



**SAFE  
WORK**

**S** SPOT THE HAZARD  
**A** ASSESS THE RISK  
**F** FIND A SAFER WAY  
**E** EVERYDAY

**EVERYONE'S  
RESPONSIBILITY**



# Guide for Preventing Violence in the Workplace

August 2011

Manitoba 

# **Guide**

## **for Preventing Violence in the Workplace**

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**August 2011**

**Manitoba** 

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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, representative, or employees.

## 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
- when there is no committee or representative, the workers at the workplace

### 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 interactions between employees and others at the workplace such as clients, patients and the public.

The risk assessment should consider the risk factors associated with violence, 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.

### 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 in the Workplace

- employees, clients or patients, public or visitors, employees' families
- age and gender
- personalities and attitudes
- nature of the interactions between the 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 employees or employees 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
- investigation 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 an employee survey asking for feedback on:
  - 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** employee 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 all employees. A supportive work environment can help an employee deal with family violence and reduce the possibility of harm to the employee, coworkers 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 employees 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 with 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](http://www.manitoba.ca/fs/fvpp_toolkit)
- workshops for workplaces

*WISE on Family Violence* training helps employers recognize and respond to employees affected by family violence. It covers topics such as:

- recognizing signs of abuse in the workplace
- why employers should care about family violence
- tips on talking to an employee about family violence
- family violence and the law
- how employers can 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 employees affected by family violence to use resources like those listed at [www.manitoba.ca/fs/fvpp/pubs/brochure.pdf](http://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](mailto:fvpp@gov.mb.ca)

## DEVELOPING A VIOLENCE PREVENTION POLICY

### Who needs a policy?

**You must have a violence prevention policy, if:**

1. Your workplace provides any of the following public services:
  - healthcare
  - pharmaceutical-dispensing
  - education
  - financial
  - police, corrections or other law enforcement
  - security
  - crises counselling and intervention
  - taxi cab and transit bus
  - retail sales (between 11:00 p.m. and 6:00 a.m.)
  - licensed premises (within the meaning of The Liquor Control Act)
2. If your workplace does not provide those services 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
- when there is no committee or representative, the workers at the workplace

## Content of the violence prevention policy

A violence prevention policy provides information about how the employer will eliminate or reduce the risks of violence to workers, identified by the violence risk assessment. The policy must include the following information and statements:

- description of the areas in the workplace where violence has occurred, or is likely to occur
- description of the jobs or tasks where employees 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
- procedures for reporting a violent incident, including how and when to report
- 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
- recommendation that workers harmed through workplace violence consult their healthcare providers for treatment or referral to post-incident counselling, if needed
- 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, take corrective action, or is required by law
- statement that the personal information disclosed (as above) will be the minimum amount necessary for the purpose
- 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 employees are trained in the violence prevention policy.
- Employers must also ensure all employees 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 EMPLOYEES

### What information must be provided to employees?

#### Violence prevention policy

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

#### Nature and extent of the risk of violence

Each employee must be informed about the nature and extent of the risk of violence they may encounter while working. This means that employees must 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, (ex: including personal information) about the risk of violence from a person with a history of violent behaviour, if an employee 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 in place to prevent similar incidents from happening again.

### Reporting workplace violence

Employees must help identify safety and health hazards in the workplace, including violence. It is very important to report threats or acts of violence as soon as possible so appropriate controls can be put in place to prevent similar incidents in the future.

The 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?

The people required on the investigation team depend on the circumstances of the incident being investigated. In Part 2 of the Workplace Safety and Health Regulation (M.R 217/06), it states that the employer must conduct investigations into:

- 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 be involved in the investigation:

- safety and health committee co-chairs (or their designates), or
- safety and health representative at the workplace, or
- when there is no committee or representative, the workers at the workplace

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

If the violent incident does not meet the criteria outlined in Part 2 of the Workplace Safety and Health Regulation (M.R 217/06), the employer is still required to complete an investigation. The violence prevention policy should outline who will be involved in completing the investigation.

## Investigating violent incidents

Investigations must take place as soon as possible. The following information may help you develop investigation procedures for your workplace. The people involved in conducting workplace investigations should be trained on how to conduct them.

### Preparation

It is a good idea to create an investigation kit that contains the items needed to conduct an investigation (ex: pens, paper, recording forms, tape measure, camera, 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.

