

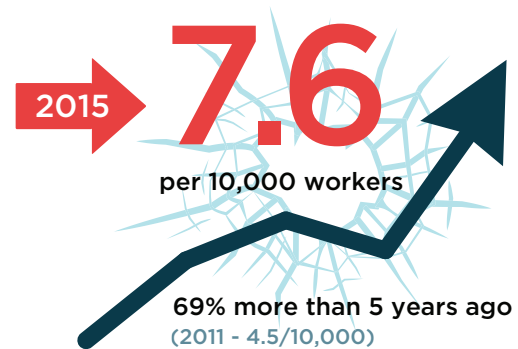
Facts:

Higher risk work activities

- Working with the public, volatile or unstable 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).



Workplace Violence



Assaults and violent acts

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, other than a co-worker, 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 and 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.

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Reduce the risk

- Conduct a risk assessment to identify workplace violence risk factors specific to the workplace.
- Eliminate the risks or replace with less hazardous options 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).
- Ensure emergency response plans are in place and are current.
- Ensure employees are educated and adequately trained in workplace violence prevention.
- Evaluate and monitor controls to ensure legislative responsibilities have been met and controls remain effective.

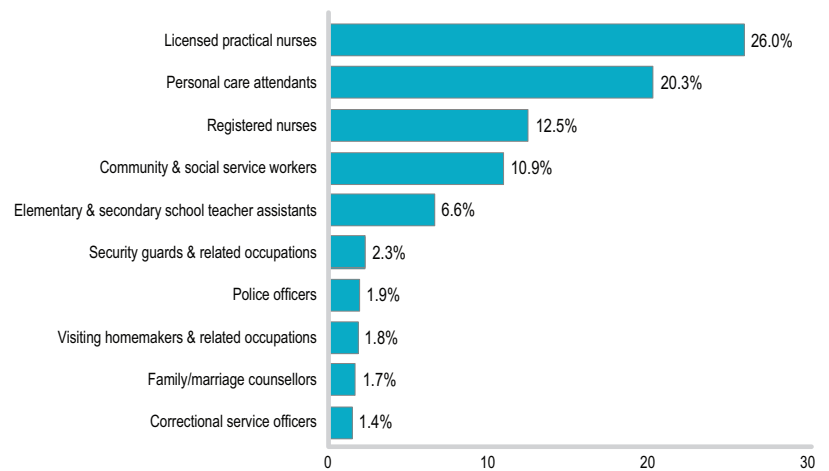
Control the risk

- 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 lighting around the workplace and near entrances.
- 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.

Top Ten Occupations

Assaults and Violent Acts (NL) 2009 - 2015

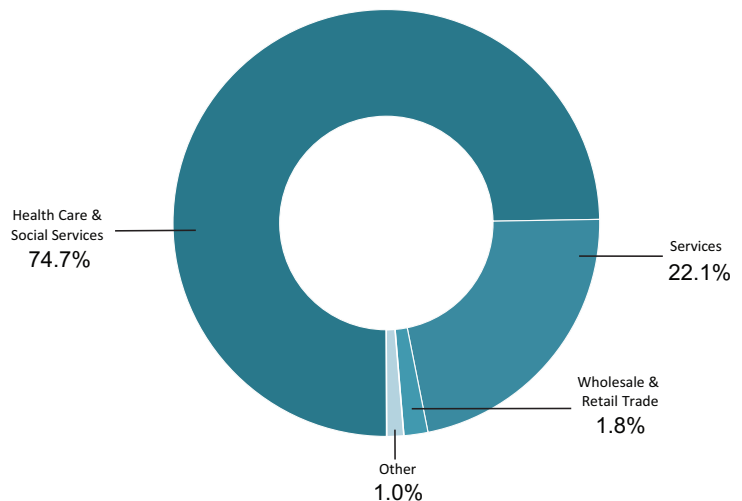
Nursing staff make up 58.8% of those impacted by assaults and violent acts.



Assaults and Violent Acts in the Workplace

by Industry (NL) 2009 - 2015

Assaults and violent acts continue to be an area of concern in the workplace, with a 104.3% increase in the health care and social services industry.



For additional information, please contact:

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