESS** to the Principal/Supervisor. This is the law as stated in the [Occupational Health and Safety Act](#) (OHS/A). The [Internal Responsibility System](#) (IRS) states that all workers have direct responsibility for their own health and safety.
- All reports are available online ONLY through the UGDSB internal staff communication system SharePoint. To access SharePoint, a secure UGDSB login is required. Emergency supply employees complete hard copies obtained from the Principal/Supervisor.
- Print or take a photo of the document(s) for your own records and keep a detailed logbook with all appointments and conversations. This is helpful if required to recall information at a later date.
- Direct questions: School OSSTF/FEESO D18 ESSP/RDECE Representative, OSSTF/FEESO D18 ESSP/RDECE Health & Safety Officer, or any Executive member.

Incident Type	Definition	Report(s) to Complete	Where Can I Find It?
Violent Incident Student	Student attempts, exercises, or threatens to use physical force against a staff member that causes or could cause physical injury	1. Employee Incident Report 2. Safe Schools Incident Report	All reports are online ONLY
Violent Incident Non-student	Non-student (visitor, volunteer, parent, etc.) attempts, exercises or threatens to use physical force against a staff member that causes or could cause physical injury.	Non-Student Workplace Violence Report (417-1)	These reports are available at: UGDSB SharePoint, Documents and Forms, Health and Safety, Incident/Accident Reporting
Accident or Injury	An employee workplace accident or injury (E.g. slip, fall, violent incident injury, etc.)	Employee Incident Report	<ul style="list-style-type: none"> • If Medical Aid is required (e.g. doctor/specialist/hospital visit), tell the medical professional the injury is work-related, and ensure the following is completed: <ol style="list-style-type: none"> 1. WSIB Health Professional's Report FORM 8 within 48 hours (completed by the medical professional) 2. WSIB Worker Report of Injury/Disease FORM 6 (completed by the worker) 3. WSIB Employer's Report of Injury/Disease FORM 7 (completed by employer) • After seeking medical attention, contact: <ol style="list-style-type: none"> 1. UGDSB Administrative Officer Wellness-Employee Health: Jackie Hope (519) 822-4420 ext. 783 jackie.hope@ugdsb.on.ca 2. OSSTF/FEESO D18 ESSP/RDECE First Vice President: Laura Tremble (519) 835-4970 Laura.tremble@d18.osstf.ca

Incident Type	Definition	Report(s) to complete	
Physical Intervention	When the use of physical intervention is necessary to control a student's aggressive behaviour (UGDSB Policy 413)	Physical Intervention Report (413-4)	All reports are online ONLY These reports are available at: UGDSB SharePoint, Documents and Forms, Health and Safety, Incident/Accident Reporting
Any Student on Student Incident	To be used for any student on student inappropriate behaviour	Safe Schools Incident Report	
Accident/ Incident Witness Report	To be completed when witnessing an incident/accident	Accident/ Incident Witness Report	
Identity Based Harm	Identity Based Harm (IBH) is defined as any form of harm related to characteristics considered part of a person's identity or perceived identity group, such as race, religion, disability, immigration status, sexual orientation, gender identity, or any other protected ground under the Ontario Human Rights Code.	Identity Based Harm Report	

