

A Guide to the Violence Prevention Regulations for the Taxi Industry

Occupational Health and Safety Division, Service NL
& WorkplaceNL

March, 2016



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INTRODUCTION

A Guide to the Violence Prevention Regulations for the Taxi Industry

Excerpts of the Regulations are available in Appendix G of this guide. For accurate reference, the reader should get an official copy of the regulations through our website at: www.servicenl.gov.nl.ca/department/legislation.html#ohs or copies may be requested from the Office of the Queen's Printer located at the Confederation Building by calling 709.729.3210.

When do the Regulations come into effect?

The revised Occupational Health and Safety Regulations came into effect September 2009. A Violence Prevention Risk Assessment should already have been completed.

Why do we need Violence Prevention Regulations? It is just part of driving a taxi.

Violence in the workplace is an increasing reality; and yes, for driving a taxi, the risk of violence is a known one. That is why it is important to identify what the risks are and then manage them. Everyone deserves protection from violence, and workplace violence is no exception. These regulations provide specific requirements for a risk assessment and, if necessary, development of procedures, policies, and work environment arrangements.

What is included in this document that will help me comply with the Regulations?

- Plain Language Guide to the Workplace Violence Prevention Regulations
- Sample Risk Assessment (Appendix A)
- Assessing the Risk (Appendix B)
- Completed Risk Assessment (Appendix C)
- Additional Resources (Appendix D)
- Workplace Violence Prevention Regulations (Appendix G)

REFERENCE GUIDE TO THE REGULATIONS

What is and is not considered violence?

Actions that fall within the definition of violence include:

- Shouting or throwing an object at a taxi.
- Subduing a violent client, because the driver is at risk from client retaliation.

Actions that fall outside the definition of violence include:

- Disagreement over a fare (unless the customer begins to use threats).
- A fight occurring near a taxi, because the driver is not involved or at risk (unless they intervene).

Note: The definition of violence means the attempted or actual exercise by a person, other than a worker, of physical force to cause injury to a worker, and includes threatening statements or behavior which gives a worker reason to believe that he or she is at risk of injury.

RISK ASSESSMENTS

Since I need to address workplace violence, where do I start?

The first step is to use a Violence Prevention Risk Assessment to figure out whether there is a risk of violence in your workplace. This risk assessment identifies the type of violence risk (robbery for example) and the chances it will happen. The assessment has to be done in consultation with the Occupational Health and Safety Committee or Worker Health and Safety Representative or Workplace Health and Safety Designate (whichever is present in the workplace) and a copy of the final assessment report must be given to them.

An assessment should be completed at least every three years.

What kinds of things do I need to consider for a Risk Assessment?

Some things to consider when doing an assessment include:

- past violent incidents;
- violence that happens in other taxis;
- the conditions you drive in (i.e. alone, late at night);
- the interactions (talking, working with or dealing with people and difficult/emotionally charged situations) that happen while driving a taxi; and
- the physical location and layout of the taxi (What areas does your taxi serve? Are drivers accessible from the passenger area?).

Appendix A has a sample Violence Prevention Risk Assessment form, Appendix B has information about Assessing Risks, and Appendix C goes through a complete example.

I am not an expert in workplace violence. How can I complete a Violence Prevention Risk Assessment?

You are not expected to be an expert in workplace violence. However, you are expected to have and maintain a general knowledge of the level of violence within the taxi industry and the general location where drivers operate. Knowledge can be gained through media reports, trade journals, Occupational Health and Safety Division of Service NL or Prevention Services, WorkplaceNL.

I operate a fleet of taxis. Do I have to do a separate Violence Prevention Risk Assessment for each taxi?

If several taxis are similarly vulnerable to violence, you may do a generic violence risk assessment for all of them. The generic assessment must clearly state which types of vehicle (sedan, SUV) and operating conditions (daytime only, day and night, nighttime only, locations) it covers. For example, one assessment could be done for all sedan taxis that operate during the day and night in an urban area.

When does a Violence Prevention Risk Assessment need to be redone?

