

GUIDE

Preventing Violence in the Workplace



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GUIDE

Preventing Violence in the Workplace

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PREVENTING WORKPLACE VIOLENCE

Introduction

“Violence” is the attempted or actual exercise of physical force against anyone, or any threatening statement or behaviour that gives a person reason to believe that physical force will be used against them.

Examples of threats of violence or acts of violence include:

- physical and sexual assault
- property damage and vandalism
- swearing and verbal abuse
- threats or intimidation.

The negative impact of workplace violence is significant. Some of the costs of workplace violence include:

- increased absenteeism and turnover
- anxiety, depression and decreased morale
- increased stress and burnout
- reduced or negative public image
- injury costs and increased health expenses
- increased insurance premiums
- reduced productivity and lost earnings
- liability issues, should harm occur at the workplace.

The first step in addressing workplace violence is to assess your workplace for areas, people or tasks that have an increased risk of violence associated with them.

If your assessment identifies a risk of violence, your next step is to develop a violence prevention policy and put it into action at your workplace, in consultation with your workplace safety and health committee or representative, or workers.

ASSESSING THE RISK OF VIOLENCE

The risk assessment at your workplace must be completed in consultation with:

- the safety and health committee at the workplace, or
- the safety and health representative at the workplace, or
- the workers at the workplace, when there is no committee or representative.

What to consider during a risk assessment

A risk assessment for violence will be unique to each workplace. This is due to the nature and circumstances of the work performed, and the interactions between workers and others at the workplace, including clients, patients and the public.

The risk assessment should consider the risk factors associated with violence, the work design and layout, the type of work performed, the people at the workplace and a review of any previous incidents of violence at the workplace:

Violence Risk Factors

- Working alone or in small groups
- Working in isolated locations
- Working with the public
- Handling money or valuables, including drugs, liquor or tobacco
- Working at night or early in the morning
- Working with drugs, liquor or tobacco
- Working in public buildings or areas
- Having young or inexperienced staff
- Working in areas with a history of violence or crime
- Previous incidents of violence in the workplace

Work Design and Layout

- Location of the workplace or where specific tasks are performed
- Lighting and security
- Design of structure or furniture
- Hours of operation and number of staff

Type of Work Performed

- Type of work generally performed
- Specific occupations within the workplace
- Specific tasks performed within the workplace



People at the Workplace

- Workers, clients or patients, public or visitors, workers' families
- Age and gender
- Personalities and attitudes
- Nature of the interactions between people
- Physical and mental status of people

History of Workplace Violence

- Number and frequency of violent incidents
- Type and severity
- Nature of the incidents (between workers or between workers and others)
- Occupations of those involved
- Tasks being performed at the time of the incident
- Location of the incident
- Time of day, season or shift
- Cause or trigger for the incidents
- Investigations and recommendations resulting from previous incidents

There is a **sample** violence assessment checklist at the end of this guide. It may help you to think about some of the risks for violence at your workplace. *Be sure to add, remove or change items to make the checklist specific to the risks for violence at your workplace.*

More ideas to help you gather information to assess the risk of violence in your workplace

1. Review old files to identify any prior incidents of violence at your workplace. This review should include medical and first aid records, any records of investigations into violent incidents and corrective measures taken as a result, and minutes of safety and health committee meetings.
2. Review violence prevention information that may be available from industry associations, businesses who perform similar work and local police or law enforcement agencies.
3. Conduct a worker survey to ask about:
 - the type, severity and frequency of workplace violence they have been exposed to, if any
 - descriptions of past incidents of violence in the workplace, if any
 - knowledge of current workplace policies or procedures regarding violence prevention
 - concerns and recommendations regarding violence prevention at the workplace.

There is a **sample** worker survey at the end of this guide. *Be sure to add, remove or change items to make the survey apply to your workplace.*

Family violence and the workplace

Another factor that may need to be considered when assessing the risk for violence at your workplace is family violence.

Family violence means violence inflicted by one family member against another. It can be violence between spouses or intimate partners, between parents and their children, between siblings or between extended family members. The type that most often appears in workplaces is abuse in intimate partner relationships.

When family violence enters the workplace it can affect the safety and well-being of everyone at the workplace. A supportive work environment can help a worker deal with family violence and reduce the possibility of harm to the worker, co-workers and others. Creating security and stability in the work environment is important, particularly for those dealing with family violence.

