

Facts:

Higher risk work activities

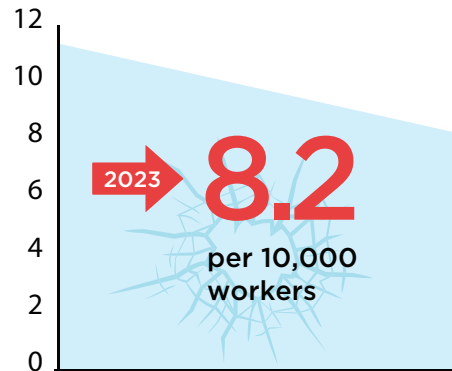
- Working with the public or volatile persons.
- Handling money, valuables or prescription drugs.
- Conducting inspection or enforcement duties.
- Providing care, service, advice or education.
- Working where alcohol is served.
- Working in areas with a restricted line of sight that may block a worker's 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 (i.e., taxi drivers).



WorkplaceNL

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Workplace Violence



The injury rate for assaults and violent acts has decreased 26.1 per cent from 11.1/10,000 employees in 2019 to 8.2/10,000 employees in 2023.

What is workplace violence?

Workplace violence is any act in which a worker is abused, threatened, intimidated or assaulted in their 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, 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 at off-site business-related functions (i.e., conferences, trade shows), at a clients' site or in a vehicle.

Reduce the risk

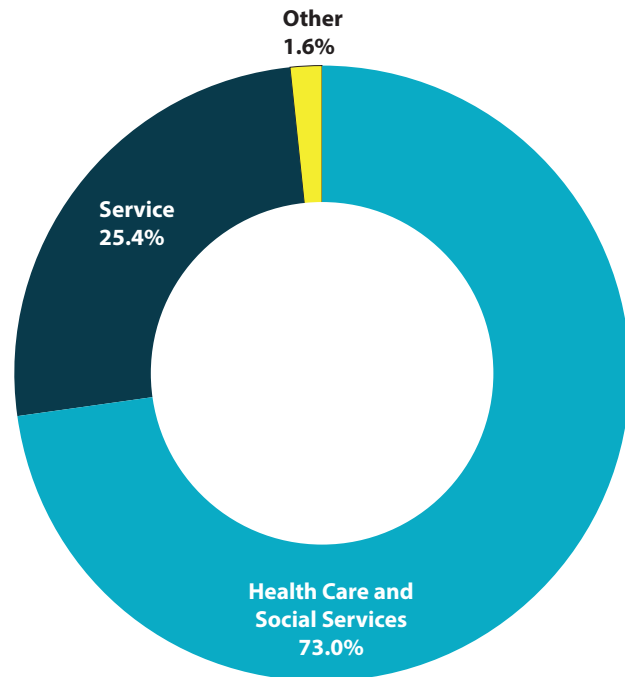
- Conduct a risk assessment to identify workplace violence risk factors and consider issues brought forward by the Committee/Representative/ Designate.
- Eliminate the risk of workplace violence where possible.
- Identify, prioritize and implement controls where elimination is impossible to minimize the risk to workers.
- Develop a Workplace Violence Prevention Plan that includes 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.
- Use a 'buddy system' when it is felt personal safety may be at risk.
- Avoid any situation that appears threatening or unsafe.

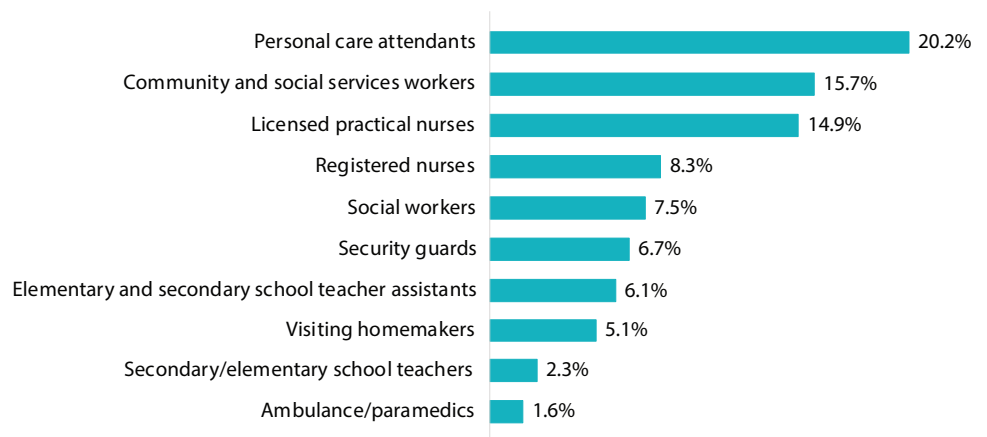
Assaults and Violent Acts

Total claims by Industry — Newfoundland and Labrador
2019 - 2023



Top Ten Occupations — Newfoundland and Labrador
2019 - 2023

88.4% of workplace violence injuries occur in just 10 occupations in Newfoundland and Labrador.



For additional information, please contact:
t 1.800.563.9000 w workplacenl.ca e safety@workplacenl.ca

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