You must do a new violence risk assessment whenever:

- a) you become aware of a type of violence that the existing assessment does not deal with;
- b) there is a significant change in the circumstances, interactions, location or layout of the work (this may be as simple as changing your hours of operation or the model of your taxi);
- c) you modify a taxi in a way that affects the risk of violence;
- d) when a Service NL OH&S Officer orders you to do a new assessment; or
- e) it is recommended at least every three years.

Do I have to do an assessment after all modifications?

The modification must be significant in terms of changing the risk of violence. For example, changes as simple as installing better rearview mirrors could reduce the risk of violence.

Factors to consider in modifications are:

- a) Has the visibility of passengers changed?
- b) Has passenger access to the driver changed?
- c) Has a route of escape been blocked or changed?
- d) Have light-levels changed?
- e) Have security features or equipment been affected by the modifications?

How do I assess the risks once I identify them?

You must decide, in consultation with the Occupational Health and Safety Committee, the Worker Health and Safety Representative or Workplace Health and Safety Designate (whichever is present in the workplace) what the risks are, based on the Violence Prevention Risk Assessment.

Appendix B describes one way to assess risk. Appendix C shows how this method is applied to the sample violence risk assessment.

PROCEDURES & POLICIES

Since all taxis have several areas of risk, what do I do now?

Together with your Occupational Health and Safety Committee, Worker Health and Safety Representative or Workplace Health and Safety Designate (whichever is present in the workplace), you must develop and put into action procedures and policies to address violence.

Where the risk assessment has identified a risk of violence you have to:

- Establish procedures, policies, and work environment arrangements to eliminate the risk of violence to workers;
- Establish procedures, policies, and work environment arrangements where elimination of the risk to workers is not possible;
- Inform workers who may be exposed to the risk of violence of the nature of the risk and the precautions that may be taken;
- Provide information related to the risk of violence from persons who have a history of violent behavior and whom workers are likely to encounter in the course of their work; and
- Ensure that working alone procedures are firmly in place as per Section 15 of the Occupational Health and Safety Regulations.

When developing procedures and policies, the requirement is to first consider the range of possible options and then to implement those that are most reasonable.

Corporate-wide practices may include:

- Prominently displaying notices stating cars are video monitored/taped.
- Keeping windows up when parked.
- Posting signs stating cash on-hand is kept to a minimum.

Corporate-wide procedures may include:

- Working alone procedures requiring taxi drivers to stay in contact with each other.
- Procedures for the depositing of money when float levels reach a certain amount.
- Installing physical barriers such as Lexan glass partitions, as determined by the risk assessment.
- Implementing an inspection checklist for all vehicles and subsequent procedures for regular maintenance (e.g. changing of light bulbs, maintaining tire pressure).



Once I've done my risk assessment and have developed procedures and policies, am I done?

The risk assessment procedures and policies will need to be reviewed, and revised if needed, at least once every three years or if a new risk assessment shows there have been changes to the potential for violence.

The Regulations say I have to inform my employees. What do I inform them of?

As found in Section 24 (1) and (2):

- An employer shall inform workers who may be exposed to the risk of violence of the nature of the risk and the precautions that may be taken.
- The duty to inform workers in subsection (1) includes a duty to provide information related to the risk of violence from persons who have a history of violent behaviour and whom workers are likely to encounter in the course of their work.

What kind of training must I provide and to whom?

As found in Section 5(b) Act:

As part of the Violence Prevention, any workers exposed to any significant risk of violence will need training in:

- worker rights and responsibilities;
- the workplace violence procedures and policies;
- the steps taken by the employer to minimize or eliminate the hazard of violence and the risk of injury from violence;
- recognizing potentially violent situations and how to respond to them;
- responding to an incident of violence including how to get help; and
- reporting, documenting and investigating violent incidents.

Who reports violent incidents?

Everyone in the workplace has a responsibility to report workplace violence incidents that they are involved in.

What do I have to do if violence occurs at my workplace?

If there is a workplace violence incident, it must be immediately reported. The employer must investigate the incident and include input from the Occupational Health and Safety Committee, Worker Health and Safety Representative or Workplace Health and Safety Designate (whichever is present in the workplace). The investigation should determine the factors involved in the violent incident and allow the company to develop preventive measures to prevent it from happening again.