Promoting safety and well-being for all workers reduces workplace costs associated with family violence. The costs include reduced productivity, increased absenteeism, lost earnings, decreased morale, strained relations between co-workers and higher health expenses. There may also be liability issues should harm occur in the workplace. Ensuring that workers have access to help for problems such as family violence makes good business sense.

The *Workplace Initiative to Support Employees (WISE) on Family Violence* is a Manitoba initiative to deliver family violence training in all workplaces. *WISE on Family Violence* resources include:

- printed information and resources for employers
- electronic resources online at www.manitoba.ca/fs/fvpp_toolkit
- workshops for workplaces.

WISE on Family Violence training helps employers recognize and respond to workers affected by family violence. It will help employers:

- recognize signs of abuse in the workplace
- understand why they should care about family violence
- talk to workers about family violence
- understand family violence and the law
- approach problems safely and appropriately.

It is important to note that family violence is complex and requires intervention by trained professionals, including counsellors, healthcare workers and legal counsel. *WISE on Family Violence* training stresses the importance of encouraging workers affected by family violence to use resources like those listed at www.manitoba.ca/fs/fvpp/pubs/brochure.pdf.

For more information about family violence training in the workplace, contact:

The Family Violence Prevention Program
phone: 204-945-1709 (in Winnipeg)
toll free: 1-800-282-8069, ext 1709 (in Manitoba)
email: fvpp@gov.mb.ca



DEVELOPING A VIOLENCE PREVENTION POLICY

Who needs a policy?

You must have a violence prevention policy if:

1. Your workplace involves any of the following services or businesses:
 - healthcare
 - pharmaceutical dispensing
 - education
 - financial services
 - police, corrections or other law enforcement
 - security
 - crisis counselling and intervention
 - taxi cab service and transit bus service
 - retail sales (between 11 p.m. and 6 a.m.)
 - a licensed premises (within the meaning of *The Liquor Control Act*).
2. If your workplace does not provide the services or businesses listed above, you are required to assess the risk for violence at your workplace. If this assessment shows a risk of violence occurring in your workplace, you must have a violence prevention policy in place.

Developing a violence prevention policy

The violence prevention policy must be developed in consultation with:

- the safety and health committee at the workplace, or
- the safety and health representative at the workplace, or
- the workers at the workplace, when there is no committee or representative.

Content of the violence prevention policy

A violence prevention policy provides information about how the employer will eliminate or control the risks of violence that were identified by the violence risk assessment. The policy must include the following information and statements:

- descriptions of the areas in the workplace where violence has occurred, or is likely to occur
- descriptions of the jobs or tasks where workers have encountered or are likely to encounter violence
- measures taken by the employer to eliminate or control the risk of violence in the workplace
- measures and procedures the employer has in place for getting immediate assistance if a violent or threatening incident occurs or is likely to occur
- procedures for workers to follow to report a violent incident, including how and when to report the incident to the employer
- steps the employer will take to document and investigate incidents of violence
- procedures the employer will use to implement control measures identified through an investigation that will eliminate or control the risk of violence to workers
- a recommendation that workers harmed as a result of an incident of workplace violence consult their healthcare providers for treatment or referral to post-incident counselling, if appropriate
- a statement indicating that the name of a complainant, or the circumstances of a complaint, will not be released to anyone unless it is necessary to investigate the complaint or to take corrective action, or it is required by law
- a statement that the personal information disclosed (as above) will be the minimum amount necessary for the purpose
- a statement indicating the violence prevention policy does not discourage or prevent someone from exercising any other rights, actions or remedies available under any other law.

Implementing a violence prevention policy

- The employer must ensure that all workers are trained in the violence prevention policy.
- Employers must also ensure all workers follow the violence prevention policy.

There is a **sample** violence prevention policy at the end of this guide. *Be sure to add, remove or change the information in this sample to make it specific to the type of work conducted at your workplace and the results of your risk assessment.*



PROVIDING INFORMATION TO WORKERS

What information must be provided to workers?

Violence prevention policy

The employer must post a copy of the policy in an area of the workplace that allows all workers to access it. If posting the policy is not practical, the employer must provide a copy of the violence prevention policy to each worker.

Nature and extent of the risk of violence

Each worker must be informed about the nature and extent of the risk of violence they may encounter. This means that workers should be made aware of the type of violence they may be exposed to and the risk of exposure.

