

University of Prince Edward Island Policy		Policy No. admhrdohs0008	Revision No. 0
Policy Title Violence Prevention and Response; Ensuring a Safe Campus Community		Page 1 of 18	
Creation Date October 18, 2007	Version Date July 15, 2008		
Authority Board of Governors	Review Date July 15, 2013		
Responsibility Health and Safety Steering Committee		Access	W

1 Purpose

1.1 To create and maintain an environment at the University that is free from workplace violence.

2 Scope

2.1 Everyone who works, studies or visits the UPEI campus is covered by this policy, as well as situations off-campus involving a member(s) of the University community where activity is directly related to University business.

3 Responsibility

3.1 The Policy is established and authorized by the UPEI Board of Governors.

3.2 All Senior Administrators, in consultation with UPEI Security, are expected on an ongoing basis to review reported incidents of violence to determine any emerging pattern and to take appropriate corrective action.

3.3 Depending on circumstances, this policy will be administered by UPEI Human Resources, the UPEI Director of Student Services and/or UPEI Security.

3.4 Notwithstanding the existence of this policy, every person continues to have the right to seek recourse through the collective agreement, the Human Rights Act of Prince Edward Island, or through the courts.

4 Workplace Violence Defined

4.1 According to the PEI Occupational Health and Safety Act (52.1), “**violence**” means the threatened, attempted or actual exercise of any physical force that can cause, or that causes, injury to an individual, and includes any threatening statement or behavior by another person that gives an individual reasonable cause to believe that he or she is at risk of injury.

4.2 Examples of workplace violence may include but are not limited to yelling, insults or condescending language, bullying (including using technology to bully such as

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text messaging, email, etc.) and physical violence such as hitting, shoving, pushing or kicking. Violence also includes but are not limited to shaking fists, throwing of objects, expression of intent to inflict harm, and other behaviors that involve harassment. See the *UPEI Fair Treatment Policy*, [http://www.upei.ca/policy/files/policy/Fair%20Treatment%20Policy%20\(govbrdgnl0009\).pdf](http://www.upei.ca/policy/files/policy/Fair%20Treatment%20Policy%20(govbrdgnl0009).pdf).

4.3 Assault and sexual assault are examples of violence that will be dealt with under criminal proceedings, as necessary. Property crimes such as theft, vandalism and arson can be regarded as intimidating acts of violence which may be dealt with as criminal actions.

5 Policy

All members of the University community have the right to study, work, and/or live in an environment free from violence. To maintain a non-violent environment, the University has developed the following guidelines:

- 5.1 The University will not tolerate violent behavior from employees, students, contractors, visitors or guests. As such, it is committed to working to prevent violence and to responding in an appropriate manner if it occurs.
- 5.2 Each member of the University community is responsible for helping to maintain an environment that is free from violence.
- 5.3 Violence is a serious offence. Any individual found to have perpetrated an act of violence will be subject to disciplinary and/or criminal action.
- 5.4 Anyone who observes violence has a responsibility to report it. Members of the University, visitors, contractors or guests shall report all incidents of violence. Incidences should be reported to the Supervisor, Chair, Director and/or Dean responsible for the Department and UPEI Security. Human Resources, Student Services or other departments may need to be contacted. All complaints involving violence will be documented and compiled at the UPEI security office.
- 5.5 The details surrounding the situation will be evaluated by the parties mentioned in section 5.4 and a decision will be made by the Assessment Team (Security and appropriate administrative authority - see section 4.4 of the *UPEI Workplace Violence Prevention Program*) regarding further investigation, the initiation of appropriate action, and/or follow up actions. All incidents shall be documented and investigated promptly and fairly.

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- 5.6 The *UPEI Workplace Violence Prevention Program* provides guidance on the requirements of reporting, performing risk assessments on campus, eliminating or minimizing risks related to workplace violence, establishing procedures, informing workers of risks, recognizing potential for preventing violence and how to get assistance regarding workplace violence.
- 5.7 To the extent that is fair and reasonable, complainants and witnesses who report violence will have their right to confidentiality respected. Alleged perpetrators will also have the same right to confidentiality.
- 5.8 Employees who report an injury or adverse symptoms resulting from workplace violence are advised to consult a physician or counselor for treatment or referral.

