

## CDSS Policy Statement on Violence and Prevention Plan

### Introduction

The College of Dental Surgeons of Saskatchewan (CDSS) employs 6 employees at one location: downtown Saskatoon, SK. This location is open between 8:30am to 4:00pm. Due to the work hours, location, and being the regulatory body responsible for licensing and regulation in the public interest under the *Dental Disciplines Act*, the CDSS is considered a low to moderate risk for violent incidents under section 3-21 of *The Saskatchewan Employment Act* and section 3-26 of *The Occupational Health and Safety Regulations, 2020*.

### Our Commitment to Safety

The management of the CDSS recognizes the potential for violent acts and threats towards its employees and is committed to protecting their health and safety.

In consultation with the staff employed at the CDSS, management has identified the risks of violence and developed procedures to eliminate and minimize the risks to employees.

Management will ensure all employees are aware of violence hazards and are properly trained to protect themselves. Administering the policy and ensuring it is reviewed and updated is part of management's regular duties. The review and updates will be done in collaboration with the CDSS Human Resource & Compensation Committee (HRCC). Employees must follow the procedures established to reduce the risk of violence and must immediately report all incidents to the Executive Director of the CDSS.

Potential risks may include violent, harassing calls or in-person visits from outside public, due to our location in the downtown core, or disgruntled complainants and/or registrants.

### Procedure and Policies

Dealing with the public, complainants, and registrants.

#### A. Telephone

- Always greet callers in a friendly manner.
- Focus on emotions first. Remain calm. Listen.
- Avoid escalating the situation.
- Transfer call to the Executive Director or Registrar, and if unavailable take a message.
- If threatened or harassed in any manner, make note of the time, date, and possibly the phone number of the person who is calling, and subsequently end the call.
- Notify the Executive Director immediately of any threatening or harassing calls.
- A disclaimer is indicated on the phone message that the CDSS does not tolerate abusive language or speech to CDSS staff, as well is indicated on the website.

b. In-Person

- The CDSS currently has a locked-door policy in place; keeping both front and side entrance doors always locked.
- Preview any callers using the doorbell or hallway camera before opening the door, and only if you feel safe to do so.
- In the absence of the cameras, preview callers through the door eyehole at either front or back entrances.
- Do not invite the person(s) in, unless they state their intention, and only if you feel safe to do so.
- Should a person(s) enter the premises without permission and become hostile, violent, or aggressive in nature, calmly ask them to leave. If they do not, immediately call Midtown Mall security 306-665-4836, or ask another staff member to call on your behalf. Escalate to 9-1-1 if necessary.
- Make note the date, time, details to the Executive Director.

**Daily Tasks to Prevent Violent Incidents.**

A. General Safety

- Identify escape routes and know how to exit in an emergency. There are two emergency exit doors in the CDSS office, and two stairwell exits on the 12<sup>th</sup> floor.
- The Executive Assistant is the designated Fire Safety Officer for the CDSS. They are responsible for coordinating fire safety with staff and the premise landlord management and identifying the location of the muster point (currently the Cactus Club parking lot).

B. Parkade:

Employees of the CDSS have parking privileges within the Midtown underground parkade. Keeping aware of your surroundings when exiting or entering your vehicle is critical to ensuring safety.

- Keep your eyes up, earphones out, and avoid looking on your phone.
- Assess the area beside and around your vehicle while approaching, scan for suspicious persons or vehicles next to you. Enter your vehicle and lock your doors immediately.
- Avoid using the stairwell unless a fire emergency is declared.
- After hours, the Midtown Mall security is on site 24/7 with their office located next to the base of elevators on the parkade level. Request assistance or an escort to your vehicle if lack of safety is ever a factor. Phone 306-665-4836.

C. Making Deposits:

- Employees responsible for making deposits must observe the following rules:
  - Deposits are only made during the day.
  - The time the deposit is made must vary.
  - Do not take deposits home.
  - If someone grabs the deposit, do not resist, and do not chase the thief.

#### D. Working Alone:

From time to time, employees may find themselves alone in the office due to vacation schedules or other. In these circumstances, do not open the door to persons unless you are expressly certain of their identity and intent. A phone number and email address are indicated on the front door as an alternative should the office door not be answered.

#### E. Working Off-Site

Some employees may be required to attend work events off-site or that may be outside of normal working hours of the CDSS. In this instance, the policy statement of violence and prevention plan still applies.

- Be aware of your surroundings and of suspicious persons.
- Notify a friend or family member of your location should you be required to take a cab or uber on your own.
- Check in regularly with your direct supervisor.

#### **What To Do During a Robbery:**

While the event of a robbery is very unlikely at the CDSS due to location and the lack of available cash on site, identifying how to handle these situations is important for violence prevention.

- Most robberies last less than two minutes. The longer a robbery takes, the more nervous a thief becomes. Do not resist or attempt to delay the thief. Obey their instructions.
- Do not be a hero. Do not fight or use weapons. These actions may jeopardize your safety or the safety of others.
- Observations are important. Make note of the following:
  - Height, weight, hair colour and any identifying or visible features like tattoos, scars, unique hair-cuts, or visible piercing.
  - Type of clothing and colour.
  - Size and type of weapons.
  - Pay attention to what is said and how. Unique aspects of speech like an accent or slang, slurred speech or difficulty speaking, etc. may help police.
  - Observe their approximate height as they exit the door.

#### What To Do After a Robbery:

- Call for help, but only when it is safe to do so. Dial 911 immediately after the thief leaves
- Provide police with the following information:
  - If anyone is injured at the scene.
  - The direction the thieves took when they left.
  - Vehicle description, if any.
  - What the robbers looked like and clothing description.
  - What kind of weapons they used, if any.
- What time the robbery occurred

- Stay on the phone until the police arrive or tell you it is okay to hang up.
- Protect the crime scene. Be careful not to damage any fingerprints left by the thieves. Do not touch anything that may be evidence.
- Ask witnesses to wait for the police. Get their names and addresses.

### **Investigating Violent Incidents**

All violent incidents will be investigated by the Executive Director of the CDSS and will make recommendations for corrective actions to prevent similar incidents from recurring.

Employees will be informed of the results of the investigation and of any changes in the policy and prevention plan that result.

### **Seeking Medical Aid for Injury and Post-Traumatic Stress**

Medical aid and counselling are available to any worker who is a victim of violence. An offer of medical aid and counselling will be made by the CDSS. The offer will be documented, and every effort will be made to ensure the worker understands this offer at that time.

Workers have a right to refuse medical aid and/or counselling at any time.

If a worker seeks medical aid or counselling, injury reports must be filed with the Saskatchewan Workers' Compensation Board (WCB). The worker must submit a W1 form, and the employer must submit an E1 form. These forms are available on the WCB's website at [www.wcbsask.com](http://www.wcbsask.com).

### **No Loss of Pay or Benefits**

Management will ensure victims of violent incidents do not lose pay or other benefits for visiting a physician or other health care specialist for treatment or counselling during work hours.

### **Availability of Policy Statement and Prevention Plan**

Management will ensure all employees receive a copy of this policy statement and prevention plan during orientation and training.