SECTION 8: SAMPLE FORMS

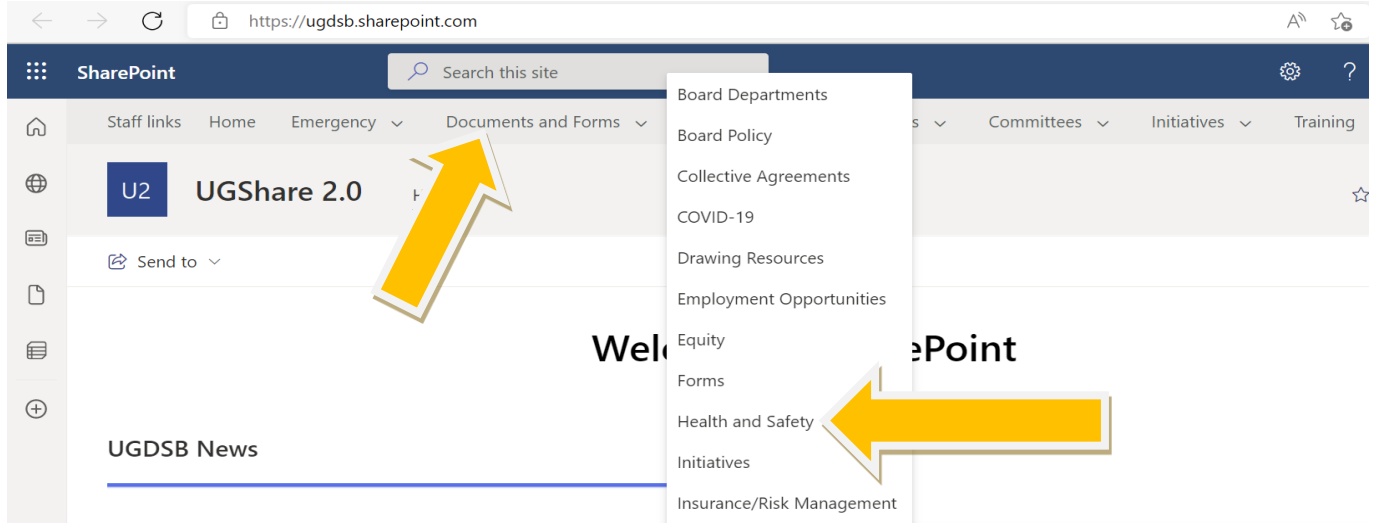
[UGDSB Staff Online Reporting System](#) Homepage

Staff can access all UGDSB Health and Safety Reports through the secure UGDSB Staff Resources homepage, SharePoint button. SharePoint has restricted access and requires a secure staff username and password.

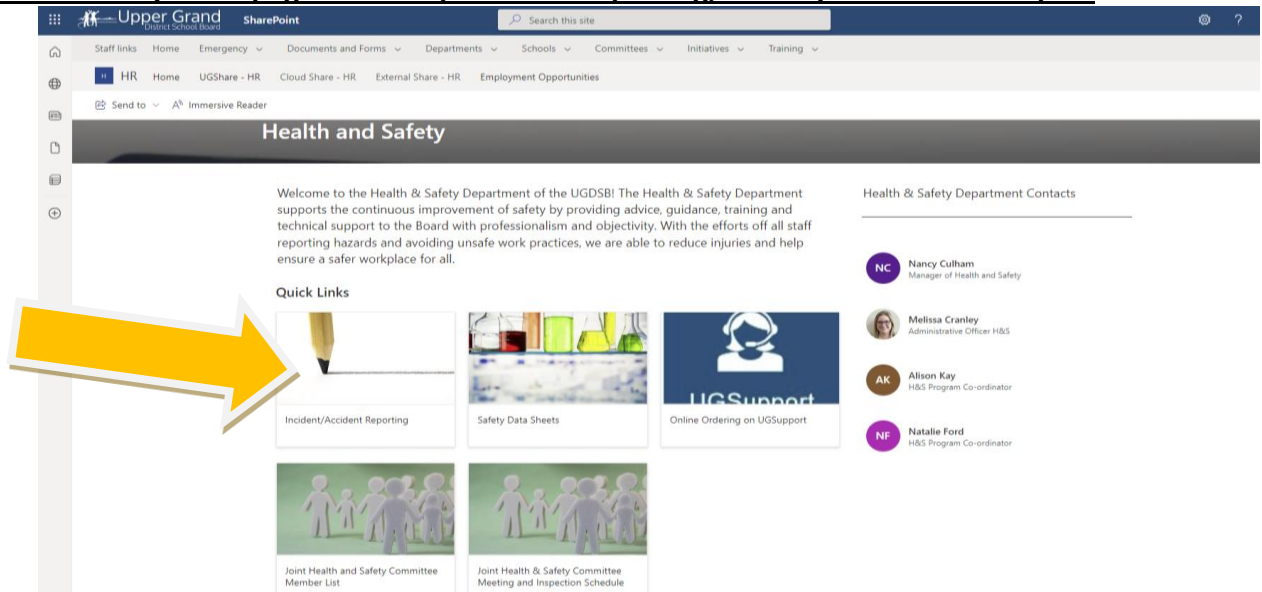
UGDSB Staff Online Reporting System Staff Resources, SharePoint