6 References

- 6.1 Prince Edward Island *Occupational Health and Safety Act: General Regulations*, Part 52, Violence in the Workplace.
<http://www.wcb.pe.ca/index.php3?number=60189&lang=E>
- 6.2 *UPEI Fair Treatment Policy*
[http://www.upei.ca/policy/files/policy/Fair%20Treatment%20Policy%20\(govbrdg%20nl0009\).pdf](http://www.upei.ca/policy/files/policy/Fair%20Treatment%20Policy%20(govbrdg%20nl0009).pdf)
- 6.3 *UPEI Workplace Violence Prevention Program*, (attached)

7 Review

- 7.1 This document is to be reviewed by the UPEI Health and Safety Steering Committee every 5 years or sooner as necessary.



UPEI Workplace Violence Prevention Program

PURPOSE:

This program was developed to reduce the risk of workplace violence on our campus and to become better equipped to handle violent situations should they occur.

The content within this program and the *UPEI Ensuring a Safe Campus Community; Violence Prevention and Response policy* cover the requirements of the Prince Edward Island *Occupational Health and Safety Act: General Regulations, Part 52, Violence in the Workplace*.

OUTLINE: The goal of this program is to provide guidance on the following requirements:

1. Risk assessment
2. Communication
3. Violence prevention
4. Response/Reporting violence
5. Training

1. RISK ASSESSMENT

Risk assessments of the workplace must be conducted to determine risks of injury to workers from violence arising out of their employment. Certain campus workplace situations are recognized as presenting significantly greater risks than others. The responsibility for risk assessment lies with the Area Leader of each department/area. An **Area Leader** is the person most closely responsible for the day to day direction of work of the people in a given area (E.g. Chair, Director, Foreman, etc.), as per the definition within the *UPEI Health and Safety Policy*. See Appendix A to review the *Factors Influencing the Risk of Violence at a University*.

To evaluate the risk of violence in particular workplaces, Area Leaders may ask their local safety committee representative to assist with conducting a hazard assessment. As part of such assessments, the Area Leader will be asked to complete the *UPEI Workplace Violence Hazard Assessment Form*. See Appendix B. The Area Leader shall copy the completed form to the local Health and Safety Committee chair for review by the committee. The Area Leader shall review their assessment annually and as roles/situations change within their department/area.

2. COMMUNICATION

All violent acts on campus must be reported to UPEI Security. Reports of violence will be handled in a confidential manner, with information released by UPEI Security only on a need-to-know basis within the campus community and in accordance with federal law.

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Section 7.(2)(b) of Canada's *Personal Information Protection and Electronic Documents Act* states that, "Organizations may use personal information without the individual's knowledge or consent only:....for an emergency that threatens an individual's life, health or security; ..."

3. VIOLENCE PREVENTION

If a risk of injury to a worker from violence in a workplace is identified, the Area Leader is responsible to ensure that controls such as written procedures and work environment arrangements are established in order to eliminate, if possible, or minimize the risks.

Workers who may be exposed to the risk of violence must be instructed in :

- 3.1 how to recognize the potential for violence.
- 3.2 how to implement controls: the procedures, policies and work environment arrangements related to the potential violence on campus and specific to their department/area.
- 3.3 how to defuse a potentially violent situation.

3.1 Recognizing the potential for violence

Workplace violence may start as a series of small incidents involving negative remarks and inappropriate behavior which escalates to physical or psychological violence. It is much easier to prevent violence by addressing these small incidents than trying to deal with the aftermath of a crisis.

It's extremely important to understand that the following behaviors do not mean a person will become violent but they may indicate that a person is experiencing high levels of stress. Each situation is unique and professional judgement may be necessary to determine if intervention is necessary.

Always take particular note if:

- There is a change in a person's behavior patterns.
- The frequency and intensity of behaviors are disruptive to the work environment.
- A person is exhibiting multiple warning signs

Warning signs include:

- | | |
|--|---|
| ● Crying, sulking or temper tantrums | ● Faulty decision making |
| ● Excessive absenteeism or lateness | ● Testing the limits to see what they can get away with |
| ● Disregard for the health and safety of others | ● Swearing or emotional language |
| ● Disrespect for authority | ● Overreaction to criticism |
| ● Increased mistakes or errors, or unsatisfactory work quality | ● Complaints of unusual and/or non-specific illnesses |
| ● Refusal to acknowledge job performance problems | ● Making inappropriate statements |

