WORKPLACE VIOLENCE
Risk Assessment Process

Reach out. Take action against violence.

WorkplaceNL

Health | Safety | Compensation

Specific risk factors contribute to the occurrence of violence in the workplace.

1. Working with volatile persons.

2. Working with the public.

3. Providing service, care, advice or education.

4. Working alone or in small numbers.

5. Working late at night.

6. An organization undergoing a period of intense organizational change.

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INTRODUCTION

Violence is defined in the Newfoundland and Labrador Occupational Health and Safety Regulations as "the attempted or actual exercise of physical force to cause injury to a worker and includes threatening statements or behaviour which gives a worker reason to believe that he or she is at risk of injury."
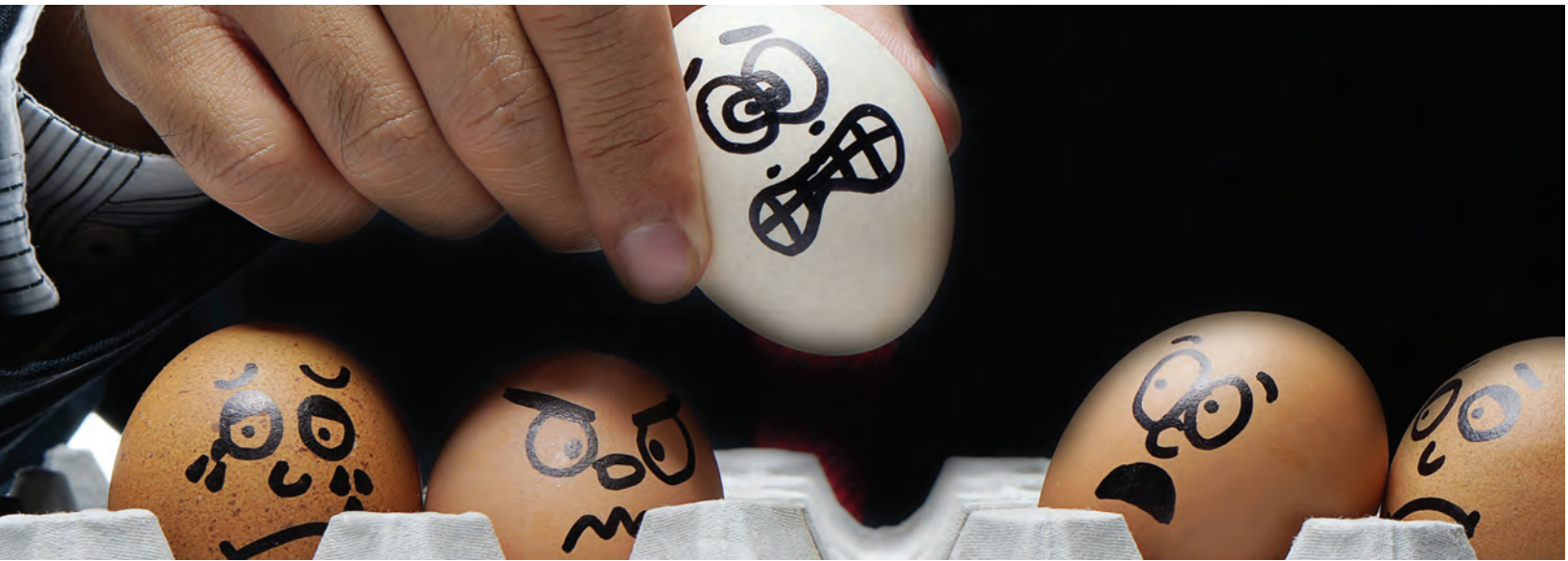
Workplace violence can take many forms, including:

- Threatening behaviour
- Verbal or written threats
- Harassment
- Physical attacks
- Verbal abuse