### Information gathering

You will need the following information:

- name, address, date of birth, status of injured worker
- name of person who threatened the worker or committed the act (if known)
- brief overview of the incident and/or violence report
- name of the worker’s supervisor
- 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 (ex: ask questions about the risk assessment, employee training, safe work procedures, security measures, 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.
- Explain 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 do so, there will be disciplinary action.
- It is important to 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 (ex: one person asks questions, the second takes notes). You may also ask the witnesses to write their statements out for you.
- Information to be documented should include the name of the person being interviewed, the date and time, 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, 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 only for facts.
- 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 be involved in the investigation, the employer must summarize the information in 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:

- name of any person injured or killed
- date, time, and place of the incident
- description of the incident
- graphics, photographs or evidence
- explanation of the incident, including any indirect causes
- immediate corrective actions
- long-term actions to be taken
- reasons why no corrective action is needed

If the violent incident did not require the committee co-chairs, the representative or the workers to be involved in the investigation, the employer must share the results with the safety and health committee or representative, if requested.

## **ANNUAL VIOLENCE REPORT**

Tracking violent incidents is another important component in addressing workplace violence. Tracking the violent incidents that occur within a workplace help 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 summarizes the incidents of violence in the workplace.

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

### **Content of the report**

The annual report must contain the following:

- records of any violent incidents 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 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 Employee 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 (ex: after hours or travel)			
Working in isolated locations (ex: basements, locked rooms)			
Working with the public			
Handling money or valuables			
Working at night or early morning			
Delivering, collecting or storing drugs, liquor or tobacco			
Working in public buildings or areas			
Young or inexperienced staff			
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?			
<ul style="list-style-type: none"> <li>• If yes, are there signs stating this?</li> </ul>			
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 (ex: bushes, doorways, garbage bins)?			
Outside & 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 (ex: bushes, doorways, 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 when someone enters?			
Is the building locked?			
<ul style="list-style-type: none"> <li>• If so, when?</li> </ul>			
<ul style="list-style-type: none"> <li>• If so, are keys or codes replaced immediately when lost or stolen?</li> </ul>			
	Yes	No	Don't

Reception Areas			Know
Is access restricted (ex: locked, buzzers, telecom, check-in)?			
Is there enough lighting?			
Is there a clear view of all entrances and waiting areas?			
Are there places to hide (ex: plants, stairwells, elevators, alcoves, washrooms)?			
Is furniture designed to reduce contact between staff and the public?			
Is furniture arranged to reduce contact between staff 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 (ex: locked, codes, cards, buzzers, check-in)?			
Are visitors or clients easy to identify (ex: badges, 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 (ex: plants, stairwells, elevators, alcoves)?			
Can the end of each stairwell, hall or evaluator be seen (ex: mirrors, corners)?			
Is public access to the washrooms controlled?			
Are there individual offices or rooms?			
<ul style="list-style-type: none"> <li>• If so, is furniture arranged to allow quick exit?</li> <li>• If so, is furniture designed to reduce contact between staff and the public?</li> <li>• If so, is there a way to call for help?</li> </ul>			
Are there private areas for staff (ex: lunchroom, change room, washrooms)?			
<ul style="list-style-type: none"> <li>• If so, is access restricted to staff use only (ex: codes, keys, cards)?</li> </ul>			
Are their secure places for storing money or valuables?			
Is cash kept on-site?			
<ul style="list-style-type: none"> <li>• If so, is the amount of cash on hand limited (ex: regular pickups, deposits)?</li> <li>• If so, is there a safe for large amounts of cash?</li> </ul>			
Is security personnel and/or equipment on site?			
<ul style="list-style-type: none"> <li>• If so, is the personnel trained and/or security equipment checked regularly?</li> </ul>			
Policies, Procedures & Training	Yes	No	Don't Know
Is there a violence prevention policy posted?			
Are there emergency response plans for violent incidents?			
Are there procedures for investigating violent incidents?			
Has all staff been trained about the policies and procedures?			
Have all tasks or areas with an increased risk of violence been fully assessed?			
Has all staff had the job-specific training required to reduce the risk of violence?			

## SAMPLE EMPLOYEE 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.)

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
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.)			
<b>1</b> Very Prepared	<b>2</b> Prepared	<b>3</b> Somewhat Prepared	<b>4</b> Not Prepared
Comments: _____			
Have you ever seen a copy of the violence prevention policy? (Circle one)		Yes	No
If yes, is it 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 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.)			
<b>1</b> Very Prepared	<b>2</b> Prepared	<b>3</b> Somewhat Prepared	<b>4</b> Not Prepared
Comments _____			
What steps could be taken to make our workplace safer?			

