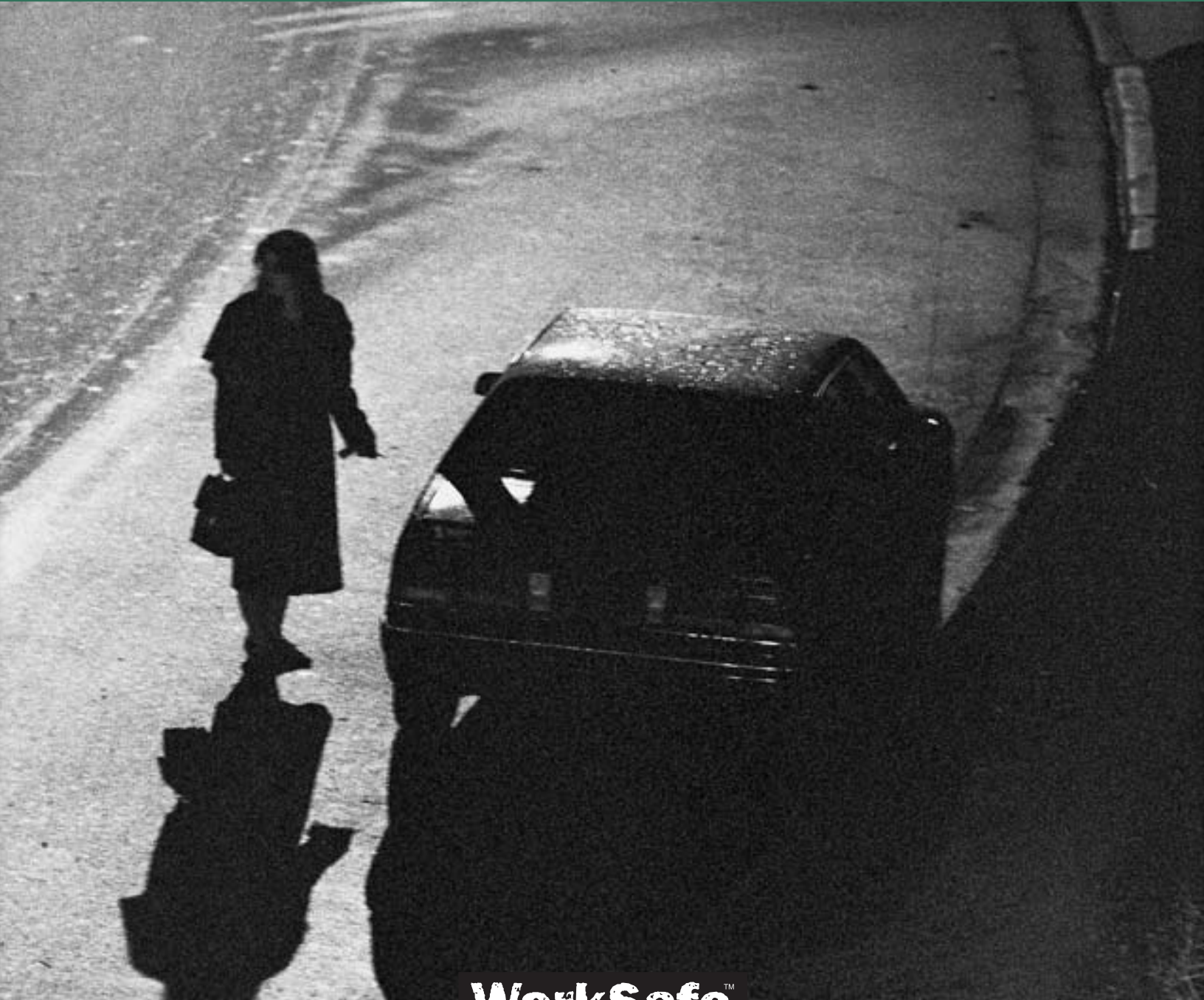


Take Care

How to develop and implement a workplace
violence prevention program



WorkSafeTM

WORKERS' COMPENSATION BOARD OF BC

www.WorkSafebc.com

ABOUT THE WCB

Preventing on-the-job injury and disease is the first priority of the Workers' Compensation Board (WCB) of British Columbia. WCB prevention officers inspect worksites in B.C. to make sure they comply with the Occupational Health and Safety Regulation, which sets out minimum workplace standards for health and safety. The WCB also investigates serious workplace accidents and consults with employers, supervisors, and workers to promote health and safety in the workplace.