The company must inform all employees of actions taken to prevent similar incidents.

APPENDIX A: Sample Violence Risk Assessment

This Violence Prevention Risk Assessment can be used to comply with Section 22(2) of the Newfoundland and Labrador Occupational Health and Safety Regulations (See Appendix G). While all workplaces covered by the Regulations must perform Violence Prevention Risk Assessments, this specific form is NOT mandatory. You are free to design your own forms if you wish; Appendix E has links that may be helpful in doing this.

How to use the assessment form:

You must first decide who will do the assessment. Remember, it must be done in consultation with the Occupational Health and Safety Committee, Worker Health and Safety Representative or Workplace Health and Safety Designate (whichever is present in the workplace). The assessor(s), who act on behalf of the employer, should know the principles of the violence risk assessment process.

1. Enter the name of your organization, assessment date and name of the assessor(s).
2. Enter the locations and job tasks covered by this assessment.
 - a) The locations can be individual addresses, certain types of vehicles, or just areas where similar tasks are done and the risk from violence is similar.
 - b) For smaller organizations, there may only be one location and only one assessment.
 - c) Larger organizations may wish to divide their operations into locations or tasks that have similar predictors of violence. For example, a taxi company may divide its staff into those who are drivers and those who perform administrative support functions and have little or no contact with customers.
3. Check the boxes on the attached form as accurately as possible, being sure to put a mark opposite each question. The assessor must individually describe the nature and extent of the risk of violence for each "Yes" or "Unknown" answer, as well as who may be exposed to risk. Note that some boxes have been pre-checked as they are known risks for the taxi industry and therefore ones you must address.
4. The assessor, in consultation with the Occupational Health and Safety Committee, or Worker Health and Safety Representative, or Workplace Health and Safety Designate (whichever is present in the workplace) must review each individual risk described and decide if the risk is significant.
5. In consultation with the Committee, Representative or Designate, each significant risk in the Workplace Violence Prevention Procedures and Policies must be addressed.

Follow-up points:

Copies of any Violence Prevention Risk Assessments must be made available to all OH&S Committees, Worker Health and Safety Representatives or Workplace Health and Safety Designates; and workers.

A Violence Prevention Risk Assessment must be redone:

- if a new or different type of violence occurs in similar workplaces;
- if there is a significant change in either the work, the way staff interacts with the public, or the physical layout of the taxi;
- if ordered to do so by an Occupational Health and Safety Officer; or
- recommended at least every three years.