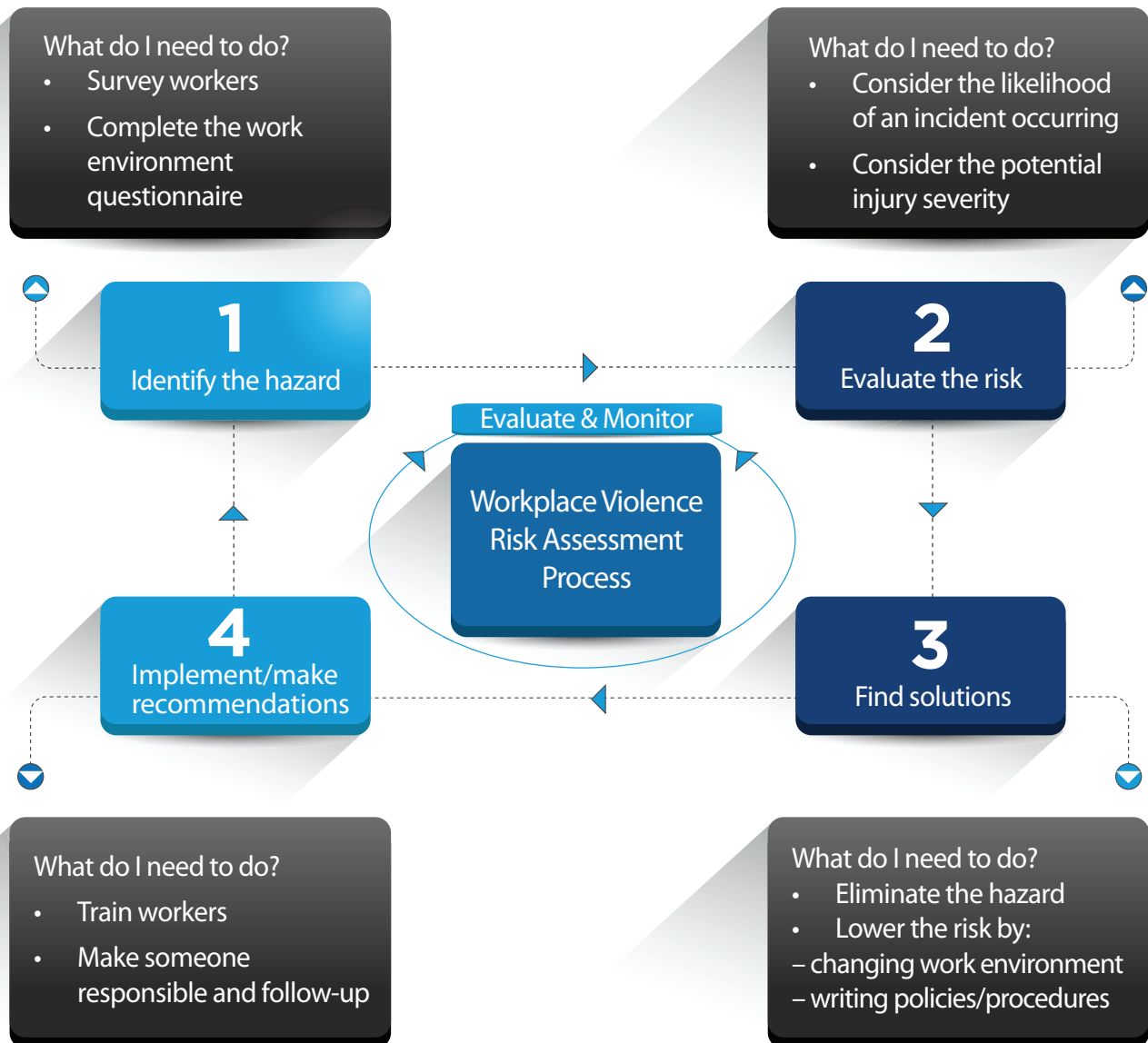Employers are required to perform a risk assessment any time a risk of workplace violence is present. This guide presents a four-step process to help employers complete a workplace violence risk assessment:

1. Identify the hazard
2. Evaluate the risk
3. Find solutions
4. Implement/make recommendations

Sample documents and a workplace violence risk assessment tool are included to further assist you.

Workplace Violence Risk Assessment
Four-Step Process

What do I need to do?
- Survey workers
- Complete the work environment questionnaire

What do I need to do?
- Consider the likelihood of an incident occurring
- Consider the potential injury severity

1
Identify the hazard

2
Evaluate the risk

Evaluate & Monitor

Workplace Violence Risk Assessment Process

4
Implement/make recommendations

3
Find solutions

What do I need to do?
- Train workers
- Make someone responsible and follow-up

What do I need to do?
- Eliminate the hazard
- Lower the risk by:
– changing work environment
– writing policies/procedures

WORKPLACE VIOLENCE RISK ASSESSMENT TOOL
Instructions to complete

This five-column risk assessment tool will help you identify activities or areas that put workers at risk for workplace violence.

After you have identified any hazards present, evaluate the risk level of each. This information will help you find solutions that work for your company or organization.

Hazard	Degree of Risk	Existing Controls	Recommended Controls	Person responsible *Target Date*
Use the "Workplace Violence Prevention Employee Survey" and "Work Environment Questionnaire" to help identify hazards in your workplace.	High ☐ Mod. ☐ Low ☐ Evaluate the degree of risk by considering the likelihood of an injury occurring and its potential severity using the "Risk Evaluation" tool.	What are you currently doing in your workplace to lower the risk of violence? Is it working? Use "Finding Solutions" to help determine if what you currently have is adequate.	What else can you do to make your workplace safer? Use "Finding Solutions" to help you find additional solutions. "Making Recommen-dations" can help you write effective recommendations to the employer.	Identify someone who will be responsible for ensuring the solutions are working, and that workers have been educated and trained. Choose a target date for having all solutions in place. It is important to record dates for follow-up.
Refer to Step 1	**Refer to Step 2**	**Refer to Step 3 and 4**	**Refer to Step 3**	**Refer to Step 4**

STEP 1. IDENTIFY THE HAZARDS

Identifying hazards begins by gathering information about the work being performed, and the area in which it is being performed. Look critically at your work environment. Survey your staff to collect their observations and insights. The sample Workplace Violence Prevention Employee Survey and Work Environment Questionnaire will help you find the hazards in your workplace.

You should also consider previous worker experiences in your workplace, occupational experiences in similar workplaces, as well as the location and circumstances in which the work takes place.

Don't forget … some work activities put workers at higher risk for violence.