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- Forgetfulness, confusion and/or distraction
- Inability to focus
- Blaming others for mistakes
- Complaints of unfair treatment
- Insistence that he or she is always right
- Misinterpretation of communications from supervisors or co-workers
- Social isolation
- Personal hygiene is poor or ignored
- Sudden and/or unpredictable change in energy level
- Talking about the same problems repeatedly without resolving them

Some physical signs that a person may be becoming violent include:

- Red-faced or white-faced
- Sweating
- Pacing, restless, or repetitive motions
- Trembling or shaking
- Clenched jaws or fists
- Exaggerated or violent gestures
- Change in voice
- Loud talking or chanting
- Shallow, rapid breathing
- Scowling, sneering, or use of abusive language
- Glaring or avoiding eye contact
- Violating your personal space

(Source: Canadian Center of Occupational Health and Safety, <http://www.ccohs.ca/>)

3.2 Controls

All members of the University community are responsible for creating and maintaining a safe workplace, to the extent of each member's authority and ability to do so. In developing work practices and procedures, measures to reduce workplace violence, appropriate to a department/unit's specific circumstances, must be considered. As necessary, site specific procedures will describe actions to take in the event of a violent incident and what actions and training will be implemented to prevent an incident.

Three categories of preventive measures which can be used to minimize risks of violence:

- I. Workplace design** is the physical building. To reduce the risk you can do things like:
- use electronic surveillance & post signs indicating this.
 - use locks or install barriers like high counters to separate clients from the worker if necessary.
 - keep workplace, entrances/exits, parking areas well lit
 - limit the number of access points to a building
 - place emergency call buttons in strategic areas and post emergency numbers.
 - have access to communication

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II. Administrative procedures are decisions made about how business/work is done. Some things to do are:

- keep cash to a minimum. Post signs to indicate this.
- vary the time of day the cash is moved or stored.
- develop procedures, make workplace adjustments and train employees in procedures and prevention strategies.
- train employees to report incidents. Follow up on all reports and be proactive about making any recommended changes.

III. Work procedures are the activities employees do on the job to minimize risk.

Some things to do are:

- use the UPEI Working Alone Policy.
- lock the doors and limit client access at certain times if the risk rises. Plan escape routes.
- train workers not to enter any situation where they feel unsafe.
- train workers to identify signs of escalating behavior that could lead to violence and how to defuse such a situation.
- train workers what to do if they are robbed or attacked.

(Source: Canadian Center of Occupational Health and Safety, <http://www.ccohs.ca/>)

3.3 How to defuse a potentially violent situation

It is not uncommon that in the course of daily campus life there are internal or external customers with concerns to be addressed. At times, tension and anxiety may be involved. There may be extreme situations that require the intervention of others. Refer to Appendix C: *Personal Conduct to Minimize Violence* to review some suggestions that, when used appropriately, may assist in successfully addressing these situations. These are only suggestions and cannot be expected to work in every situation.

4. RESPONSE/REPORTING VIOLENCE

Workers must be instructed in the appropriate response to incidents of violence, including how to obtain assistance.

Emergency procedures, including those set out in UPEI Emergency Procedures manual, address steps to be followed in the event of emergencies such as bomb threats, crimes in progress and the presence of suspicious persons.

4.1 Reporting Emergencies - phone Security at 0384

Threats of violence, assaults or other violent incidents that require an immediate response must first be reported to Security. Provide critical information including the nature of the

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incident, whether emergency service is required, whether perpetrator(s) are present, etc. **9-911** will need to be called if the violent act has progressed. Every effort will be made to protect the safety and confidentiality of anyone who comes forward with concerns about a threat or act of violence. For further information, please see Appendix D: *How To Respond If You Are In An Emergency Situation.*

Emergency Operations Team (EOT)

The University will use the existing Emergency Operations Team in order to effectively deal with acts of violence. This team is comprised of representatives from departments who have the delegated authority to deal with these acts. In the event of violence on campus (as per the type/degree of emergency), security will be notified and it will be determined whether the EOT will convene to provide direction in response to these acts.

4.2 Reporting Non-Emergencies

Threatening statements or behavior that give one reasonable grounds to believe that there is a potential for workplace violence must be reported. Such reports assist in identifying patterns of potential violence and may assist in the prevention of emergency situations in the future. All such circumstances must be reported immediately to the supervisor, who will evaluate the situation and consult with others (security, management, other employees, etc.), as necessary, regarding further investigation or the initiation of appropriate action. All complaints involving violent behaviors will be documented by the supervisor and compiled at the UPEI Security office.