Sample Violence Risk Assessment

PART ONE: Basic Information

Name of Organization: _____

Assessment Date: _____

Assessors: _____

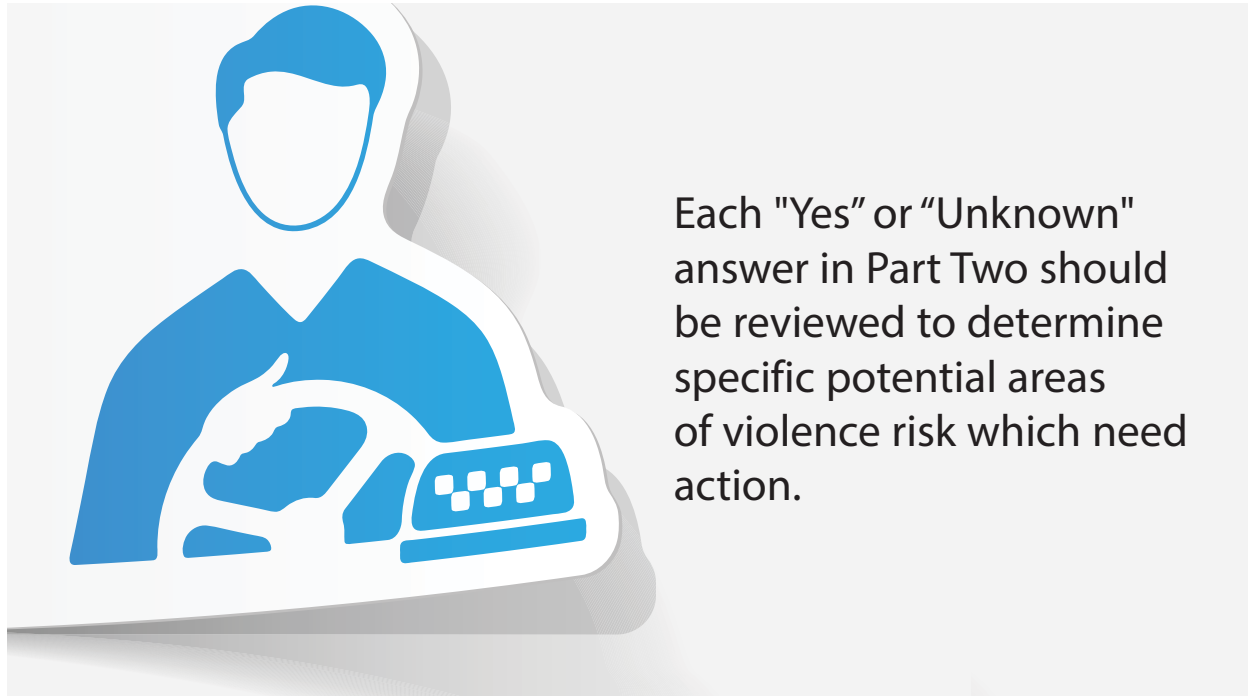
Location or Tasks Covered by this Assessment: _____

This Violence Risk Assessment was discussed with the Occupational Health and Safety Committee/Worker Health and Safety Representative/Workplace Health and Safety Designate on:

PART TWO: Predictors of Violence

Note that the first four boxes have already been marked "Yes" since these are four predictors that all Taxi Drivers are exposed.

Violence Risk #	Yes or Unknown	No	Question
1	X		When you are open to the public, are there times when only one employee is present?
2	X		Do you or your driver(s) handle cash or other valuables?
3	X		Do you or your driver(s) provide a service where they may deal with troubled persons?
4	X		Have similar workplaces or tasks in other organizations experienced violence?
5			Do you or your driver(s) deliver or collect items of value?
6			Do you or your driver(s) sell or dispense drugs or alcohol?
7			Has this workplace or task experienced violence in the past?
8			Do you or your driver(s) work late hours of the night or early hours of the morning?
9			Do you or your driver(s) work during the Christmas season?
10			Do you or your driver(s) work near places that are at risk of violent crime (e.g. bars and banks)?
11			Do you or your driver(s) work in areas isolated from other buildings or structures?



Each "Yes" or "Unknown" answer in Part Two should be reviewed to determine specific potential areas of violence risk which need action.

PART THREE: Nature and Extent of the Potential for Violence

Each of these violence risks should be described separately, with the following information:

Violence Risk #

- i. What activity or feature of the workplace or task may trigger violence? (i.e. presence of money, interaction with customers)
- ii. Describe how frequently the activities occur (i.e. if describing "presence of money", the frequency may be "Daily"; if describing "interaction with customers", the frequency may be "500 customers served per year")
- iii. Describe the size of the activity that creates the violence risk (i.e. the amount of cash handled is \$700 per day; on average, 10 customers become upset each day)
- iv. State who is at risk from this violence, preferably using job titles as opposed to names
- v. Predicted type of violence (i.e. assault, robbery, threats, etc.)
- vi. Is there any other information or factor that should be described and considered? (i.e. highlight "peaks" such as "On Saturday nights, our clients are much more likely to have been drinking" or highlight policies that are known to frustrate customers)

APPENDIX B: Assessing the Risks

There are several ways to assess the risk. Most risk assessment tools involve identifying the hazard, (or determining the chances of an event happening) and then determining the consequences or impact of the event happening. Risk assessment involves ranking the probability, or chance, of an event happening with the amount of impact of the event. This means you would be developing a matrix or box of risk. At its simplest, the ranking can range from High/High – the chance of something happening is high and the impact or seriousness of the event is high, to Low/Low.