Under the requirements of the *Workers Compensation Act*, a worker must report an injury or a disabling occupational disease as soon as possible to the employer. The employer must report work-related injuries, occupational diseases, and work-related deaths to the WCB within three days. A worker may not make an agreement with the employer to give up WCB benefits.

If a worker suffers a work-related injury or illness, the WCB provides fair compensation that may include medical costs, loss of earnings, physical rehabilitation, and pensions. The WCB also works with employers to help injured workers return to work. If a worker is killed on the job, counselling and financial help are made available to the victim's family. For more information on requirements or eligibility for WCB coverage, contact the WCB office nearest you.

WCB PREVENTION INFORMATION LINE

The WCB Prevention Information Line can answer your questions about workplace health and safety, worker and employer responsibilities, and reporting a workplace accident or incident. The Prevention Information Line accepts anonymous calls.

Phone 604 276-3100 in the Lower Mainland, or call 1 888 621-7233 (621-SAFE) toll-free in British Columbia.

To report after-hours and weekend accidents and emergencies, call 604 273-7711 in the Lower Mainland, or call 1 866 922-4357 (WCB-HELP) toll-free in British Columbia.

WCB PUBLICATIONS

Many publications are available on the WCB web site. The Occupational Health and Safety Regulation and associated policies and guidelines, as well as excerpts and summaries of the *Workers Compensation Act*, are also available on the web site:

<www.WorkSafebc.com>

Some publications are also available for purchase in print:

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INTRODUCTION

The possibility of violence in the workplace is an unfortunate reality. Employees who experience violence in the course of their work are covered under the *Workers Compensation Act*, and employers must provide a workplace as safe from the threat of violence as possible.

The sections of the Occupational Health and Safety Regulation on violence in the workplace address workers' protection from work-related threats and assaults. These sections of the Regulation require that you determine if there is a risk of violence, and if so, as an employer, you must set up procedures to eliminate or minimize the risks to your employees. These sections also require that you instruct workers on the hazards of workplace violence and on appropriate responses to violence. These sections of the Regulation came into effect in 1993 and were formerly known as the *Protection of Workers from Violence in the Workplace* regulations.

To assist you in complying with these sections, the Workers' Compensation Board (WCB) of B.C. has created this guide to enable you and your staff to implement a program to prevent violence in your workplace.

Take Care shows you how to develop and implement a workplace violence prevention program. You can tailor this guide to fit the needs of your workplace.

Who should use this guide

Take Care is designed for any business where there is a possibility of violence from any person other than a co-worker. As retail workers tend to be at a higher risk of becoming victims of violence, a section on safe work practices for retailers has been added to Part 4. If you conduct a risk assessment and find there is no risk of violence in your workplace, no further action is necessary.

How this guide is organized

Take Care is divided into five parts. In Part 1, you'll find the sections of the Occupational Health and Safety Regulation on violence in the workplace, followed by brief explanations of the sections. Part 1 also includes a summary of the general duties of employers, workers, and supervisors under the *Workers Compensation Act*. Part 2 explains the things you should consider when conducting a risk assessment. In Part 3 you'll find the basic elements of a violence prevention program. Part 4 has procedures for preventing violence in the workplace, including a procedure for minimizing risk while travelling to and from the workplace. Part 5 contains five sample documents: a risk assessment summary report, a policy statement, a record of instruction of workers, a violent incident report form, and a suspect and vehicle identification sheet.