SharePoint, Documents and Forms, Health and Safety



Health and Safety Homepage: Incident/Accident Reporting, Identity Based Harm Report





WELCOME TO THE STAFF ONLINE REPORTING SYSTEM

[Home](#) [Health and Safety](#) [Equity department](#) [Communications Reporting](#) [Contact Us](#)

Welcome to the UGDSB Staff Online Reporting System. Here you will find access to Health and Safety and Ministry of Education reporting forms. You will also find the Communications Department information that includes the ability for staff to report a "Good News Story" online.

<div style="background-color: #0056b3; color: white; padding: 2px; text-align: center; font-weight: bold;">HEALTH AND SAFETY</div> <p>Select this link to access the Health and Safety and Ministry of Education reporting forms.</p>	<div style="background-color: #0056b3; color: white; padding: 2px; text-align: center; font-weight: bold;">EQUITY DEPARTMENT</div> <p>Select this link to access the Identity Based Harm and School Police Contact Reports</p>	<div style="background-color: #0056b3; color: white; padding: 2px; text-align: center; font-weight: bold;">COMMUNICATIONS DEPARTMENT</div> <p>Communications to more information "Good News Story" electronically.</p>
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To go to the Health and Safety landing page with all the reporting forms, select "Health and Safety" above. To go to the Equity Department landing page with all the reporting forms, select "Equity Department" above. Selecting the link to the "Communications Department", will take you to the Communications landing page and the information it provides.

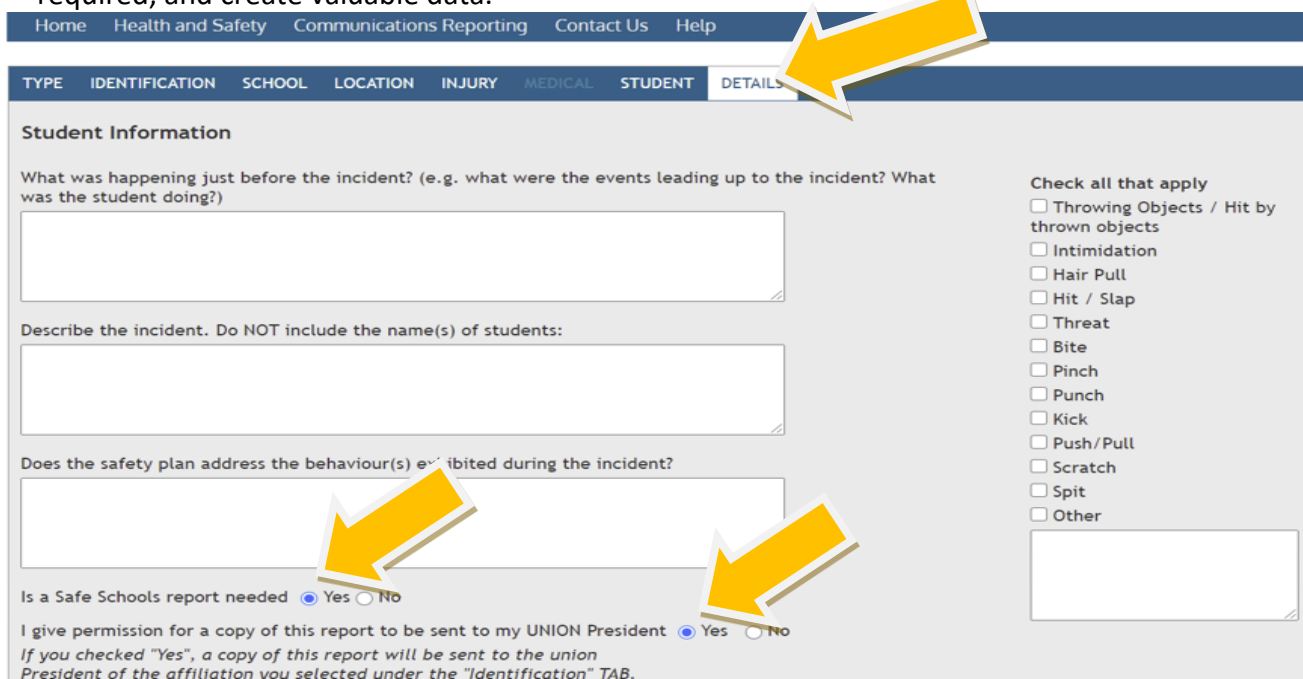
For "Health and Safety" assistance, please contact healthandsafety@ugdsb.on.ca.
For "Equity and Inclusive Education" assistance, please contact equity@ugdsb.on.ca.