Unless otherwise prohibited by law, the employer must provide any information they have, including personal information, about the risk of violence from a person with a history of violent behaviour, if a worker is likely to encounter that person while working.

However, any information that an employer provides about a person with a history of violent behaviour must be the minimum amount necessary for the purpose.

INVESTIGATING A VIOLENT INCIDENT

Investigations are an important part of addressing workplace violence. If a violent incident occurs in the workplace, the employer is required to conduct an investigation to determine the cause and the measures that will be put into place to prevent similar incidents from happening again.

Reporting workplace violence

The violence prevention policy must set out a procedure for the worker to follow to report an incident or threat of violence. Employers must make sure that employees know how to report threats or acts of violence, and are reporting threats and acts of violence as soon as possible so appropriate controls can be put into place to prevent similar incidents in the future.

The employer's violence prevention policy must include information on how and when to report incidents of violence.

There is a **sample** form for reporting violence at the end of this guide. *Be sure to add, remove or change the information* in the sample to make it specific to your workplace.

Who participates in the investigation?

In Part 2 of the *Workplace Safety and Health Regulation, M.R. 217/2006*, it states that the employer must ensure that each of the following is investigated as soon as possible after it occurs:

- serious incidents (as defined under Part 2)
- incidents or dangerous occurrences that require medical treatment
- incidents that had the potential to cause a serious incident.

If the violent incident being investigated meets this criteria, the following people **must conduct** the investigation:

- the safety and health committee co-chairs (or their designates), or
- the employer and the safety and health representative at the workplace, or
- the employer and a worker at the workplace who is not associated with the management of the workplace (when there is no committee or representative).

Note: If the violent incident meets the definition of a “serious incident” under Part 2 of the *WSH Regulation*, it **must also be reported to the Workplace Safety and Health Branch immediately**, and by the fastest means of communication possible.

If the violent incident does not meet the criteria outlined in Part 2 of the *WSH Regulation, M.R. 217/2006*, the employer is still required to complete an investigation. The violence prevention policy should outline who will be involved in completing the investigation.



Developing procedures for violent incident investigations

Investigations must take place as soon as reasonably practicable after an incident or threat of violence. The following information may help you develop investigation procedures for your workplace. The people who conduct workplace investigations should be trained on how to conduct them.

Preparing for an investigation

It is a good idea to create an investigation kit that contains the items needed to conduct an investigation (e.g., pens, paper, recording forms, tape measure, camera and personal protective equipment needed for the work area).

Your attitude could affect the way you look at and understand the evidence and information you gather during the investigation, so never assume anything.

Gathering information

You will need the following information:

- the name, address, date of birth and status of the injured worker
- the name of the person who threatened the worker or committed the violent act (if known)
- a brief overview of the incident and/or a violence report
- the name of the worker's supervisor
- the names of all witnesses.

Inspecting the area

Inspect the area to find the direct and indirect cause(s) of the incident. Ask questions to help identify all of the factors involved (e.g., ask questions about the risk assessment, employee training, safe work procedures, security measures, and policies and procedures for working alone or in isolation). Take measurements, draw sketches or take photographs to help determine what contributed to the incident.

Conducting interviews

Conducting interviews is an important part of collecting information to understand what happened. Depending on the circumstances, you may be able to interview the complainant and the person alleged to have threatened or committed an act of violence, as well as witnesses to the incident.

Here are a few things to keep in mind when taking witness statements:

- Separate the witnesses immediately and interview each one in private.
- Inform all persons about the investigation procedures and why they are being interviewed, what will be done with the information and who may receive a copy of the investigation report.
- Explain that the company will not permit any retaliation against the complainant, and that if the person alleged to have threatened or committed an act of violence or other persons tries to retaliate, there will be disciplinary action.
- Remind all persons interviewed that confidentiality must be maintained.
- Whenever possible, have the people being interviewed write their reports. During the interview, you can ask for more detail. If this is not possible, the interviewer may take notes during the interview.