These include:
- Working with the public

- Handling money, valuables, prescription drugs

- Carrying out inspections or enforcement duties

- Providing services, care, advice or education

- Working with volatile persons

- Working in workplaces where alcohol is served

- Working alone or in small numbers

- Working in a community-based setting

- Driving a vehicle

- Working during the late hours or early hours of the day

- Using public transportation during the workday

- Travelling to other cities/countries

- Staying in hotels

STEP 1: IDENTIFY THE HAZARDS

Work Environment Questionnaire

Use this questionnaire to help you identify hazards in your work environment. When a hazard has been identified, categorize it and record in column 1 of the Workplace Violence Risk Assessment.

1. List tasks that involve interaction with the public.

_____
_____
_____
_____
_____
_____
_____
_____
_____

2. Which of the following tasks are done by workers?

1. Money transactions   _____
2. Selling or dispensing alcohol or drugs   _____
3. Health care or social services   _____
4. Security or enforcement   _____
5. Other_____   _____

3. Do any of these interactions have the potential to cause anger with a customer or client? Which ones?

_____
_____
_____
_____
_____
_____
_____

4. Do any staff members work alone? If yes, who, when and for how long?

_____
_____
_____
_____
_____
_____
_____
_____

Checking a shaded box may indicate action is required.

Parking lot	Yes	No
Is there enough lighting in the parking lots? If no, where is more lighting needed?		▨
Are parking lots near worksites?		▨
Are parking lots isolated? If yes, where?	▨	
Are parking lots monitored by security or gated when not in use?		▨
Is signage notifying of the security system visible?		▨
Have parked vehicles been broken into?	▨	
Is someone available to walk workers to vehicles or bus stops in the dark?		▨
Are parking lots located near buildings or businesses that are at risk of violent crime (i.e. banks, bars)?	▨	
Are there signs of vandalism or illegal activity?	▨	

Lighting	Yes	No
Is interior lighting adequate?		▨
If no, where are extra lights needed?		▨
Is the exterior of the building well lit? If no, where are extra lights needed?		▨
Is outdoor lighting checked before dark?		▨

Building exterior and boundary	Yes	No
Is the building or worksite located near buildings or businesses that are at risk of violent crime (i.e. banks, bars)?	▨	
Is it located in a high-crime area?	▨	
Are there signs of vandalism or illegal activity?	▨	
Is the area or exterior around worksites well lit?		▨
Are all entrances and exits well lit?		▨
Can entrances and exits be seen from the street?		▨
Are entrances and exits isolated from other buildings and worksites?	▨	
Do any trees, shrubs, greenery or objects obstruct views?	▨	
Are video surveillance/security signs posted to alert customers or clients?		▨
Are fences used to limit public access to the property?		▨

Workplace security	Yes	No
Is there a security system at your workplace?		
Are security guards located in your building?		
Are signs posted indicating there is a security system in place?		
Are security cameras or mirrors placed in locations which would deter potential aggressors?		
How many entrances/exits are in your building(s)? Number:		
Are all entrances and exits locked?		
Are exits clearly marked and well lit? If no, where?		
Are employee IDs or coded cards used to enter buildings?		
Are coded cards and IDs deactivated when a worker is no longer employed with the company?		
Are intercom and camera systems used for doorbells?		
Are alarms, silent or audible, used on doors?		
Is there a sign in/sign out system for visitors?		
Are zero tolerance for violence or deterrent signs posted for visitors, customers or clients to see (i.e. limited cash on site, no hitting, punching, spitting, etc.)?		
Are buildings connected to other unsecured buildings?		
Are security codes and passwords changed when workers are no longer working with the company?		
Are security codes and passwords changed frequently?		
Are panic buttons or personal alarms available for workers?		
Do any posters or pictures in windows obstruct views?		
Are pass-through windows or transaction windows used after dark?		
Are there small areas under stairs where people can hide?		
Are there empty rooms that should be locked?		

Reception/waiting areas	Yes	No
Is the reception area easily identifiable and accessible?		
Can employees at the front desk clearly see visitors?		
Is the reception area staffed at all times?		
Can the public enter the building when the receptionist/staff person is not there?		
Is there enough lighting?		
Does the reception desk have glass barriers separating receptionists from the public?		
Are security guards located in reception and waiting areas?		
Is the reception desk equipped with an alarm or panic button?		
Are workers provided with personal alarms?		
Are there other ways to get help if needed?		
Are there objects, tools or equipment that someone may use as a weapon?		

Public or store counters	Yes	No
Are cash registers located near a window for the public to see?		
Are counters equipped with glass barriers to separate them from the public?		
Can employees behind the counter clearly see customers/clients?		
Do workers stand on raised platforms behind counters?		
Are counters above waist level for customers/clients?		
Is the counter staffed at all times?		
Are workers required to work alone?		
Is there enough lighting?		
Is the counter equipped with an alarm or panic button?		
Are workers provided with personal alarms?		
Are there other ways to get help?		
Are there objects, tools or equipment in the area that someone may use as a weapon?		
Do staff count cash at the end of the shift?		
Are shelving units low so they do not block view of customers or clients?		

