

Facts:

Risks in service industry

- Providing service, care, advice or education (e.g. teachers).
- Working with unstable or volatile persons (e.g. social services, or criminal justice system employees).
- Handling money, valuables or prescription drugs (e.g. cashiers, pharmacists).
- Carrying out inspection or enforcement duties (e.g. government employees).
- Working in premises where alcohol is served (e.g. food and beverage staff).
- Working alone, in small numbers (e.g. store clerks, real estate agents), or in isolated or low traffic areas (e.g. washrooms, storage areas, utility rooms).
- Working in community-based settings (e.g. social workers and other home visitors).
- Having a mobile workplace (e.g. taxicab).



Workplace Violence Service Industry



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.

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Reduce the risk

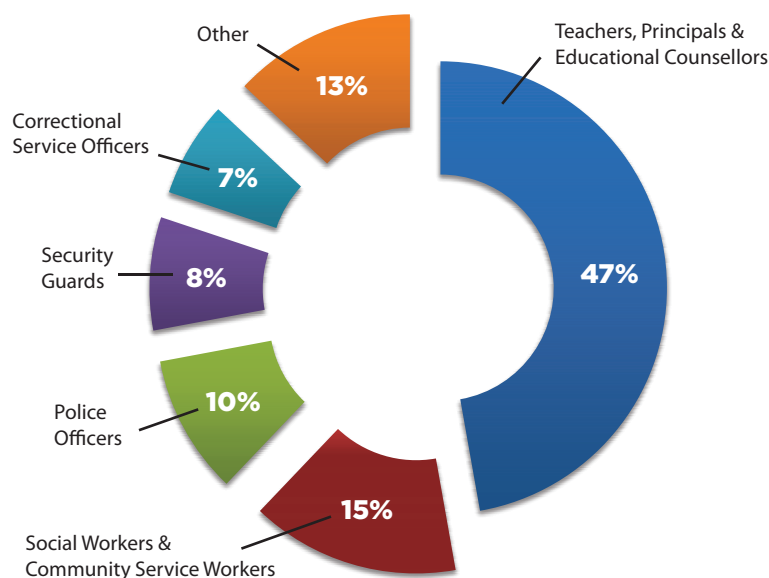
- State in clear terms your organization's view toward workplace violence and its commitment to workplace violence prevention.
- Conduct a risk assessment to identify workplace violence risk factors specific to the workplace.
- Develop a Workplace Violence Prevention Plan (include provisions for working alone).
- Describe how information about potential risks of violence will be communicated to employees.
- Outline the procedures for investigating and resolving complaints.
- Provide clear examples of unacceptable behaviour and working conditions.
- Ensure employees are educated and adequately trained in workplace violence prevention.
- Outline specific procedures for dealing with abusive clients, and clients under the influence of alcohol or drugs.
- Evaluate and monitor controls to ensure legislative responsibilities have been met and controls remain effective.

Control the risk

- Increase the sight-lines to the service area so passerby's can see into the workplace.
- Using coded cards or keys to control access to the building or certain areas within the building.
- Positioning office furniture so that the employee is closer to a door or exit than the client and so that the employee cannot be cornered.
- Using adequate exterior lighting around the workplace and near entrances.
- Keeping cash register funds to a minimum or use electronic payment systems to reduce the amount of cash available.
- DO NOT enter any situation or location where you feel threatened or unsafe.
- Prepare a daily work plan, so that you and others know where and when you are expected somewhere.
- Identify a designated contact at the office and a back-up.
- Keep your designated contact informed of your location and consistently adhere to the call-in schedule.
- Check the credentials of clients.

Top Five Occupations at Risk

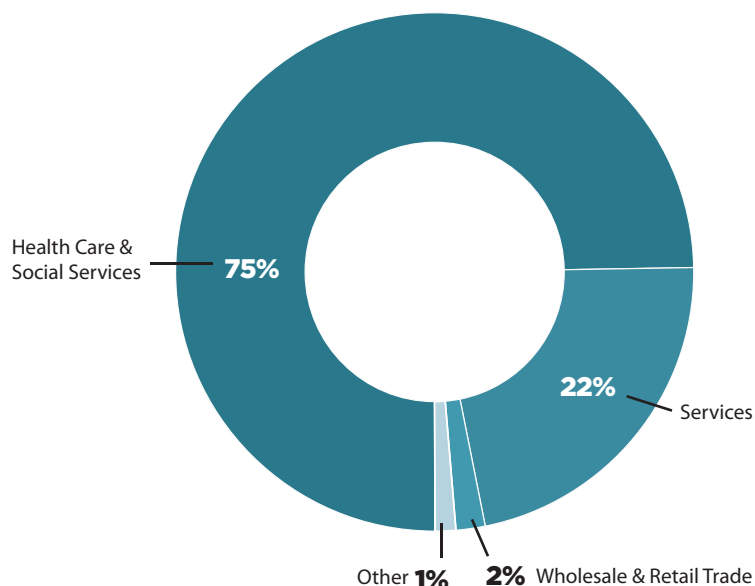
Assaults and Violent Acts (NL) 2009 - 2015



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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