- If it is not possible to have the interviewees write their statements, have two people conduct the interview (i.e., one person asks questions, and the second person takes notes).
- Document the name of the person being interviewed, the date and time of the interview and who was present during the interview.
- Have the person tell you their story, and get as many details as you can using open-ended questions. Questions that you may want to ask include:
 - What happened?
 - When and where did the incident happen?
 - Who was present?
 - Who did and said what to whom?
 - Was the incident an isolated event or part of a pattern?
 - Is there anyone else who might have relevant information?
 - What action(s) could be taken?
- Inform the interviewee that you are looking for facts only.
- Don't lead the witnesses or ask questions that might change how they remember the incident.
- Watch body language and keep in mind that witnesses or others may have been traumatized by the incident.
- At the end of the interview, review the information gathered with the interviewee(s). This will confirm the accuracy of the information gathered and allow the interviewee(s) to add more information if necessary. Have the interviewee sign the statement. All interviews and notes are to be attached to the final report.

Violent incident investigation report

If the violent incident required the committee co-chairs, the representative or the workers to help conduct the investigation, the employer must prepare an investigation report. The investigation report must be developed in consultation with the committee, the representative or the workers.

The investigation report must include the following:

- the name of any person injured or killed
- the date, time and place of the incident or dangerous occurrence
- the description of the incident or dangerous occurrence
- graphics, photographs or evidence
- an explanation of the incident, including any factors or events that indirectly contributed to it occurring
- immediate corrective actions taken
- long term actions that will be taken to prevent a similar incident or dangerous occurrence
- reasons why no corrective action will be taken, if that turns out to be the case.

If an incident did not require the committee co-chairs, the representative or the workers to help conduct the investigation, the employer must share the report results with the safety and health committee or representative, if requested.



PREPARING AN ANNUAL VIOLENCE REPORT

Tracking violent incidents is another important component in addressing workplace violence. Tracking the violent incidents that occur within a workplace helps to determine the level of risk associated with particular tasks or areas in the workplace, and will enable you to identify patterns or trends. This knowledge makes it easier to identify control measures that may eliminate or reduce the risk of violence in your workplace.

Employers are required to prepare an annual report that compiles the incidents of violence in the workplace.

Once complete, this report must be provided to the safety and health committee, the representative or the workers at the workplace, if there is no committee or representative.

Content of the report

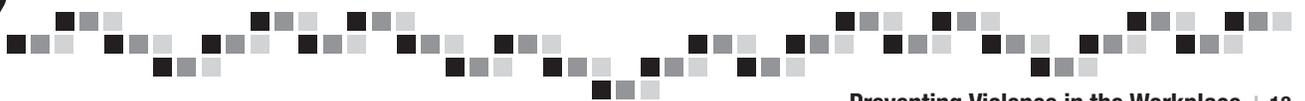
The annual report must contain the following:

- records of the incidents of violence to workers that occurred at the workplace
- results of any investigations into violent incidents, including recommendations for control measures or for changes to the violence prevention policy, and any report prepared under section 2.9 (Part 2) of the *WSH Regulation*
- information on control measures in place as a result of an investigation into a violent incident at the workplace.

SAMPLE DOCUMENTS

The sample documents on the following pages are generic only and will not address all of the needs of your workplace. These documents have been developed to help you develop similar documents for your workplace. Be sure to add, remove, or change the information in the following examples to make each specific to your workplace. Sample documents include:

- **Sample Violence Assessment**
- **Sample Worker Survey**
- **Sample Violence Prevention Policy**
- **Sample Violent Incident Report Form**



SAMPLE VIOLENCE ASSESSMENT

Be sure to add, remove or change items on this sample assessment form to make it specific to the risks for violence at your workplace.

Risk Factors	Yes	No	Don't Know
Working alone or in small numbers (e.g., after regular business hours or during travel)			
Working in isolated locations (e.g., basements or locked rooms)			
Working with the public			
Handling money or valuables			
Working at night or early in the morning			
Delivering, collecting or storing drugs, liquor or tobacco			
Working in public buildings or areas			
Young or inexperienced staff members			
Neighbourhood or community with a history of violence			
Previous incidents of violence at the workplace			
Parking Lot	Yes	No	Don't Know
Are the entrances and exits well-marked and lit?			
Is there enough lighting?			
Is the lot patrolled or monitored?			
• If yes, are there signs stating this?			
Have vehicles been stolen or vandalized?			
Are escorts or buddies available to walk people to their cars?			
Is there a way to call for help in the parking lot?			
Is the parking lot isolated?			
Are there areas to hide (e.g., bushes, doorways or garbage bins)?			

