

# Facts:

## Higher risk work activities

- Working with the public or volatile persons.
- Handling money, valuables or prescription drugs.
- Conducting inspection or enforcement duties.
- Providing care, service, advice or education.
- Working where alcohol is served.
- Working in areas with a restricted line of sight that may block a worker's vision and interfere with an escape from a violent incident.
- Working alone or isolated, particularly in a high crime area.
- Working in a mobile workplace (e.g. taxi drivers).



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## Workplace Violence



The injury rate for assaults and violent acts has increased 42.9% from 5.6/10,000 employees in 2013 to 8.0/10,000 employees in 2020.

## What is workplace violence?

Workplace violence is any act in which a worker is abused, threatened, intimidated or assaulted in his or her employment by a person, and believes they are at risk of injury. It includes:

- Threatening behaviour - such as shaking fists, destroying property or throwing objects.
- Verbal or written threats - any expression of an intent to inflict harm.
- Harassment - any behaviour that demeans, embarrasses, humiliates, annoys, alarms, verbally abuses a person, inflicts psychological trauma, or is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities.
- Verbal abuse - swearing, arguments, insults or condescending language.
- Physical attacks - hitting, shoving, pushing, kicking, rape or murder.
- Property damage - vandalism, sabotage, theft or arson.

## Where does workplace violence occur?

Workplace violence occurs within the workplace and also at off-site business-related functions (conferences, trade shows), at a clients' site or in a vehicle.

## Reduce the risk

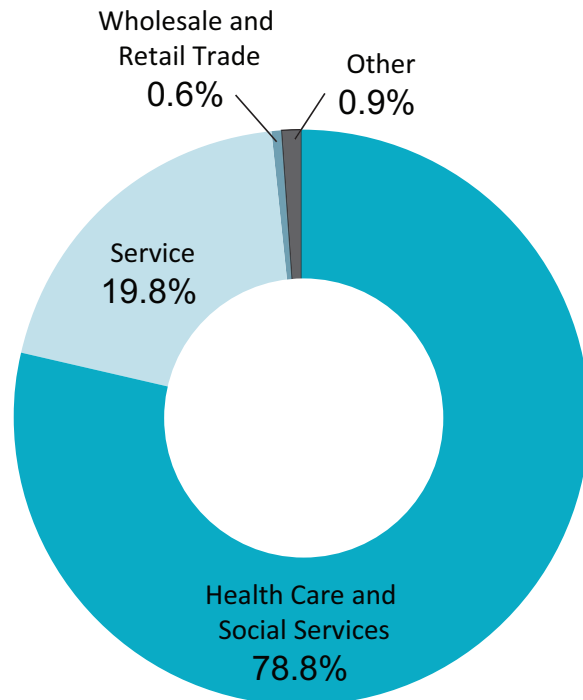
- Conduct a risk assessment to identify workplace violence risk factors specific to the workplace and consider issues brought forward by the Committee/ Representative/ Designate.
- Eliminate the risk of workplace violence where possible.
- Identify, prioritize and implement controls where elimination is impossible to minimize the risk to workers.
- Develop a Workplace Violence Prevention Plan (include provisions for working alone).
- Develop a Harassment Prevention Plan and train workers on the plan.
- Make sure emergency response plans are in place and are current.
- Make sure employees are educated and adequately trained in workplace violence prevention.
- Evaluate and monitor controls to make sure legislative responsibilities have been met and controls remain effective.

## Control the risk

- Design the workplace so that workers are close to an exit and cannot be cornered.
- Use coded cards or keys to control access to the workplace.
- Use adequate exterior lighting around the workplace, near entrances and parking lots.
- Keep cash register funds to a minimum.
- Use a licensed security firm for cash collection.
- Keep the supervisor informed of worker's location when working off-site; use a check-in procedure.

## Assaults and Violent Acts

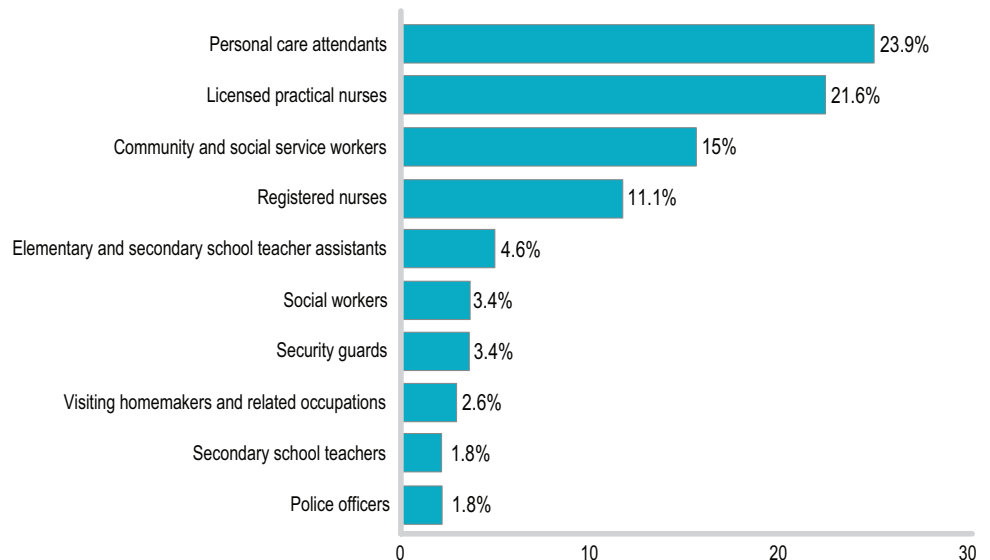
Total claims by Industry - Newfoundland and Labrador 2013 - 2020



## Assaults and Violent Acts

Top Ten Occupations - Newfoundland and Labrador 2013 - 2020

89.2% of claims as a result of assaults and violent acts occur in just 10 occupations.



For additional information, please contact:

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