Employee Incident Report includes student to staff violent incident



In the Employee Incident Report, under the ‘Details’ page, check “Yes” on the following:

- Is a Safe School Report needed
- I give permission for a copy of this report to be sent to my UNION President
- Checking “Yes” allows to union to become aware of the incident, provide support to members as required, and create valuable data.



Non-Student Workplace Violence Reporting Form (417-1, Appendix A)

Member of public to employee, employee to employee violent incident

The screenshot shows the 'WELCOME TO THE STAFF ONLINE INCIDENT REPORTING SYSTEM' page. The navigation bar includes Home, Health and Safety, Communications Reporting, Contact Us, and Help. A welcome message is at the top. A 'HELP' box is on the right. The main content is divided into three columns: 'Staff Reports', 'Staff Reports', and 'Principal / Manager'. The first 'Staff Reports' column contains 'EMPLOYEE INCIDENT REPORT' and 'SAFE SCHOOLS INCIDENT REPORT'. The second 'Staff Reports' column contains 'ACCIDENT / INCIDENT WITNESS REPORT' and 'NON-STUDENT WORKPLACE VIOLENT INCIDENT REPORT (417-1)'. The 'Principal / Manager' column contains 'SITE VIOLENCE ASSESSMENT REPORT'. A yellow arrow points to the 'NON-STUDENT WORKPLACE VIOLENT INCIDENT REPORT (417-1)' button.

Safe School Reports—Safe School Incident Reporting Form

Any student on student incident, student to employee incident

This screenshot is identical to the one above, showing the 'WELCOME TO THE STAFF ONLINE INCIDENT REPORTING SYSTEM' page. A yellow arrow points to the 'SAFE SCHOOLS INCIDENT REPORT' button in the first 'Staff Reports' column.

Accident/Incident Witness Report

To be completed when witnessing an incident/accident

This screenshot is identical to the one above, showing the 'WELCOME TO THE STAFF ONLINE INCIDENT REPORTING SYSTEM' page. A yellow arrow points to the 'ACCIDENT / INCIDENT WITNESS REPORT' button in the second 'Staff Reports' column.

SECTION 9: THE SCHOOL TEAM

The School Team is your support system. Team members may include:

- ✓ Educational Student Support Professionals/Registered Designated Early Childhood Educators (ESSP/RDECE)
- ✓ Classroom Teacher
- ✓ Special Education Resource Teacher (SERT)
- ✓ Child and Youth Worker (CYW)
- ✓ Principal/Vice Principal
- ✓ Speech-Language Pathologist (SLP)
- ✓ Occupational Therapist (OT)
- ✓ Physiotherapist

The team collaboratively develops and participates in Individual Education Plans (IEPs), Behaviour/Mental Health Plan, Safety Plan and Identification, Placement and Review Committee (IPRC) meetings.