4.3 Documentation

All acts of violence must be documented on the *UPEI Incident Report and Investigation Form* (www.upei.ca/humanres/safety). A Workers Compensation claim must be filed if the incident results in or may result in medical treatment or lost time from work.

4.4 Investigation/Assessment/Follow Up

All reports of incidents or potential incidents will be taken seriously and will be dealt with appropriately. The form of the investigation and response will depend largely on the circumstances.

Assessment Team (core):

- Security
- Administrative authority, as applicable: Dean and/or Chair, Director, VP in department/area of concern

May involve others as appropriate:

- Supervisor(s)
- Director of Student Services

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- Human Resources
- mental health professional
- Centre for Conflict Management
- Communications Supervisor
- other employees, students, etc.

The Assessment Team must clearly identify what action will be taken, when and by whom, such as whether the following are needed:

- ▶ disciplinary action - may result in the matter being dealt with under the provisions of relevant collective agreement(s), the Code of Student Conduct, other University policies
- ▶ anger management
- ▶ mental health assessment, psychiatry or counseling
- ▶ further communications/notifications
- ▶ external law enforcement and/or legislation such as the Criminal Code.
- ▶ monitoring
- ▶ other

5. TRAINING

This program and the policy will be included in the Human Resources Orientation checklist. Training sessions will also be made available. Hazard assessment forms (Appendix B) will be reviewed by local Health and Safety Committee Inspections.

6. REFERENCES

Canadian Center of Occupational Health and Safety, <http://www.ccohs.ca/>

Prince Edward Island *Occupational Health and Safety Act: General Regulations*, Part 52, Violence in the Workplace. <http://www.wcb.pe.ca/index.php3?number=60189&lang=E>

Personal Information Protection and Electronic Documents Act, Department of Justice, Canada, 2000, c.5. Section 7 (2) (b). <http://laws.justice.gc.ca/en/P-8.6/text.html>

UPEI Alcohol Safety Policy (in development)

UPEI Fair Treatment Policy

[http://www.upei.ca/policy/files/policy/Fair%20Treatment%20Policy%20\(govbrdgn10009\).pdf](http://www.upei.ca/policy/files/policy/Fair%20Treatment%20Policy%20(govbrdgn10009).pdf)

UPEI Health and Safety Policy

[http://www.upei.ca/policy/files/policy/Health%20&%20Safety%20Policy%20\(admhrdohs0001\).pdf](http://www.upei.ca/policy/files/policy/Health%20&%20Safety%20Policy%20(admhrdohs0001).pdf)

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UPEI Student Code of Conduct Policy

[http://www.upei.ca/policy/files/policy/Student%20Code%20Of%20Conduct%20\(adms_gn10001\).pdf](http://www.upei.ca/policy/files/policy/Student%20Code%20Of%20Conduct%20(adms_gn10001).pdf)

UPEI Working Alone Policy

[http://www.upei.ca/policy/files/policy/Working%20Alone%20\(admhrdohs0005\)_1.pdf](http://www.upei.ca/policy/files/policy/Working%20Alone%20(admhrdohs0005)_1.pdf)

Factors Influencing the Risk of Violence at a University

Employees should be aware of the possibility that violence can occur on our campus and employees should plan a response to it before it happens.

1. General factors which may influence the risk of violence:

- Individuals could commit a crime, such as robbery, burglary or sexual assault on campus.
- Employees who deal with money should never count it in view of the public. Availability of valued items, e.g., money, alcohol (refer to the *UPEI Alcohol Safety Policy*), pharmaceuticals, can be factors in influencing the risk of violence.
- Simple things, such as locking valuables in offices and the trunk of your car, being familiar with the *UPEI Working Alone Policy*, and planning an escape route from your areas should the need ever arise, can make great strides towards keeping you from being the victim of a crime.
- Working with clients, patients, customers, employees/former employees, or students known or suspected to have a history of violence.
- Performing campus security functions (includes residence life assistants).
- All individuals will be treated equally and fairly. For further information view the *UPEI Fair Treatment Policy*,
[http://www.upei.ca/policy/files/policy/Fair%20Treatment%20Policy%20\(govbrdgnl0009\).pdf](http://www.upei.ca/policy/files/policy/Fair%20Treatment%20Policy%20(govbrdgnl0009).pdf)

2. Students

- Student violence can occur on our campus. For example, students may be upset due to grades, relationships, personal problems, denial of expected benefits, or other services to which they think they are entitled.
- Minor incidents of improper student conduct should be reported to the Director of Student Services who will maintain documentation and communicate trends to the appropriate personnel. According to the Student Code of Conduct, student acts of abuse will subject the student to possible disciplinary action such as probation, suspension or expulsion.
- More serious acts of aggression, such as threats or disorderly conduct, shall also be reported to UPEI Security (0384) and possibly to the police for criminal prosecution.