## SAMPLE VIOLENCE PREVENTION POLICY

This following example of a violence prevention policy will provide practical guidance on developing a policy in your workplace. This sample is generic, and written for distribution within a fictitious organization, 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. Management recognizes the potential for violence or threats against staff. 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 anyone 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 an employee, become aware of a violent situation.

### Employee rights and responsibilities

- Employees are entitled to work free from violence.
- Employees are responsible for working together in a professional manner and resolve issues in a non-violent manner.
- Employees are to bring issues to their supervisor if they cannot be mutually resolved.
- Employees must report incidents of violence to their supervisor.
- Employees must cooperate in the investigation of a violent incident.
- Anyone who gives evidence or information in an investigation, or is involved in the process 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 practical, that no employees are subjected to violence in the workplace.
- Management will take corrective action with anyone under their direction who subjects an employee to violence.

- Management will not disclose the name of a complainant or the circumstances of the complaint to anyone except where disclosure is:
  - necessary to investigate the complaint
  - required to take corrective action
  - required by law
- Any information that is disclosed (as above) will be the minimum required for the purpose.
- Management will ensure all employees 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 supervisors are responsible for creating a safe working environment that is free from violence. Anyone aware of violence in our workplace must bring it to the attention of management so the issue can be addressed immediately.

### **Where might violence occur?**

At XYZ Company, employees working 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
- accounting clerk – when completing cash pick-ups or drop offs to cashiers and during bank deposits.
- 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 a violent incident occurs.

The reception area and cashier desks have been designed to minimize contact between our employees and customers. The areas and furniture have been designed so that employees 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 employees 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 will be informed of new alerts as they occur.

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

- emergency response plan for injured workers
- working alone or in isolation
- how to deal with irate customers
- robbery prevention
- handling money
- parking lot safety

### Employees

- The violence prevention policy will be reviewed with all staff at orientation.
- The plan for working alone or in isolation must be reviewed with all employees who work alone. Employees must follow this plan and supervisors must ensure the plan is followed.
- All staff 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 employees.
- Personal alarms will be provided to all staff 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 employees, distress word etc.).

### **Notification of risk**

Any time there has been a change in the nature or extent of the risk of violence, XYZ will provide employees with all of the information available, including personal information, within the limitations of the law. Information will be provided to the extent necessary for 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 Division if the incident meets the definition of a “serious incident” (as outlined under the section, Process for Investigating Violent Incidents).
4. The employee 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, including 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 reasonably be expected to occur, XYZ Company will take the following steps:

1. If the incident meets the definition of a “serious incident” as defined by Part 2 of the Workplace Safety and Health Regulation, the supervisor will immediately notify the Workplace Safety and Health Division and the co-chairs of the committee.

2. The supervisor will advise any employees 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 (ex: in staff room, beside 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 with a copy of the report given to the supervisor, area director, 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 minutes. Once the recommendations have been implemented, staff will be notified and it will be noted on the safety and health committee 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**

Employees who have been victims of violence will be:

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

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

Employees will keep all existing benefits while under treatment or counselling.

If an employee gets medical help or misses work, both the employer and employee 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 employees involved in the incident.

## SAMPLE VIOLENT INCIDENT REPORT FORM

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

<b>Incident Report Form</b>	
<b>1. GENERAL INFORMATION</b>	
Date of incident:	Time: <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
Name:	Job title:
	Division/Branch:
Location of incident: <input type="checkbox"/> Office <input type="checkbox"/> Offsite <input type="checkbox"/> Counter/reception area <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Telephone	
Type of assault:	<input type="checkbox"/> Verbal <input type="checkbox"/> Physical
<b>2. DETAILED DESCRIPTION OF INCIDENT</b>	
Describe Incident: (use additional paper, if required)	

<b>Incident Report Form</b>	
Name of Supervisor notified:	
Workplace Safety and Health Division called? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Police called? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Safety and Health Committee notified? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Were you advised to seek medical treatment? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Did you consult a doctor: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Medical attention, first-aid obtained? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Did an investigation occur? <input type="checkbox"/> Yes <input type="checkbox"/> No	
WCB forms completed? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>3. INFORMATION ABOUT THE ASSAILANT</b>	
<input type="checkbox"/> Client <input type="checkbox"/> Employee <input type="checkbox"/> Other (specify)	
Name and address of suspect if known:	
<b>4. IMMEDIATE ACTION TAKEN BY THE EMPLOYER</b>	
<b>5. DIRECT &amp; INDIRECT CAUSES (Attach any pictures, graphs etc.)</b>	
<b>6. RECOMMENDATIONS</b>	<b>COMPLETED ON</b>