Meeting rooms	Yes	No
Are panic buttons or alarm systems located in each room?		
Is the furniture arranged to allow for quick exit by workers?		
Are offices located in isolated areas?		
Are meeting rooms located inside secure areas?		
Are meeting rooms located outside of secure areas?		
Do you meet with the public in meeting rooms?		
Are visitors or clients permitted in secure areas?		

Offices	Yes	No
Do workers conduct meetings with the public in their offices?	�Gray	
Are offices arranged to allow for quick exit by workers?		▓
Are there objects in sight that can be used as weapons?	▓	
Are offices located in isolated areas?	▓	

Stairwells	Yes	No
Are there small areas under stairs where people can hide?	▓	
Do stairwell doors automatically lock behind you?		▓

Elevators	Yes	No
Can you see if someone is in the elevator before entering?		▓
Are emergency phones or call buttons in each elevator?		▓

Emergency preparedness and response	Yes	No
Is an emergency preparedness and response program in place?		▓
Are emergency numbers posted?		▓
Have exits and work areas been designed with quick exits in mind?		▓
Has furniture and equipment been placed to allow for quick exit?		▓
Has a refuge room been designated for workers in the event of an emergency?		▓
Are there any corners or nooks that people could hide in?	▓	
Is there a written post-incident protocol?		▓
Are debriefing sessions held with staff after an incident?		▓

Washrooms	Yes	No
Are staff washrooms used by the public?	▓	
Can washroom lights be turned off by a light switch inside?	▓	
Are washrooms checked before people leave at the end of the day?		▓

Workplace Violence Prevention Employee Survey

Violence is defined in the Newfoundland and Labrador Occupational Health and Safety Regulations as "the attempted or actual exercise of physical force to cause injury to a worker and includes threatening statements or behaviour which gives a worker reason to believe that he or she is at risk of injury."

Worker Profile

1. Where is your regular worksite? _____

2. What is your current position? _____

3. How long have you been employed in your current position?

   _____

4. Are you a full-time or part-time employee? _____

5. What age group do you belong?

   15-19 _____   20-29 _____   30-39 _____   40-49 _____   50-59 _____   60+ _____

Violence Profile

1. Is there a written policy and procedure on preventing workplace violence?

   Yes _____   No _____   I don't know _____

2. Have you experienced violence in the workplace as a worker with this company?

   Yes _____   No _____

   If yes, which type or types?

Type of violence	Yes	No	Comments
1. Verbal abuse			
2. Verbal threats			
3. Physical violence			

3. Who was the aggressor (i.e. customer, client, public, patient, co-worker etc.)_____

4. Are you aware of any incidents of violence that happened to co-workers? Yes _____   No _____

5. Do you feel you are risk of violence in your current position? Yes _____   No _____

   Describe how:

   _____

   _____

6. Have you received training in how to effectively respond to violence? Yes _____   No _____

7. Did you report any incident of violence you experienced? Yes _____   No _____

8. Do you know how to report an incident? Yes _____   No _____

STEP 2. EVALUATE THE RISK

Once a hazard has been identified, it must be evaluated to determine how much risk it poses to workers as part of their work activity. Critical evaluation will help you prioritize your efforts to reduce workplace violence.

When evaluating the risk of workplace violence, keep the following in mind:

1. **Location:** where is the workplace (i.e., note if any bars or banks are nearby, or if the workplace is isolated from public view)?

2. **Previous experience in the workplace:** have any threats, assaults, hold-ups, etc. been reported in the past?

3. **Occupational experience:** what have others in the same occupation experienced?

Various risk evaluation matrixes and tools are available online—each specific to workplace activities. Some are detailed, while others are not. Ensure you take time to choose one that is suitable to your workplace. Below are samples of simple tools that you can use to help rank and prioritize risk.

RISK = PROBABILITY x SEVERITY

Probability

The likelihood of an incident happening.

Questions to help you determine how probable or likely it is that an incident will occur:

1. What would happen if…?

2. How often has this happened in the past?

3. If this scenario did occur, how likely is it that it would result in injury/illness?

4. Is it likely that other negative effects would result?

Severity

How severe an injury or illness would be if the incident happened.

When determining the severity of an incident, consider:

1. What will be the effect of the incident?

2. Is it likely the hazard will produce an immediate effect?

3. Could it be considered serious or severe?

4. Will it produce long or short-term effects?

5. Could it be fatal?

6. Could it be considered minor with no lost time from work?

7. How many people could be affected?

8. How much damage could result?

Risk

Severity		Probability		
Permanent disability or fatality or significant property damage (4)	4 (MOD)	8 (HIGH)	12 (HIGH)
Serious injury, illness or property damage (3)	3 (LOW)	6 (MOD)	9 (HIGH)
Minor injury or property damage (2)	2 (LOW)	4 (MOD)	6 (MOD)
No injury or illness (1)	1 (LOW)	2 (LOW)	3 (LOW)
	Unlikely (1)	Likely (2)	Very likely (3)

Probability

RISK = PROBABILITY x SEVERITY

Probability

Red: Very likely to occur immediately or within a short period of time

Orange: Likely to occur eventually

Green: Unlikely to occur

Severity

Red: Permanent disability or fatality or significant property damage

Orange: Minor injury or property damage

Green: No injury or illness

Ranking

Low: unlikely, no injury.