PART 1: AN OVERVIEW OF THE REGULATION

SECTIONS ON VIOLENCE IN THE WORKPLACE

This part of the guide reprints the sections of the Occupational Health and Safety Regulation that deal specifically with violence in the workplace. Following each section there is brief discussion that clarifies some of the points made. Also reprinted are three other sections of the Regulation that help clarify restrictions on workers performing unsafe acts, checking employees' well-being, and improper conduct. A summary of three sections of the *Workers Compensation Act* dealing with employer, worker, and supervisor responsibilities is also included.

Regulation sections on violence in the workplace

Definition of violence

4.27 “Violence” means the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.

Explanation of section 4.27

- Incidents of violence include attempted or actual assaults or any threatening statement or behaviour towards an employee of your company by any person other than a co-worker, which gives the employee reasonable cause to believe that he or she is at risk of injury.
- Incidents of violence may not necessarily occur on the job site. These incidents are considered workplace violence if they arise out of the worker's employment.

Risk assessment

- 4.28 (1) A risk assessment must be performed in any workplace in which a risk of injury to workers from violence arising out of their employment may be present.**
- (2) The risk assessment must include the consideration of**
- (a) previous experience in that workplace,**
 - (b) occupational experience in similar workplaces, and**
 - (c) the location and circumstances in which work will take place.**

Explanation of section 4.28

- If there is interaction between your employees and persons other than co-workers, with a potential for threats or assaults, a risk assessment is required.
- To begin a risk assessment, conduct a survey among your staff relating to:
 - Potential risks in the work environment
 - Actual incidents of violence at your operation which occurred during the past three to five years. Depending on the number and type of incidents, a one-year period may be sufficient.
- Try to ensure the survey gathers input from *all* staff members.
- Review your company records and treatment books to identify trends, areas, and activities of concern.
- Check with similar operations to determine their experience of workplace violence.
- If there are two or more shifts, survey each shift. The risks may be different from one shift to another.

Procedures and policies

- 4.29 If a risk of injury to workers from violence is identified by an assessment performed under section 4.28 the employer must**
- (a) establish procedures, policies and work environment arrangements to eliminate the risk to workers from violence,**
 - (b) if elimination of the risk to workers is not possible, establish procedures, policies and work environment arrangements to minimize the risk to workers, and**
 - (c) establish procedures for reporting, investigating and documenting incidents of violence as required by Part 3 of the *Workers Compensation Act* and Part 3 of this Regulation (Rights and Responsibilities).**

Explanation of section 4.29

- Once risks have been identified, either take the necessary steps to eliminate the risks entirely or, if that is not possible, take action to minimize the risks.
- Develop preventive procedures which include appropriate steps to prevent injury to staff. Consideration should be given to workplace layout, lighting, access/egress routes, and concerns identified in the risk assessment.
- Procedures must be in writing. Ensure staff understand and follow them.

Instruction of workers

- 4.30 (1) An employer must inform workers who may be exposed to the risk of violence of the nature and extent of the risk.
- (2) The duty to inform workers in subsection (1) includes a duty to provide information related to the risk of violence from persons who have a history of violent behaviour and whom workers are likely to encounter in the course of their work.
- (3) The employer must instruct workers who may be exposed to the risk of violence in
- (a) the means for recognition of the potential for violence,
 - (b) the procedures, policies and work environment arrangements which have been developed to minimize or effectively control the risk to workers from violence,
 - (c) the appropriate response to incidents of violence, including how to obtain assistance, and
 - (d) procedures for reporting, investigating and documenting incidents of violence.

Explanation of section 4.30

- Existing staff must be made aware of hazards as soon as they have been identified.
- New employees must be made aware of all hazards relating to their employment.
- All staff must be trained in safe work procedures prior to exposure to hazards.
- If one of your identified risks is a known individual — such as a customer or a delivery person — the identity of the individual and the nature of risk must be given to staff likely to come in contact with the individual. *The information shall not be indiscriminately distributed.*

Response to incidents

- 4.31 (1) Incidents of violence must be reported and investigated as required by Part 3 (Rights and Responsibilities).
- (2) The employer must ensure that corrective actions are taken in response to incidents of violence in accordance with the requirements of Part 3.