To use this risk assessment tool, take each violence risk you described in Appendix A and estimate its significance using the following three steps:

Step One: Estimate the Probability

In this step, estimate the probability of the Violence Risk occurring.

Category	Name	Characteristic
A	Frequent	Will likely happen often in next year
B	Likely	Will likely happen in next year
C	Occasional	Will likely happen sometime in next several years
D	Remote	Unlikely but event could be experienced in next several years

Step Two: Determine the Impact

In this step, estimate the most serious, reasonably possible outcome (as opposed to the “most likely” outcome) for the violence risk you are considering.

For example, for a bank robbery, the most serious outcome is Category 4 – Fatality. Although in many cases no injury occurs, the most serious, reasonably possible outcome is Category 4 – Fatality. Thus, the Impact of a bank robbery should be recorded as Category 4.

Category	Name	Characteristic
4	Catastrophic	Fatality, coma
3	Critical	Severe injury - loss of, or use of limbs, hospitalization
2	Marginal	Minor injury - bruises, cuts
1	Negligible	No injury

Step Three: Determine the Risk

Having estimated the Probability in Step One and the Impact in Step Two, combine the two answers to determine where on the table below the Violence Risk you are considering falls.

		Impact Categories			
		4 Catastrophic	3 Critical	2 Marginal	1 Negligible
Probability	A Frequent	4A	3A	2A	1A
	B Likely	4B	3B	2B	1B
	C Occasional	4C	3C	2C	1C
	D Remote	4D	3D	2D	1D

The significance of the risk can be interpreted as follows:

4A, 4B, 4C, 3A, 3B, 2A – Significant and unacceptable risks.
Address immediately through a violence prevention plan.

4D, 3C, 3D, 2B, 2C – Significant risks.
Include in the violence prevention plan.

2D, 1A, 1B – Not significant for the purposes of requiring a violence prevention plan.
Should be addressed through regular health and safety measures.

1C, 1D – Not significant for the purposes of requiring a violence prevention plan.
However, where feasible, you should attempt to eliminate or reduce the risk further.

Note that the above risk categories are solely for example purposes. Organizations may develop other factors and characteristics appropriate to their needs.

APPENDIX C: Completed Sample Violence Risk Assessment

In this appendix, we will use a fictional business to illustrate how it would create a violence risk assessment and determine the risks.

Our fictional business is Tom's Cabs - a small taxi company with 10 taxis. It has 5 drivers that work any time of day and 5 that work only during the day. All the cabs are large sedans. They also have a parcel delivery service but they only deliver parcels on credit. Everyone in the area knows they never deliver drugs and never accept cash on parcel deliveries.

Tom's Cabs Violence Risk Assessment is shown below:

Violence Prevention Risk Assessment

Part One: Basic Information

Name of Organization: Tom's Cabs

Assessment Date: August 8, 2014

Assessors: Tom Smith and Jerry Brooke

Locations or Tasks Covered by this Assessment: 24 hour taxis, daytime taxis, deliveries

This Violence Risk Assessment was discussed with the Occupational Health and Safety Committee on August 8, 2014.

Part Two: Predictors of Violence

Note that the first four boxes have already been marked "Yes" since these are four predictors that all Taxi Drivers are exposed to.

Violence Risk #	Yes or Unknown	No	Question
1	X		When you are open to the public, are there times when only one employee is present?
2	X		Do you or your driver(s) handle cash or other valuables?
3	X		Do you or your driver(s) provide a service where they may deal with troubled persons?
4	X		Have similar workplaces or tasks in other organizations experienced violence?
5	X		Do you or your driver(s) deliver or collect items of value?
6		X	Do you or your driver(s) sell or dispense drugs or alcohol? violence?
7	X		Has this workplace or task experienced violence in the past?
8	X		Do you or your driver(s) work late hours of the night or early hours of the morning?
9	X		Do you or your driver(s) work during the Christmas season?
10	X		Do you or your driver(s) work near places that are at risk of violent crime (e.g. bars and banks)?
11		X	Do you or your driver(s) work in areas isolated from other buildings or structures?