Moderate: will likely occur eventually, with minor injury.

High: very likely to occur within a short period of time, could result in serious injury/illness or fatality.

Choose your solutions according to risk. The higher the risk rating,

- the greater the need for changes in workplace design, policies and procedures, and
- the higher the priority in addressing it.

Remember, a work activity that gets a low risk rating with a quick solution, may be fixed immediately.
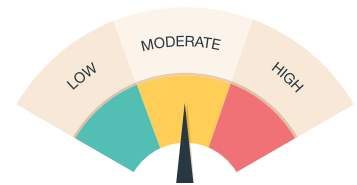
STEP 3. FINDING SOLUTIONS

Finding solutions requires teamwork and problem-solving skills to:

- recognize the hazard,
- analyze the cause,
- explore possible solutions,
- make recommendations, and
- prepare a plan for putting solutions in place.

Always begin with the aim of eliminating the risk of violence to workers.

- **Elimination:** take the hazard out of the workplace
- **Workplace design:** physically change your workplace
- **Administrative practices:** implement new ways of doing your work
- **Work practices:** change or adjust what you do when you are working

Solutions for Workplace Security

Workplace Design

- Install security cameras, signage and motion movement detectors.
- Install metal detectors.
- Post signs that indicate onsite security measures.
- Station security guards throughout the workplace or assign them to make random and regular stops at the workplace.
- Designate doors for public access and for staff use.
- Minimize the number of entrances to your workplace.
- Install alarm systems or doorbells to alert workers of customers and clients entering and exiting the building.
- Lock doors from the outside and allow access by doorbell and security camera view of full person, front and back.
- Install fencing around the perimeter of the property to control access to the workplace.

- Display signs on doors prohibiting certain activities or behaviours—no hoodies, no back packs, etc. Ensure signs do not block view of workers.
- Secure office environments from public access.
- Use coded ID cards or keys to control access to the building or certain areas within the building.
- Lock doors to empty rooms.
- Cover areas where people can hide.
- Install physical barriers or screens to prevent public access to workers.
- Install exterior lighting, particularly near entrances, that turns on automatically or at dusk.
- Remove unnecessary landscaping and other obstructions that would block public view.
- Design the workplace with quick egress and evacuation in mind.

Administrative Practices

Policies and procedures:

- Vary times when security or front desk staff take breaks and lunches.

- Educate and train workers on the proper use of workplace design measures and safe work practices and procedures.

- Designate doors for public and staff use.

- Access building and work areas with coded ID cards or keys.

- Change security passwords and codes when staff leave the company.

- Lock all external doors after a certain time.

- Take/give cash, items, medications, etc. using pass-through windows.

- Remove obstructions that block public view.

- Record and keep security camera footage.

- Hire security services for suveillance.

- Turn on external lights and alarms.

- Serve customers or clients from behind physical barriers.

- Visitor sign-in/sign-out.

- Search bags or ask that bags be left at the front.

- Have an emergency response protocol in place for the event of or after an emergency.

Work Practices

Workers are expected to:

- Follow safe work practices and procedures.

- Ensure the public use of public access doors.

- Use designated staff entrances.

- Scan ID cards while entering and leaving buildings and work areas.

- Lock all external doors.

- Allow customers and clients entry only upon confirming they are low risk to personal safety (i.e. wearing hoodies, back packs. etc.).

- Serve customers/clients behind barriers and screens.

- Take or give cash, medications, etc. using a pass-through window.

- Remove obstructions from impacting view.

- Sign visitors in and out.

- Follow emergency response procedures, and evacuate when notified.

Solutions for Public or Customer Counters

Workplace Design

- Locate cash registers and counters near windows with an unobstructed view of the public.

- Raise height of working platform for employees behind the counter.

- Build counters above waist level for customers.

- Install physical barriers or screens that prevent public access to workers.

- Install pass-through or transaction windows.

- Install adequate lighting above counters.

- Install panic buttons or alarms under counters.

- Install low shelving units to permit a clear view of customers or clients.

Administrative Practices

Policies and procedures

- Educate and train workers on the proper use of workplace design measures and safe work procedures.

- Encourage workers to serve customers and work behind counter when customers and clients are in the work area.

- Ensure workers are at a higher level than customers and clients when in work area.

- Provide pass-through windows for taking/giving cash, medications, etc.

- Ensure adequate lighting behind the counter and in the work area.

- Communicate the location of panic buttons and alarms and how to activate them.

- Keep counters and shelves clean and clear from objects that may obstruct the view of the work area.
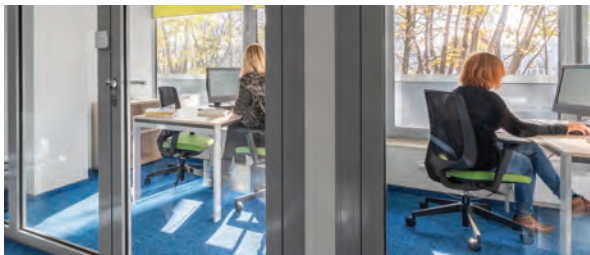
Work Practices:

Workers are expected to:

- Follow safe work practices and procedures, and emergency response procedures as instructed.