3. Employees

- Disputes can arise between co-workers or groups of workers causing friction. When minor friction occurs between co-workers, their supervisor should step in quickly and try to defuse the situation before it escalates.
- An employee and a supervisor could also have a conflict. Dealing with the situation as soon as possible will help prevent the situation from escalating.
- All employees must be aware that acts of aggression could result in disciplinary action up to and including termination.

4. Personal Relationships

- The risk of violence from personal relationships could include spouses, boyfriends/girlfriends, and any other relative or close friend.



UPEI Workplace Violence Hazard Assessment Form

This form is designed to help managers and employees conduct an assessment of the potential risks of violence associated with the activities carried out in their departments or areas, and to respond to any identified risks.

Part 1: Work Department/Area

Please describe your department/area and the types of activities/functions performed by employees.

Part 2: History

1. Have there been incidents when employees have experienced or been threatened with physical violence? NO YES, please describe incidents.

2. Have there been incidents when employees have experienced verbal abuse i.e. shouted at, obscene language, threats, obscene phone calls? NO YES, please describe incidents.

3. What are the occupational violence related experiences in similar workplaces to your department/area?

Part 3: Activities Which Might Expose Employees To Risk Of Violence

4. Do employees work with money, other valuables, or pharmaceuticals? NO YES

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5. Do employees deliver or collect items of value? NO YES, please describe

6. Do employees deal with people who may be under the influence of drugs or alcohol? NO YES

7. Do employees deal with people who are deeply troubled or distressed? NO YES

8. Do employees provide service, care, advice, or education? NO YES

9. Do employees monitor or regulate the activity of others or carry out procedures or make decisions which adversely affect others? NO YES, please describe

10. Are employees involved with activities that may elicit a negative or a harshly critical response? NO YES, please describe

11. Are there other aspects of the work in your department that might spark a violent response? NO YES, please describe

Part 4: Factors Which Increase The Risk Of Violence

Definition: A person works alone when they work in a situation where they are out of sight and of hearing of other employees.

12. Do any of your employees work alone during or after normal working hours? NO YES, please describe

13. Please describe any precautions already taken to safeguard employees of your department who work alone.

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14. Please describe other factors which you feel might increase the risk of violence.

Part 5: Reducing The Risk Of Violence

15. Please describe policies and procedures already in place to reduce the risk of violence in your department/area.

16. In light of your responses to the questions in this assessment:

a) Do you consider that all reasonable steps have been taken to prevent or reduce the risk of violence?
___ YES ___ NO, what further steps do you plan to take?

b) What assistance do you need to accomplish any of the above steps? Specify:

Next Step: Based on this assessment, determine which workers and which jobs are high-risk and develop written procedures, controls and training for these areas.

Area Leader: _____ Date: _____
Department: _____

Appendix C

Personal Conduct to Minimize Violence

Follow these suggestions in your daily interactions with people to de-escalate potentially violent situations. If at any time a person’s behavior starts to escalate beyond your comfort zone, disengage.

Do	Do Not
✓ Assess the situation & determine if you feel comfortable in handling it alone.	✗ Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, going strictly by the rules or giving the runaround.
✓ Project calmness, move and speak slowly, quietly and confidently.	✗ Reject all of a client’s demands from the start.
✓ Be an empathetic listener: Encourage the person to talk and listen patiently.	✗ Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger pointing or long periods of fixed eye contact.
✓ Focus your attention on the other person to let them know you are interested in what they have to say.	✗ Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech.
✓ Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.	✗ Challenge, threaten, or dare the individual. Never belittle the person.
✓ Acknowledge the person’s feelings. Indicate that you can see he/she is upset.	✗ Criticize or act impatiently toward the agitated individual.
✓ Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.	✗ Attempt to bargain with a threatening individual.
✓ Be reassuring and point out choices. Break big problems into smaller, more manageable problems.	✗ Try to make the situation seem less serious than it is.
✓ Accept criticism in a positive way. If the criticism seems unwarranted, ask clarifying questions.	✗ Make false statements or promises you cannot keep. Don’t take side or agree with distortions.
✓ Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.	✗ Try to use a lot of technical or complicated information.
✓ Arrange yourself so that a visitor cannot block your access to an exit.	✗ Invade the individual’s personal space. Normally 3-6 feet is an adequate distance.