Outside and Around the Workplace	Yes	No	Don't Know
Are there signs of vandalism, or has there been vandalism in the past?			
Is there enough lighting?			
Are entrances and exits well-marked and lit?			
Are there places to hide (e.g., bushes, doorways or garbage bins)?			
Is the building isolated from other buildings or businesses?			
Are there other businesses nearby that have a high risk of violence?			
Is the outside of the building patrolled or monitored?			
Are there fences or gates around the property to restrict access?			
Is access to the building restricted or limited?			
Is there a system to alert staff members when someone enters?			
Is the building locked?			
• If so, when?			
• If so, are keys or codes replaced immediately when lost or stolen?			
Reception Areas	Yes	No	Don't Know
Is access restricted (e.g., locked, buzzers, telecom or check-in)?			
Is there enough lighting?			
Is there a clear view of all entrances and waiting areas?			
Are there places to hide (e.g., plants, stairwells, elevators, alcoves or washrooms)?			
Is furniture designed to reduce contact between staff members and the public?			
Is furniture arranged to reduce contact between staff members and the public?			
Are there any objects that could be used as weapons?			
Is furniture secured to the floor?			
Is there a way to call for help?			
Is there a clear, unobstructed means of escape?			
Is access to other areas restricted (e.g., locked, codes, cards, buzzers or check-in)?			
Are visitors or clients easy to identify (e.g., wearing badges or name tags)?			
Is there a way to flag visitors or clients who have a history of violence?			



General	Yes	No	Don't Know
Is there enough lighting?			
Can the lights be turned off?			
Are there places to hide (e.g., plants, stairwells, elevators or alcoves)?			
Can the end of each stairwell, hall or elevator be seen (e.g., are there mirrors or corners)?			
Is public access to the washrooms controlled?			
Are there individual offices or rooms?			
<ul style="list-style-type: none"> • If so, is furniture arranged to allow a quick exit? 			
<ul style="list-style-type: none"> • If so, is furniture designed to reduce contact between staff and the public? 			
<ul style="list-style-type: none"> • If so, is there a way to call for help? 			
Are there private areas for staff members (e.g., lunchrooms, change rooms and washrooms)?			
<ul style="list-style-type: none"> • If so, is access restricted to staff use only (i.e., with codes, keys or cards)? 			
Are there secure places for storing money or valuables?			
Is cash kept on site?			
<ul style="list-style-type: none"> • If so, is the amount of cash on hand limited (e.g., regular pick-ups and deposits)? 			
<ul style="list-style-type: none"> • If so, is there a safe for large amounts of cash? 			
Are security personnel and/or equipment on site?			
<ul style="list-style-type: none"> • If so, are the personnel trained and/or security equipment checked regularly? 			
Policies, Procedures and Training	Yes	No	Don't Know
Is a violence prevention policy posted?			
Are there emergency response plans for violent incidents?			
Are there procedures for investigating violent incidents?			
Have all staff members been trained about the policies and procedures?			
Have all tasks or areas with an increased risk of violence been fully assessed?			
Have all staff members had the job-specific training required to reduce the risk of violence?			

SAMPLE WORKER SURVEY

Be sure to add, remove or change items on this sample form to make it apply to your workplace.

This survey is to collect information about violence in our workplace. This survey is an important part of how we assess our violence risk in this workplace. Our goal is to prevent and/or reduce the risk of workplace violence and its negative effect on our staff.

You do **not** have to give your name or any other information that could identify you. Answer the question or circle the appropriate answer (**yes** or **no**, or **don't know**).

Date: _____ Name: _____ Male Female

Job title: _____ Department: _____

Have you ever been the victim of a violent incident on the job? (Circle one) Yes No

If yes, please describe:

Did you report the incident? Yes No

If not, please describe why:

If you were injured, please describe:

Have you ever witnessed a violent incident on the job? (Circle one) Yes No

If yes, please describe:

On a scale of 1 to 4, how concerned are you about violence at work? (Circle a number below)

1 2 3 4
No Concern Not Very Concerned Somewhat Concerned Very Concerned

Comments:



On a scale of 1 to 4, how prepared do you feel to handle a violent situation? (Circle a number below)

1	2	3	4
Very Prepared	Prepared	Somewhat Prepared	Not Prepared

Comments:

Have you ever seen a copy of the violence prevention policy? (Circle one)

Yes No

If yes, is it easy to understand and follow? (Circle one)

Yes No

If not, please describe:

Have you been trained on the resources and procedures we have to deal with violence and its consequences? (Circle one)

Yes No

Have you received training on recognizing and preventing workplace violence? (Circle one)

Yes No

Do you feel that the training was adequate?