- Stay behind counters, barriers or screens.

- Stay at a higher level than customers and clients when in work area.

- Take or give cash, medications, etc. through pass-through or transaction window.

- Use panic buttons as instructed.

- Use lighting as directed.

- Keep counters and shelves clear of obstructions.

Solutions for Meeting Rooms and Offices

Workplace Design

- Place office furniture so employees are located closer to a door or exit than the client and they cannot be cornered.

- Relocate isolated meeting rooms and offices to higher traffic areas.

- Remove any materials, posters, etc. with identifying information of staff members.

- Install panic buttons or alarms.

- Limit furniture and accessories.

- Make sure lighting is adequate.

- Remove anything that may be used as a weapon, such as heavy and sharp objects.

- Keep blinds or curtains open.

- Install windows or glass walls so workers and clients/customers can be seen by others.

Administrative Practices

Policies and procedures:

- Educate and train workers on the proper use of workplace design measures, and safe work practices and procedures.

- Adhere to requirements for office and meeting layout to allow for safe interaction with clients or customers, and emergency evacuation procedures.

- When meeting with clients/customers who have a history of anger or violence, use meeting rooms with appropriate controls in place.

- Consider meeting alternatives for clients/customers who have a history of violence, i.e. phone calls, teleconference, etc.

- Adhere to a meeting protocol including meeting preparation, room bookings, room preparation, materials and documents to bring, requests for an additional staff member/security to be in meeting, logging on/off and locking computers, not leaving clients and customers alone, etc.

- Communicate the protocol for assistance and activating the emergency response plan.

Work Practices

Workers are expected to:

- Follow safe work practices and procedures as instructed.

- Keep office and meeting room furnishings in the established layout where employees stay close to exits.

- Follow meeting/meeting room procedures for clients/customers who have a history of violence.

- Ensure lights are on, blinds and curtains are open; remove any identifying materials from the room; only bring what is required; log off/lock the computer when leaving the room, etc.

- Activate the emergency response plan when necessary, i.e. panic buttons, personal alarms.

Solutions for High-Risk Work Activities

Handling money presents a high risk of violence to workers

Workplace Design

- Locate cash handling areas away from entrances and exits.

- Locate sales counters so they are clearly visible from inside and outside the store.

- Fit counter safes with time-delay locks.

- Install and use a locked drop safe.

Administrative Practices

Policies and procedures:

- Educate and train workers on the proper use of workplace design measures, and safe work practices and procedures.

- Keep a pre-determined amount of cash in the cash register.

- Place large bills in a dropbox, safe or storage room that is out of sight.

- Make bank deposits at the end of shifts, including nighttime and off-premises, with two workers present.

- Use electronic payment systems where possible.

- Vary times of day that cash is removed from the register.

- Arrange for regular cash collection by a licenced security firm.

- Educate and train workers in emergency response protocols.

Work Practices

Workers are expected to:

- Follow safe work practices and procedures as instructed.

- Follow established money-handling procedures.

- Keep a pre-determined amount of cash in register.

- Use a dropbox for excess money/large bills.

- Use electronic payment systems.

- Vary the times during the shift when cash is removed from register.

- Make off-site and nighttime bank deposits with two workers present.
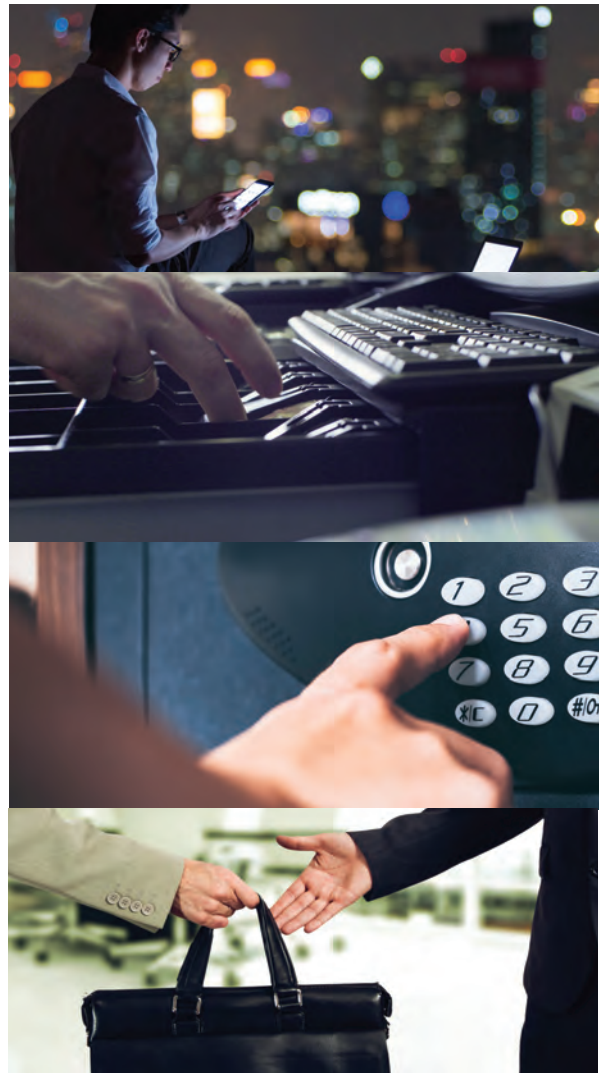
Working Alone

Workers may have to work alone or in isolation at times. Many different health and safety hazards must be addressed when workers are required to work alone. In addition to solutions for reducing the risk of violence through workplace design, additional administrative and work practices can be followed.