From this checklist, the following Violence Risks are described:

Violence Risk	What activity, task or feature, of the workplace may trigger violence?	Describe how frequently the activities occur	Describe the size of the activity that creates the violence risk	Who is at risk from this violence? Use job titles rather than personal names	Predicted type of violence
1 One person working alone	One person working alone would have to call for help if they are in danger	Every day	Several passengers an hour	Taxi Drivers	Robbery, Assault
2 Handling cash	When you are open to the public, are there times	When you are open to the public, are there times	When you are open to the public, are there times	When you are open to the public, are there times	When you are open to the public, are there times
3 Dealing with troubled persons	Dealing with troubled persons	Several times a week	Several passengers a week.	Taxi Drivers	Assault
4 Delivering/collecting items of value	Handling valuable items	Several times a week	Some items are worth hundreds of dollars	Taxi Drivers	Robbery
5 Working late/very early hours	Fewer people around	Every day	Several passengers an hour	Taxi Drivers	Robbery, Assault
6 Working during the Christmas	Heightened stress level of passengers; money stress	About a month a year	Several passengers an hour	Taxi Drivers	Robbery, Assault
7 Working near bars	Dealing with drunken passengers	Every day	Several passengers an hour	Taxi Drivers	Taxi Drivers

Is there any other information or factor that should be described and considered?

#4: We never deliver drugs or alcohol.

#7: The risk of drunken passengers increases noticeably on Friday and Saturday nights.

Having described the nature and extent of the seven predicted types of violence, Tom's Cabs staff now consider the impact and the probability of each risk of violence to determine where on the Violence Risk table their risks fall.

Violence Potential	Impact (Most serious, reasonably possible outcome)	Probability	Risk
1 One person working alone	4 - Death	C - Occasional	4C - Significant and unacceptable
2 Handling cash	4 - Death	C - Occasional	4C - Significant and unacceptable
3 Dealing with troubled persons	4 - Death	C - Occasional	4C - Significant and unacceptable
4 Delivering/collecting items of value	2 - Minor Injuries	D - Remote	2D - Not significant
5 Working late/very early hours	4 - Death	C - Occasional	4C - Significant and unacceptable
6 Working during the Holiday season	4 - Death	D - Remote	4D - Significant
7 Working near bars	4 - Death	C - Occasional	4C - Significant and unacceptable

*The workers who completed this assessment recognized that most of the activities involved in the taxi driving carry a serious risk of violence. They considered that there was only a remote chance that deliveries would be a source of violence.

Conclusions:

Based upon this Violence Risk Assessment and the risks identified, Tom’s Cabs will create and implement Workplace Violence Prevention Policies and Procedures that include steps to minimize the risks from: working alone, handling cash, dealing with troubled persons, working nighttime hours, working during the Christmas season, and working near bars. All of the items except the plan for working during the Christmas holidays will be dealt with right away because the assessment rated them as “Significant” and “unacceptable”.

They decided that the risks from delivery robberies were not significant enough to include in the policies and procedures. Any violence risks from deliveries would be dealt with through their regular health and safety program.

APPENDIX D: Additional Resources

Nova Scotia Labour and Workforce Development – Workplace Violence
<http://www.gov.ns.ca/lwd/healthandsafety/violenceintheworkplace.asp>

Workers' Compensation Board of Nova Scotia – Education and Awareness
<http://www.wcb.ns.ca/Safety-and-Prevention.aspx>

Ontario Ministry of Labour - Violence Prevention Resources
<http://www.labour.gov.on.ca/english/hs/topics/workplaceviolence.php>

Saskatchewan Labour - Preventing Violence in the Workplace
<https://www.saskatchewan.ca/business/safety-in-the-workplace/hazards-and-prevention/preventing-violence-in-the-workplace>

WorkSafeBC – Take Care: How to develop and implement a workplace violence prevention program
http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/take_care.pdf

Toronto Police Service – Taxi Driver Safety
<http://www.torontopolice.on.ca/crimeprevention/taxisafety.php>

Canada Safety Council – Bullying in the Workplace
<http://www.safety-council.org/info/OSH/bullies.html>

Safety Tips for Taxi Drivers
<http://novascotia.ca/lae/healthandsafety/docs/workplaceviolencetaxi.pdf>

APPENDIX E: Shield Guidelines

Following is a set of guidelines developed from the "ideal" viewpoint of what shields should accomplish. While it is likely that a single shield may not satisfy all these guidelines, it can come close and provide reasonable protection to the driver, and be reasonably safe for the rear seat passenger. For the purpose of this guideline a shield should meet as many of the points below as possible.