Signal for assistance if you think the situation is getting out of control. Have a pre-arranged distress signal, like a brief phrase such as “let Susan know that I can’t make our meeting” which alerts others to call Security (0384). If the situation escalates, try to find a way to leave the area quickly as possible and call Security (0384).

Source: From Combating Workplace Violence: Guidelines for Employers and Law Enforcement. International Association of Chiefs of Police. 1996.

Appendix D

How To Respond If You Are In An Emergency Situation:

- For crimes in progress, violent incidents or specific threats of imminent violence, call UPEI Security at 566-0384 and call 9-911 for emergency responders.
- When confronted with a situation where another person is armed with a weapon or a person is behaving in such a manner that causes your to fear for your safety or that of another, immediately contact Security (0384) and 9-911.
- If possible, use a phone out of site/hearing of the individual.
- Do not attempt to intervene physically or deal with the situation yourself.
- Get yourself and others to safety as quickly as possible.
- If you don't have an exit away from your subject, lock yourself in a room and call 9-911.
- If possible, keep an open line to the 911 operator until emergency responders arrive. If you cannot stay on the line, give them as much information as possible and tell them where you are at so they can come to you.
- All contact with the press and media should be funneled through the appropriate University communications procedure.
- Note: The UPEI Emergency Management Plan may be activated based on the circumstances of the emergency. The appropriate contacts will be made.

Appendix: E

Anger management tips: Tame your temper

Controlling your temper isn't always easy. But these effective anger management techniques will help give you the upper hand. If your outbursts, rages or bullying are negatively affecting relationships with family, friends, co-workers and even complete strangers, it's time to change the way you express your anger. You can take steps on your own to improve your anger management.

Here are some anger management tips to help get your anger under control:

- Take a "time out." Although it may seem cliché, counting to 10 before reacting, or leaving the situation altogether, really can defuse your temper.
- Do something physically exerting. Physical activity can provide an outlet for your emotions, especially if you're about to erupt. Go for a brisk walk or a run, swim, lift weights or play basketball.
- Find ways to calm and soothe yourself. Practice deep-breathing exercises, visualize a relaxing scene, or repeat a calming word or phrase to yourself, such as "take it easy." You can also listen to music, paint, journal or do yoga.
- Once you're calm, express your anger as soon as possible so that you aren't left stewing. If you simply can't express your anger in a controlled manner to the person who angered you, try talking to a family member, friend, counselor or another trusted person.
- Think carefully before you say anything so that you don't end up saying something you'll regret. Write a script and rehearse it so that you can stick to the issues.
- Work with the person who angered you to identify solutions to the situation.
- Use "I" statements when describing the problem to avoid criticizing or placing blame. For instance, say "I'm upset you didn't help with this project," instead of, "You should have helped with this project." To do otherwise will likely upset the other person and escalate tensions.
- Don't hold a grudge. Forgive the other person. It's unrealistic to expect everyone to behave exactly as you want.
- Use humor to release tensions, such as imagining yourself or the other person in silly situations. Don't use sarcasm, though — it's just another form of unhealthy expression.
- Keep an anger log to identify the kinds of situations that set you off (anger activators) and to monitor your reactions.
- Practice relaxation skills. Learning skills to relax and de-stress can also help control your temper when it may flare up.

Reference: <http://www.mayoclinic.com/health/anger-management/MH00102>

Appendix F:

Getting Help To Deal With Anger

There are a variety of resources that are available on Campus for those who seek assistance or someone to talk to regarding anger.

Support Group	Contact Information
Fair Treatment Advocate	566-0521
UPEI Centre for Conflict Resolution (training sessions)	566-0707
Employee & Family Assistance Programs (EFAP)	1-800-347-2067
Student Services	566-0488
Human Resources	566-0514
Chaplaincy Centre	566-0676
Supervisors	-

Supervisors and employees are encouraged to participate in professional development sessions that emphasize on areas such as effective leadership and conflict resolution.

Getting professional anger management help

Be aware of and practice anger management strategies. Watch for indicators that anger is getting out of control. If anger is hurting relationships or has escalated into violence, seek a psychotherapist or an anger management professional.

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