Administrative Practices

Policies and procedures:

- Educate and train workers in safe work practices and procedures, and emergency response procedures.
- Pre-plan the work day and check-ins when workers are required to work alone.

Check-in procedures are developed with workers and the occupational health and safety (OHS) committee, worker health and safety (WHS) representative or WHS designate. They should include:

1. Identification of the person responsible for contacting workers and recording check-in times.

2. Method of communication i.e. phone, text message, in-person visit, signals, security guards, video surveillance, etc.

3. Time intervals between checks.

4. Personal alarms and how to use them.

5. What to do when a worker cannot be contacted.

6. What to do in case of an emergency.

7. Protocols for an annual review of procedures. A review may be required more frequently if work arrangements change or if a report that current procedures are not working effectively is received.

Work Practices

Workers are expected to:

- Follow safe work practices and procedures.
- Plan work days.
- Follow check-in procedures and maintain regular contact with designated person.
- Use personal alarms according to instruction and training.
- Respond to emergencies as instructed.

STEP 4. IMPLEMENTING AND MAKING RECOMMENDATIONS

Hazards have been identified, risks have been evaluated, and solutions to reducing risk have been found. The next step is to implement the solutions or control measures. Depending on the workplace, the persons doing the risk assessment may be responsible for implementing the recommended controls. In some cases, this person(s) may have to make formal recommendations to the employer.

Implementing recommendations successfully requires the cooperation and participation of everyone in the workplace. As the plan for implementing recommendations is developed, roles and responsibilities for incorporating solutions into workplace design or administrative and work practices are assigned. Changes are made to the workplace and work activities in accordance with the plan, and closely monitored and evaluated for effectiveness.

If your workplace requires a formal recommendation for the employer, it is important to do it in writing, and with all the detail required. The problem-solving process used in "Finding Solutions" will help you write an effective recommendation. Make sure you:

- Clearly outline the specific risk of violence and how it affects workers (i.e. threats, physical assaults, etc.).

- Consult with supervisors and workers on the issue and possible solutions.

- Conduct research to find the most effective solution.

- Provide viable options for solutions, so the employer can compare.

- Select the best option.

- Write the recommendation.

There are many reasons why a recommendation may not be approved. These include:

- No rationale or supporting information is provided.

- Only the most expensive solution is identified.

- Only one solution is offered.

- Various viewpoints are not shown.

- Limited resources (i.e. financial, time, etc.)

- Not formalized (not in writing).

- Lack of knowledge/communication between the employers and workers

As you write your recommendation, keep these factors in mind and try to avoid falling short.

**Workplace Violence Risk
Assessment Tools
SAMPLES**

Workplace Violence Risk Assessment Tool

Worksite: _____

Date Completed: _____

Completed by: _____

| Hazard | Risk/Degree of Risk: | Controls | | Person Responsible/ Target Date |
		Existing	Recommended	
	☐ High ☐ Moderate ☐ Low			
	☐ High ☐ Moderate ☐ Low			
	☐ High ☐ Moderate ☐ Low			
	☐ High ☐ Moderate ☐ Low			
	☐ High ☐ Moderate ☐ Low			

WORKPLACE VIOLENCE PREVENTION POLICY STATEMENT - SAMPLE

_____ recognizes the potential for violent acts, behaviours or threats

       (Name of company)

directed against _____ employees.

       (Name of company)

Every effort has been made to identify the sources of such action, and procedures have been developed to eliminate or reduce risk to workers. Everyone in the workplace has roles and responsibilities in keeping themselves and others safe.

As the employer, I will:
- identify the risk of violence associated with specific work activities
- inform workers when they are working in an area where there is potential for violence
- develop and implement safe work practices and procedures to reduce risk
- educate and train workers in safe work practices and procedures, and in emergency response procedures, specific to workplace violence
- investigate reported incidents of workplace violence and put controls in place to prevent reoccurrence

Supervisors will:
- notify workers of the potential risk of violence they may encounter in the workplace
- provide instruction and training to minimize risk
- participate in the investigation of incidents where violence has occurred

Workers will:
- cooperate with the employer and supervisors' occupational health and safety (OHS) committee or worker health and safety representative/workplace health and safety designate, and other workers, to protect their own health and safety and that of others
- follow safe work practices and procedures as instructed by the employer and supervisor
- report hazards to supervisors or the employer that may contribute to workplace violence
- participate in education and training programs regarding workplace violence prevention
- participate in the investigation of a violent incident in which the worker was involved

The occupational health and safety (OHS) committee or worker health and safety representative/workplace health and safety designate will:
- seek to identify aspects of the workplace that may be unsafe, including the risk of workplace violence
- receive complaints from workers regarding the risk of workplace violence
- establish and promote health and safety educational program for workers, including workplace violence
- monitor the workplace violence prevention program in consultation with the employer