- (3) **The employer must ensure that a worker reporting an injury or adverse symptom as a result of an incident of violence is advised to consult a physician of the worker's choice for treatment or referral.**

Explanation of section 4.31

- Instruct workers to report *any* incidents of violence to managers or supervisors. Complete the violent incident report form (see Part 5 of this booklet, "Sample documents"). Incidents include threats as well as physical acts of violence.
- Document all incidents of violence. Violent incident report forms should be completed and kept for review to assist in decreasing or eliminating workplace violence.
- Investigate incidents of violence to determine steps needed to avoid their recurrence. Initiate corrective action accordingly.
- The employer is required to advise any employee reporting an injury or adverse symptom resulting from an incident of violence of the worker's right to consult a doctor of his or her own choice. (The worker does not have to do so if he or she does not think it necessary.) Such notification should be documented on the violent incident report form.
- Note that general requirements to report and investigate incidents are also covered in the *Workers Compensation Act*, Part 3, Division 10, sections 172–177, as well as in Part 3 of the Regulation.

Other relevant sections of the Regulation

Refusal of unsafe work

- 3.12 (1) **A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.**

Explanation of subsection 3.12 (1)

- Workers must not undertake activities of a hazardous nature unless they have been trained to do so without undue risk to themselves or other workers. This includes the apprehension of robbers and shoplifters.

Working alone or in isolation

- 4.21
- (1) The employer must develop and implement a written procedure for checking the well-being of a worker assigned to work alone or in isolation under conditions which present a risk of disabling injury, if the worker might not be able to secure assistance in the event of injury or other misfortune.
 - (2) The procedure for checking a worker's well-being must include the time interval between checks and the procedure to follow in case the worker cannot be contacted, including provisions for emergency rescue.
 - (3) A person must be designated to establish contact with the worker at predetermined intervals and the results must be recorded by the person.
 - (4) In addition to checks at regular intervals, a check at the end of the work shift must be done.
 - (5) The procedure for checking a worker's well-being, including time intervals between the checks, must be developed in consultation with the joint committee or the worker health and safety representative, as applicable.
 - (6) Time intervals for checking a worker's well-being must be developed in consultation with the worker assigned to work alone or in isolation.
Note: High risk activities require shorter time intervals between checks. The preferred method for checking is visual or two-way voice contact, but where such a system is not practicable, a one-way system which allows the worker to call or signal for help and which will send a call for help if the worker does not reset the device after a predetermined interval is acceptable.

Explanation of section 4.21

- Where there is a risk of violence to employees working alone, employers must ensure that checks are made at reasonable intervals and that there are means of emergency communication.

Workplace conduct

4.25 A person must not engage in any improper activity or behaviour at a workplace that might create or constitute a hazard to themselves or to any other person.

Explanation of section 4.25

- If there are altercations *between* staff, this is the relevant section, not the sections on violence in the workplace.

General duties under the *Workers Compensation Act*

The following summary is from the *Workers Compensation Act*, Part 3, Division 3, sections 115–117. The summary does not use the exact wording of the *Act* but is intended to give an overview of the general duties of employers, workers, and supervisors. All three groups are required to comply with the *Workers Compensation Act* and the Occupational Health and Safety Regulation. (Please note that, where the *Act* refers to “supervisor,” the term “supervisor” can be substituted with “manager,” “store manager,” or “employer” when applied to the retail industry.)

General duties of employers

Employers must ensure the health and safety of all their workers and any other workers present at their worksite. Their responsibilities include the following:

- Remedy any hazards at the workplace.
- Establish health and safety programs and policies as required by the Regulation.
- Provide protective equipment and clothing as required and ensure that workers use them.
- Provide the instruction, training, and supervision necessary to ensure the health and safety of workers.

General duties of workers

Workers must protect their own health and safety and the health and safety of others who may be affected by their actions or their failure to act. Their responsibilities include the following:

- Follow established safe work procedures, including the use of protective equipment and clothing as required.
- Ensure that their ability to work safely is not affected by alcohol, drugs, or other causes.
- Report any hazards to their supervisor or employer.