Each team member should be trained in BMS (Behaviour Management Systems), to allow members to confidently support each other when needed.

This should be a collaborative and supportive team that aims to fulfill its duties to the highest professional standards. If there is a concern or issue, the ESSP/ECE member should speak with the teacher, the Principal/Vice-Principal and so on. If there is no in-house resolution, the ESSP/ECE member should contact the Union Executive.

As stated in the [Occupational Health and Safety Act](#) (OHSA) and through the [Internal Responsibility System](#) (IRS), all health and safety related issues must first be brought to the attention of the Principal/supervisor.

Union Executive contact information is available:

- ESSP/RDECE School Representative
- <https://www.osstfd18essp-ece.ca/>



SECTION 10: WORK REFUSAL PROCEDURE [Occupational Health and Safety Act \(Section 43\)](#)

Workers have the right to refuse unsafe work if they have reason to believe that work performed by themselves or other workers is dangerous or unsafe. Workers cannot be disciplined by exercising their right to refuse work. **BEFORE IMPLEMENTING A WORK REFUSAL, CALL THE UNION PRESIDENT!**

Procedure for a Work Refusal

First Stage

Worker considers work unsafe.



Worker reports refusal to his/her supervisor or employer.

Worker may also wish to advise the worker safety representative and/or management representative.

Stays in safe place.



Employer / supervisor investigates in the presence of the worker and the worker safety representative.



Issue Resolved

Worker goes back to work.



Issue Not Resolved

[proceed to the second stage]

Second Stage

With reasonable grounds to believe work is still unsafe, worker continues to refuse and remains in safe place.

Worker or employer or someone representing worker or employer calls the Ministry of Labour.



Ministry of Labour Inspector investigates in consultation with the worker, safety representative and supervisor or management representative.*



Inspector gives decision to worker, management representative/supervisor and safety representative in writing.



Changes are made if required or ordered.

Worker returns to work.

*Pending the Ministry of Labour investigation:

- The refusing worker may be offered other work if it doesn't conflict with a collective agreement
- Refused work may be offered to another worker, but management must inform the new worker that the offered work is the subject of a work refusal. This must be done in the presence of:
 - a member of the joint health and safety committee who represents workers; or
 - a health and safety representative, or
 - a worker who because of his or her knowledge, experience and training is selected by the trade union that represents the worker or, if there is no trade union, by the workers to represent them

Appeal: OHS Act Section 61 allows 30 days to appeal the inspector's decision to the Board Sources:

<https://www.osstf.on.ca/services/health-safety/information-bulletins/the-right-to-refuse-it-s-law-use-it.aspx>

<https://www.labour.gov.on.ca/english/hs/pubs/refusalprint.php>

SECTION 11: Health & Safety Workplace Accident/Injury/Occupational Illness Checklist

STEP 1

- Immediately report accident/injury/occupational illness to Supervisor
- Seek medical attention as necessary. Worker must state that injury is work related.
- WSIB [FORM 8](#) (Health Professional's Report) is completed by a medical professional (e.g. doctor, physiotherapist, and chiropractor) & forwarded to WSIB.
- FORM 8 must be fully completed by a medical professional when a worker suffers a work related injury and is required to apply for WSIB benefits & Sick Day Coverage.
- Ask for a copy of FORM 8 for your records & send a copy to:
Jackie Hope, UGDSB Administrative Officer Wellness/Employee Health
Jackie.hope@ugdsb.on.ca 519-822-4420 x713

STEP 2

- Request employer completes a WSIB [FORM 7](#) (Employers' Report of Injury/Disease) & request a copy
- Worker completes WSIB [FORM 6](#) (Worker's report of Injury/Disease) & give a copy to employer: Jackie Hope, UGDSB Administrative Officer Wellness/Employee Health
Jackie.hope@ugdsb.on.ca 519-822-4420 x713