Yes No

Comments:

On a scale of 1 to 4, how prepared do you feel to handle a violent situation? (Circle a number below)

1	2	3	4
Very Prepared	Prepared	Somewhat Prepared	Not Prepared

Comments:

What steps could be taken to make our workplace safer?

SAMPLE VIOLENCE PREVENTION POLICY

The following example of a violence prevention policy will provide practical guidance on developing a policy for your workplace. This sample is generic and written for distribution within a fictitious organization called XYZ Company. Therefore, it will not address all of the risks identified in your risk assessment or reflect the work that you do. *Be sure to add, remove or change the information in the following example to make it specific to your workplace.*

Company commitment

At XYZ Company, we are committed to providing a safe work environment for all of our staff members. Management recognizes the potential for violence or threats against staff members. Actions have been taken to identify possible sources of violence and to implement a violence prevention program to eliminate or minimize risk.

What is violence?

As defined in Part 11 of the *Workplace Safety and Health Regulation*, M.R. 217/2006:

“Violence” is the attempted or actual exercise of physical force against a person and any threatening statement or behaviour that gives a person reason to believe that physical force will be used against them.

Violence is against the law

Canada’s Criminal Code prohibits violence. You have a right to live and work without being subjected to violence. This policy outlines what to do if you are subjected to threats or violence at work, or if you, as a manager or a worker, become aware of a violent situation.

Worker rights and responsibilities

- Workers are entitled to work free from violence.
- Workers are responsible for working together in a professional manner and resolving issues in a non-violent manner.
- Workers are to bring issues to their supervisor if they cannot be mutually resolved.
- Workers must report incidents of violence to their supervisor.
- Workers must co-operate in the investigation of a violent incident.
- Anyone who gives evidence or information in an investigation, or is involved in the process of investigation, must keep this information confidential, except when it is necessary to deal effectively with the issue.



Employer responsibilities

- The management at XYZ Company will ensure, as much as reasonably practicable, that no workers are subjected to violence in the workplace.
- Management will take corrective action with anyone under their direction who subjects a worker to violence.
- Management will not disclose the name of a complainant or the circumstances of a complaint to anyone except where disclosure is:
 - necessary to investigate the complaint
 - required to take corrective action, or
 - required by law.
- Any information that is disclosed (as above) will be the minimum required for the purpose.
- Management will ensure that all workers are aware of the risks of violence in the workplace and are properly trained and equipped to protect themselves.

XYZ Company's violence prevention policy is not intended to discourage or prevent anyone from exercising any other legal rights under any other law.

XYZ Company, its managers and its supervisors are responsible for creating a safe working environment that is free from violence. Anyone aware of violence in our workplace must immediately bring it to the attention of management so the issue can be addressed.

Where might violence occur?

At XYZ Company, workers in our reception and cash-handling areas have the highest risk of exposure to violence from customers and the public.

The jobs and tasks associated with the highest risk of violence exposure include:

- cashiers, when handling money during cash transactions
- the accounting clerk, when completing cash pick-ups or drop-offs to cashiers, and during bank deposits
- the receptionist at the front reception desk, when greeting customers.

Steps to eliminate or reduce the risk of violence

XYZ Company assesses the risk for workplace violence annually, or more often if something in our workplace changes, or if a violent incident occurs.

The reception area and cashier desks have been designed to minimize contact between our staff members and customers. The areas and furniture have been designed so that staff members can quickly remove themselves if a violent situation occurs.

The cash-counting room is equipped with one-way glass and a swipe card. Security accompanies the accounting clerk when handling cash outside of the counting room.

XYZ Company has a system for flagging individuals who have demonstrated increased risk for violent behaviours. Alerts will be placed in customer files and the information shared with workers who are likely to encounter those customers.

Notifications of individuals who have been restricted from XYZ Company property are kept in the alert binder at reception. Reception and other relevant staff members will be informed of new alerts as they occur.

Safe work procedures have been developed to inform and train workers about the risks of violence. Documented safe work procedures on violence prevention include:

- an emergency response plan for injured workers
- procedures for working alone or in isolation
- procedures for dealing with irate customers
- robbery prevention procedures
- procedures for handling money
- parking lot safety procedures.