General duties of supervisors

Supervisors must ensure the health and safety of all workers under their direct supervision. Their responsibilities include the following:

- Know the parts of the *Workers Compensation Act* and the Occupational Health and Safety Regulation that apply to the work being supervised.
- Make workers aware of all known or foreseeable health and safety hazards in the area where they work.
- Consult and cooperate with the joint health and safety committee or worker health and safety representative, if there is one.

PART 2: CONDUCTING A RISK ASSESSMENT

Whenever there is direct interaction between workers and the public, the potential for incidents of violence exists. Where experience in the workplace — or in workplaces similarly organized or situated — indicates such a potential exists, the Regulation sections on violence in the workplace require that a risk assessment be conducted. Using the results of the risk assessment, you can develop a workplace violence prevention program that addresses the specific needs of your organization and workers.

The risk assessment should take into consideration the location, nature, and circumstances of the business or industry in which you are engaged. The assessment should also take into consideration the number and nature of previous incidents of violence at the workplace over a period of at least one year.

A risk assessment checklist should cover the following items, but need not be limited to them:

The nature of interactions between workers and the public

- Money transactions
- Selling or dispensing alcohol or drugs
- Delivering health care or social services
- Providing security or regulatory enforcement services
- Civil disobedience or labour disputes

The attributes of workers

- Training and experience
- Age and gender
- Appearance
- Health
- Personality and attitude

The nature of your work environment

- Work location
- Number of workers
- Workplace layout
- Lighting and security provisions
- Hours of operation

Past history of incidents in your workplace and in similar operations

- Number or frequency of incidents
- Type and severity of incidents
- Time and location of incidents
- Job classification
- Attributes of both the worker and the client
- Nature of the interaction between the worker and client

Short method of conducting a risk assessment

Here is a simple and effective way of conducting a risk assessment in organizations of all sizes.

- If your company is small, include all the employees.
- Larger organizations should gather as many employees as possible; ensure that at least one from every site, section, and shift is present. Gather groups by division or job description, or include a representative from each. It is essential to involve the joint health and safety committee.
- Get the group to discuss the following three questions, asking each person to answer in turn.
 - 1. What violence have you been exposed to on this job?**
 - 2. Do you know of any violence that has happened to others in similar jobs?**
 - 3. What violence-related concerns do you have on this job?**
- In a very large organization, you may want to supplement this process by sending all employees a form listing the three questions. The forms can be anonymous, but make sure employees list their job types, shifts, and location (for example, “file clerk, afternoon shift, Surrey office”).
- List the answers on a chalkboard or a large sheet of paper. This should establish a comprehensive summary of the real and perceived risks.
- Many firms find it advantageous to include staff in establishing procedures for eliminating or minimizing risk. In any case, written procedures must be developed for the training of workers.

PART 3: DEVELOPING A VIOLENCE PREVENTION PROGRAM

Your violence prevention program should be part of your overall health and safety program, and reflect the sections in “Part 1: An overview of the Regulation sections on violence in the workplace” (beginning on page 3). It should be developed and implemented in co-operation with your company’s joint health and safety committee or worker health and safety representative. If your company isn’t large enough to have a committee or worker representative, involve workers knowledgeable about the worksite. The nature and extent of the program should be based on the results of your risk assessment.

Your violence prevention program should include the following:

A written policy

- States your overall approach to preventing violent incidents
- Indicates the direction and support of senior management
- Clearly outlines the responsibilities of managers, supervisors, and workers
- Identifies the nature and extent of workers’ risks of injury from violence

Regular risk assessments

- Identify the types and probability of risks of injury due to violent incidents
- Provide a means to document the risk assessments
- Help make the results available to workers

Prevention procedures

- Include written instructions detailing the violence prevention procedures to be followed by workers and supervisors
- Explain the work environment arrangements implemented to prevent incidents of violence
- Provide direction to workers outlining safe response methods and procedures for reporting incidents

Worker and supervisor training

- Provides workers at risk and their supervisors with correct response procedures
- Helps to ensure the violence prevention procedures are understood and followed
- Allows for the maintenance of accurate records