Owner or Manager:_____

Date: _____

VIOLENT INCIDENT REPORT FORM – SAMPLE

Violent incident report form
Date of report: _____ Date of incident: _____ Time of incident: _____

Employee involved in the incident
Name: _____ Work address: _____ Job position: _____ Department: _____ What were you doing at the time of the incident? _____ _____ _____ _____

Who was the offender(s)?
Name (if known):_____ Address (if known): _____ Description (height, weight, male/female, hair colour, eye colour, tattoos or other distinguishing features, etc.): _____ Was the offender a client _____ stranger _____ other _____ Other details: _____ _____ _____

Witness(es)
Name: _____ Address: _____ Name: _____ Address: _____

Details of incident

Type of incident (threat, verbal abuse, physical injury, threatening behaviour, property damage):
_____
_____

Location of incident:
_____
_____

Other important information

What do you think caused the incident?
_____
_____

Did anything happen before the incident?
_____
_____

Do you have any suggestions of how to prevent it from happening again?
_____
_____

Employee signature: _____

Date: _____

Employer signature: _____

Date: _____

Workplace Violence Risk Assessment Tool - SAMPLE

Worksite: ABC Employment Services, 123 Red Rd.   Date Completed: March 15, 2016

Completed by: Jane White

Hazard	Risk — Degree of Risk:	Controls — Existing	Controls — Recommended	Person Responsible/ Target Date
Parking lot – security; parking lot is located at the back of the building, with the back of a convenience store at the rear. Employer's building does not have any lights at the back or over any exits. Parking lot lighting is low with only one street light at the back. In addition, the store doesn't have any exterior lighting. Workers are required to leave work in the dark in the winter months. Next to the store is a pharmacy that has been held up twice in the last year. The property is not fenced and the public will often take a shortcut to get to the convenience store.	■ High ☐ Moderate ☐ Low	Workers are encouraged to buddy up when walking to their cars. Workers are told to look around the parking lot as much as possible to see if anyone is out there before leaving to go to their car.	Workplace Violence Prevention Policy Statement and associated safe work procedures. Education and training sessions for workers in written procedures. Install additional parking lot lighting, and lights around all doors. Install security cameras. Post security system signs at various places throughout the parking lot. Conduct random security checks by third-party security company. During darkness, have a designated worker look out for the others until they are safely in their car. Use a buddy system. Install fencing around the property. Ensure all areas where people can hide are covered and checked.	Joe Black – 05/24/2017

Back door – security; The back exterior door is not locked, to allow the public to visit other businesses. The interior door to the employment agency is locked with a doorbell system. Upon hearing the doorbell, the receptionist unlocks the door and the person is admitted. The receptionist cannot see the visitor as there is a large filing cabinet and plant blocking her view. In addition, when the receptionist is on break, another staff person on the inside of the office will unlock the door from the inside office.	■High □Moderate □Low	None	Workplace Violence Prevention Policy Statement and associated safe work procedures. Educate and train workers in policy and procedures. Move the public entrance to the front of the building. Lock the back door, make that an employee entrance for all businesses only, and install an employee ID or password access system. Upon hearing the doorbell, the receptionist asks for verbal confirmation and an employee password. Once answered correctly, they are admitted. If the person is not an employee, they are told to go to the main entrance for assistance. Install an employee ID or password access system on the interior door to the workplace. Install an intercom and camera system so the receptionist/inside office worker can see the person he/she is letting into the agency.

| Offices – meetings take place in employee's offices with clients who have been known to become frustrated or angry with workers over decisions made on their employment status. | ■ High ☐ Moderate ☐ Low | Workers are encouraged to have meetings in the meeting room when available. | Workplace Violence Prevention Policy Statement and associated safe work procedures.

 Educate and train workers in policy and procedures.

 Review client's case history before meetings to get an idea of how he or she has dealt with employment counsellors in the past.

 Written policy which does not permit meetings with clients in personal offices when there have been incidents of violence towards other workers. Meeting are to take place in meeting rooms where panic buttons are available, and appropriate staff is to be available. Workers are trained in how to effectively and appropriately respond in these situations.

 Develop procedures for crisis prevention intervention to help de-escalate situation, and educate and train workers in procedures.

 Conduct the meeting with the client via phone, teleconference, etc. |

Office layout for client meetings - Desks are located away from the door, with the client's chair located next to the doors.	■High □Moderate □Low	Workers are encouraged to have meetings in the meeting room when available.	Workplace Violence Prevention Policy Statement and associated safe work procedures.
			Educate and train workers in policy and procedures.
			Written policy which does not permit meetings with clients in personal offices when there have been incidents of violence towards other workers.
			Review client's case history before meetings to get an idea of how he or she has dealt with employment counsellors in the past. If there were any incidents of violence, have meeting in meeting room.
			Arrange employee's desk and desk chair closer to the door, with the client's chair located furthest from the door.
			Develop procedures for crisis prevention intervention to help de-escalate situation.
			Develop procedures for responding to emergency situations. Install panic buttons in employee offices.

WorkplaceNL

Health | Safety | Compensation

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