STEP 3

- As soon as you are able, complete the *Employee Incident Report* located at the UGDSB Staff Online Reporting System (Go to: UGDSB SharePoint, Documents and Forms, Health and Safety, and Incident/Accident Reporting. A secure login and password is required for access to UGDSB SharePoint)

STEP 4

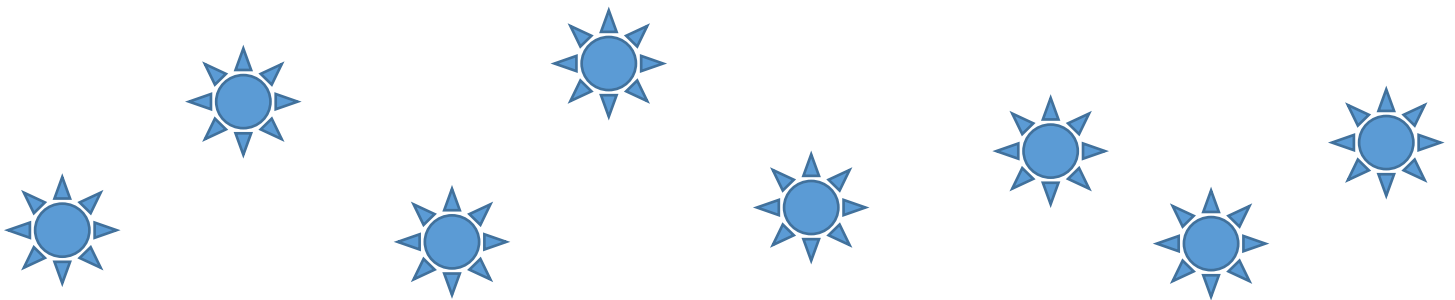
- Contact: Laura Tremble, OSSTF/FEESO D18 ESSP/RDECE First Vice President
Laura.tremble@d18.osstf.ca 519-835-4970
- The First Vice President can offer assistance and support with any questions or concerns regarding the entire WSIB process.

HELPFUL TIPS

- Keep a personal journal detailing all dates, times, and contents of medical, WSIB & other relevant appointments
- Keep track of all symptoms related to the workplace injury
- Make photocopies of all documents for your records
- [WSIB](#) = Workplace Safety and Insurance Board
- [UGDSB](#) = Upper Grand District School Board
- [OSSTF/FEESO](#) = Ontario Secondary School Teachers' Federation/Federation des enseignantes-enseignants des écoles secondaires de l'Ontario
- [ESSP/RDECE](#) = Educational Student Support Personnel/Registered Designated Early Childhood Educators

SECTION 12: OSSTF/FEESO D18 ESSP/RDECE EXECUTIVE COUNCIL (2023-2025)

- **President:** Cheryl Lampkin
Email: cheryl.lampkin@d18.osstf.ca
Phone: 519-843-4043 x225 (office)
519-835-0031 (mobile)
- **First Vice President:** Laura Tremble
Email: laura.tremble@d18.osstf.ca
Phone: 519-843-4043 x235 (office)
519-835-4970 (mobile)
- **Second Vice President:** Cathy Bruder
Email: cathy.bruder@d18.osstf.ca
Phone: 519-573-6461 (mobile)
- **Health & Safety Officer:** Julie Wagner
Email: Julie.wagner@d18.osstf.ca
Phone: 226-962-7508 (mobile)
- **Equity, Anti-Racism & Anti-Oppression Officer:** Sean Faulknor
- **Treasurer:** Elizabeth Andrews
- **Secretary:** vacant
- **Education Services Officer:** Shelley Matson
- **Casual Officer:** vacant
- **ECE Officer:** Deb Leworthy
- **EA Officer:** Laura Byers
- **Pay Equity Officer:** Alissa Pearson



SOCIAL MEDIA—keep up-to-date on the latest information!

Website: www.osstfd18essp-ece.ca

Email Member sign up: www.osstfd18essp-ece.ca/email-sign-up

Facebook: www.facebook.com/groups/229516497092286