Workers

- The violence prevention policy will be reviewed with all staff members at orientation.
- The plan for working alone or in isolation must be reviewed with all staff members who work alone. Workers must follow this plan and supervisors must ensure the plan is followed.
- All staff members receive personal safety and de-escalation skills training during their orientation.
- Help can be summoned by using the panic alarms installed under the reception desk and cashier work stations, or by other suitable methods.
- Radio or cell phone communication will be provided to all field staff members.
- Personal alarms will be provided to all staff members going to high-risk areas or attending to high-risk clients.
- Prior to attending a high-risk area or client, appropriate procedures must be developed with your supervisor (check-in times, number of staff members, distress word, etc.).

Notification of risk

Any time there has been a change in the nature or extent of the risk of violence, XYZ Company will provide staff members with all of the information available, including personal information, within the limitations of the law; i.e., the minimum amount of information necessary to accomplish the purpose.

How to report incidents of violence

1. If the situation has or is likely to escalate into a physical act of violence, contact the police immediately.
2. Report all threats or acts of violence to your immediate supervisor.
3. The supervisor will notify the Manitoba Workplace Safety and Health Branch if the incident meets the definition of a “serious incident” (as outlined under the section Process for Investigating Violent Incidents).
4. The worker and the supervisor will complete an Incident Report Form. The form must be completed for all incidents, whether the incident involves a threat or act of violence.
5. The supervisor will report all incidents of violence to the area director at XYZ Company as soon as possible, and will submit the Incident Report Form. The director will immediately notify human resources and the chief operating officer within 24 hours of receiving the Incident Report Form.



Incident investigation

When an incident of violence has occurred or could have reasonably been expected to have occurred, XYZ Company will take the following steps:

1. If the incident meets the definition of a “serious incident” as defined in Part 2 of the *WSH Regulation*, the supervisor will immediately notify the Workplace Safety and Health Branch and the co-chairs of the safety and health committee.
2. The supervisor will advise any workers who may be at risk and will notify the area director of the incident.
3. The safety and health committee co-chairs, the supervisor and any other persons required will complete an investigation into the incident using the forms and tools in the investigation kit. The kit is located in the staff room, beside the first aid kit.
4. All information available and relevant to the violent incident will be provided to the investigation team.
5. The investigation results will be summarized by the employer co-chair of the safety and health committee, and a copy of the report will be given to the supervisor, the area director, the chief operating officer and the safety and health committee.
6. The recommendations will be reviewed with the safety and health committee and documented on the Incident Report Form.
7. Progress on implementing any recommendations will be documented on the safety and health committee meeting minutes. Once the recommendations have been implemented, staff members will be notified and it will be noted on the safety and health committee meeting minutes.

Annual report

Each investigation report will be included in the annual workplace violence report produced every April. The annual report on violence will be provided to the chief operating officer and the safety and health committee no later than June 1 of each year.

Follow up to a violent incident

Workers who have been victims of violence or have been affected by an incident of violence will be:

- encouraged to seek medical help from their healthcare providers or to seek referrals for post-incident counselling, if required
- given the opportunity to be examined by a doctor and transported to a medical facility, as required.

XYZ Company has an employee and family assistance plan that provides counselling and debriefing services for workers and their families.

Staff members will keep all existing benefits while under treatment or counselling.

If a worker gets medical help or misses work, both the employer and the worker must file a report of injury with the Workers Compensation Board.

The supervisor, area director and human resources director will review the incident and its effects and take reasonable steps to accommodate workers involved in the incident.

Incident Report Form

Name of Supervisor notified:

Workplace Safety and Health Branch called? Yes No

Police called? Yes No

Safety and Health Committee notified? Yes No

Were you advised to seek medical treatment? Yes No

Did you consult a doctor? Yes No

Was medical attention or first aid obtained? Yes No

Did an investigation occur? Yes No

WCB forms completed? Yes No

3. INFORMATION ABOUT THE ASSAILANT

Client Employee Other (specify)

Name and address of suspect if known:

4. IMMEDIATE ACTION TAKEN BY THE EMPLOYER

5. DIRECT & INDIRECT CAUSES (Attach any pictures, graphs, etc.)

6. RECOMMENDATIONS

COMPLETED ON



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