From the Driver Perspective

- a) Should provide full height protection, from near floor to ceiling.
- b) Should provide for bullet resistant protection from the top of the front seat to near floor.
- c) Should provide at least bullet deflection from the clear portion of the shield above the front seat.
- d) Must provide clear and unobstructed view by the driver through the rear view mirror.
- e) Should provide for transfer of fare monies through a wide pass-thru on the right side, and this pass-thru device shall not permit entry of a firearm.

From the Passenger Perspective

- a) The shield should be suitably padded to minimize injury in event of collision, whereby passenger may be thrown forward into the shield.
- b) The entire shield must not have solid projections, such as bolt or screw heads, or sharp corners or edges that may injure or cut a passenger if they are thrown forward in a collision.

From the Owner Perspective

- a) Should be constructed with materials (polycarbon, metal, fabrics, etc.) that are fire retardant; resist soiling, vandalism, defacing; and are easily serviced.
- b) If your company provides taxi safety products please share it with the taxi industry.

APPENDIX F: Safety Camera Guidelines

1. The system must not have a manual on/off switch that would allow the system to be turned off or in any way disabled during operation.
2. The camera system must be able to provide clear images regardless of the time of day or lighting conditions.
3. The camera and all system components must be installed in a manner that does not interfere with the driver's vision or view of mirrors or otherwise normal operation of the vehicle.
4. The lens of the camera should be of a type that captures the driver and all passengers in the vehicle on the recorded image. The lens should be of a style not to create a "fishbowl" effect. The camera must be able to produce clear images.
5. Decals must be installed on both rear windows of the taxi to tell passengers that a digital camera system is in operation. The decals must be printed with a double-sided message for interior and exterior visibility. The decals should convey the message that "This vehicle is fitted with camera security; YOU WILL BE PHOTOGRAPHED".
6. The camera should activate when any door is opened, or upon meter activation, with a minimum of 1 image being recorded every 5 seconds within the first 60 seconds of the door opening. The camera should capture additional images recording at the rate of 1 image every 15 seconds for the next 45 minutes.
7. An emergency activation button should lock into memory 150 images immediately prior to the button activation and 150 images immediately following the button activation captured at 1 frame per second.
8. The driver should have an indicator showing when the system is operational and when there is a malfunction. These indicators should be mounted/installed for the driver's vision only and not be visible by a front or rear seat passenger(s).

APPENDIX G: Violence Prevention Occupational Health and Safety Regulations (Newfoundland Labrador 2012)

Excerpts from the Occupational Health and Safety Regulations of Newfoundland and Labrador

Violence prevention

- 22.** (1) In this section and sections 23 and 24, "violence" means the attempted or actual exercise by a person, other than a worker, 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 a risk of injury.
- (2) An employer risk assessment shall be performed in a workplace in which a risk of injury to workers from violence arising out of their employment may be present.
- (3) The risk assessment shall include the consideration of
- (a) previous experience in the workplace;
 - (b) occupational experience in similar workplaces; and
 - (c) the location and circumstances in which work may take place.

Procedures and policies

- 23.** Where a risk of injury to workers from violence is identified by an assessment performed under **section 22** the employer shall
- (a) establish procedures, policies and work environment arrangements to eliminate the risk to workers from violence; and
 - (b) where elimination of the risk to workers is not possible, establish procedures, policies and work environment arrangements to minimize the risk to workers.

Instruction to workers

- 24.** (1) An employer shall inform workers who may be exposed to the risk of violence of the nature of the risk and the precautions that may be taken.
- (2) The duty to inform workers in subsection (1) includes a duty to provide information related to the risk of violence from persons who have a history of violent behaviour and whom workers are likely to encounter in the course of their work.

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