Procedures for reporting and investigating incidents

These procedures — including policies and documentation — should cover:

- Reporting incidents of violence
- Supervisors' actions to address reported incidents
- Investigating incidents of violence
- Implementing corrective action
- Advising injured workers who need to see a physician for treatment or referral after a traumatic incident

Incident follow-up

- Provides for a review of actions taken in response to violent incidents and an evaluation of their effectiveness

Program review

- Identifies new risks of injury from violence when the violence prevention program is reviewed periodically

PART 4: PROCEDURES FOR PREVENTING VIOLENCE IN THE WORKPLACE

The procedures in this part will help prevent violence in the workplace. The section on travelling to and from work is helpful for workers in all industries. The remaining sections were developed specifically for the retail industry, which experiences more incidents of violence than most other types of work. These procedures were developed in association with the RCMP and are acceptable to the WCB. You may wish to modify these procedures or develop additional ones for your own workplace.

Travelling to and from work

You and your staff should develop procedures for safe travelling to and from work. The sample below was provided by the Surrey RCMP Business Section and can be adapted to your specific needs.

Pre-arrival planning

1. Before you leave for work:
 - Visualize where you will park when you arrive at work
 - Ensure that you have enough gas to get to and from work
 - Ensure that you have everything you need for work on the front seat beside you, if you are travelling alone
2. Then visualize a back-up plan you can use if your arrival at work does not go as planned.

Arrival at your parking spot

1. Park in well-lit areas. Avoid alleys, wooded areas, and tunnels. Use caution in underground lots — stay in open, lit areas near exits. Vehicle should be locked and windows rolled up as you enter the parking lot.
2. As you enter the designated parking area and before you leave your vehicle, scan the area for suspicious persons. Have a back-up plan ready.
3. Prepare yourself to get out of the vehicle with everything you need before unlocking the vehicle door. Ensure you have the key to the building, a whistle or other personal alarm, and other personal belongings. Avoid having to reach back into the vehicle for items after you have exited.
4. Ensure the vehicle is locked and the windows are up while it is unattended.

Walking to your place of business

1. Walking with your head erect, appearing alert, and scanning your route, proceed directly and quickly to your store or office.
2. Use the main entrance as much as possible — avoid rear or secluded entrances.

Returning to your vehicle

1. Prepare yourself to leave the store or office with everything you need, such as keys to lock doors, the key to open your vehicle, and a whistle or other personal alarm.
2. Use the main entrance as much as possible — avoid rear or secluded exits.
3. Scan the area for suspicious or menacing individuals. Have a back-up plan if there is danger.
4. Walking with your head erect, appearing alert, and scanning your route, proceed directly and quickly to your vehicle.
5. If possible, avoid walking to your vehicle alone. Go with other workers, security guards, or other escort. Provide the escort with a ride back to the main entrance.
6. If you must walk to your vehicle alone, have a co-worker watch you from a window, if possible, and wave to him or her on the way to your vehicle. If no one is available, fake it: pretend you are being watched and wave to an imaginary co-worker on the way to your vehicle. Once you are in your vehicle, ensure all doors are locked and windows are up.

Public transit

1. Avoid isolated or poorly lit bus stops.
2. Plan your arrival time at the bus stop to get you there just before your bus arrives.
3. If you are alone or it's late at night, sit near the driver. If someone bothers you, tell the driver immediately.
4. Try to sit where you can see your upcoming bus stop as you arrive. If you see suspicious or menacing individuals at your stop, get off at the next stop.
5. When stepping off the bus, check to see if you are being followed. If you are, walk directly and quickly — without running or looking back — to a service station or store. Call 911.
6. If possible, plan to have someone meet you at your home bus stop.

If you are confronted

1. If attacked, scream — as loud and long as possible — and run to the nearest well-lit area.
2. If someone grabs your purse, deposit bag, or other personal property, *do not* resist and *do not* chase the thief.
3. Call the police immediately after any incident and record appearance and mannerisms of the offender.

