

Facts:

Risks in service industry

- Providing service, care, advice or education.
- Working with volatile persons.
- Handling money, valuables or prescription drugs.
- Carrying out inspection or enforcement duties.
- Working in premises where alcohol is served.
- Working alone, in small numbers, or in isolated or low traffic areas.
- Working in community-based settings.
- Having a mobile workplace.



WorkplaceNL

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Workplace Violence Service Industry

Assaults and violent acts



The injury rate for assaults and violent acts in Service has increased 97%, from 3.5/10,000 employees in 2012 to 6.9/10,000 employees in 2019.

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.

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 and consider issues brought forward by the Committee/Representative/Designate.
- Develop a Workplace Violence Prevention Plan (include provisions for working alone).
- Describe how information about potential risks of violence will be communicated to employees.
- Develop a Harassment Prevention Plan and train workers on the plan.
- Outline the procedures for investigating and resolving complaints.
- Provide clear examples of unacceptable behaviour and working conditions.
- Make sure 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 make sure legislative responsibilities have been met and controls remain effective.

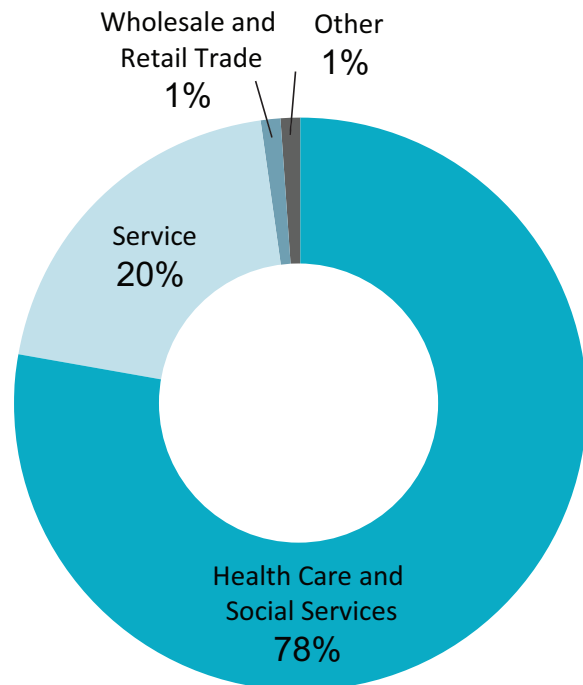
Control the risk

- Increase the sight-lines to the service area so passerby's can see into the workplace.
- Use coded cards or keys to control access to the building or certain areas within the building.
- Position office furniture so that the employee is closer to a door or exit than the client and so that the employee cannot be cornered.
- Use adequate exterior lighting around the workplace, near entrances and parking lots.
- Keep 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.

Assaults and Violent Acts

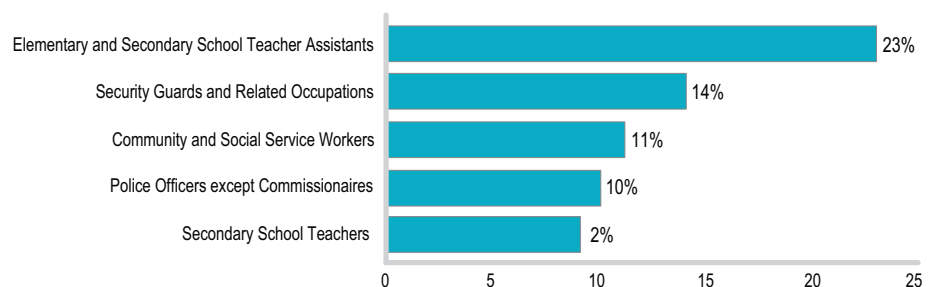
Total claims by Industry - Newfoundland and Labrador 2012 - 2019

The Service Industry accounts for 20% of all assaults and violent act claims in NL 2012 – 2019.



Assaults and Violent Acts

Top Five Occupations in the Service Industry - Newfoundland and Labrador - 2012 - 2019



For additional information, please contact:

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