Shoplifting

Procedures will vary from workplace to workplace, so you must develop procedures for dealing with shoplifters relevant to your situation. There is one key point to follow: **Unless you are trained to intervene without risk to yourself or your co-workers, do not become physically involved with the shoplifter.** Follow the procedures, but don't be a hero.

Working alone

There may be times when you have to work alone. Here are some procedures to help deal with this situation.

1. Have someone contact you periodically to ensure you're okay. The checking procedure must require you to take some predetermined action to confirm you are all right and do not need help.
2. Contact may be in person, by telephone, or any other effective means. This may include reciprocal agreements with other company locations, adjacent merchants, or security firms. These agreements can include:
 - Telephone contact at predetermined intervals
 - Visual contact or signal to workers in adjacent premises or to security patrols
3. Use personal alarms or monitored video surveillance systems provided that:
 - They are properly maintained
 - The response to signs of distress is made immediately by qualified personnel
4. Make arrangements with adjacent employers to have employees watch each other's premises.

5. Prominently display notices indicating:
 - That the premises are monitored
 - What emergency numbers to call for assistance
6. If possible, do not open back doors and leave them open and unattended.
7. If possible, do not empty the garbage at night, especially if the dumpster is in a secluded spot or back alley.

Assault prevention tips for when you're working alone

1. If attacked, scream — as loud and long as possible — and run to a neighbouring store or the nearest well-lit area and continue calling for help.
2. If someone grabs your purse, deposit bag, or other personal property, *do not* resist and *do not* chase the thief.
3. Call the police immediately after any incident and record appearance and mannerisms of the offender.

Dealing with irate customers

If you work in the retail industry, it is almost inevitable that you will have to deal with an irate customer at some point.

1. Focus on the emotions first, try to remain calm, and try to calm the other person.
2. Try to avoid escalating the situation. Find ways to help the irate customer save face.
3. Listen carefully and try to put yourself in the customer's shoes, so you can better understand how to solve the problem.
4. If you cannot calm the person, ask for help.

Preventing robberies

1. Make the store attractive to customers, unattractive to robbers:
 - Keep the store clean, tidy, and well-lit.
 - Keep active and alert. Don't be a target.
 - Get away from the sales counter when there are no customers.
2. Ensure the sales counter is clearly visible from outside the store. A cash register location that is difficult to see clearly from the street helps a robbery to happen unnoticed.

3. Keep alert at all times.
 - Identify your escape routes.
 - Know the location of phones or assistance outside the premises.
 - Be aware of areas with poor lighting.
 - Avoid looking directly at suspicious loiterers. Prolonged eye-to-eye contact, especially if there is a group involved, may be seen as a challenge and possibly escalate the situation. Fill out a description sheet. If the loiterers don't leave, call the police and ask for a patrol check.
4. Greet everyone who enters the store.
 - Be friendly and briefly look directly into their eyes.
 - Ask the customer ahead of someone suspicious, "Are you together?" The customer will usually turn around to look at the person. This may deter the robber.
5. Keep the cash register fund to a minimum:
 - Remove all \$50 and \$100 bills from the cash register as soon as you receive them.
 - Post signs advising "Minimum cash kept on premises."
 - Ask customers for exact change or the smallest bills possible.
6. Take extra precautions after dark and during slow periods:
 - Check each night to see that outside lights are on and working.
 - Operate one register late at night through early morning.
 - Open the empty unused register drawer and tip it up for display.
 - Run an "empty register" — just \$5 bills and change.

In the case of a robbery

1. Remain cool and calm, and handle the entire procedure as if you were making a sale to a customer. Most robberies last under two minutes. The longer the robbery takes, the more nervous the robber becomes, so keep it short and smooth.
2. Listen carefully to what the robbers say, and obey them. *Don't be a hero.*
 - Don't fight. Don't use weapons. Don't jeopardize your own safety or that of other workers.
 - Give the robbers all the cash and merchandise they want.
 - Don't delay or argue.

3. Tell the robbers of any possible surprises:
 - Tell the robbers if you must reach for something or move in any way. Ask them for their directions.
 - Tell the robbers if another employee is in the back room so they are not startled.
 - Activate the alarm system only after the robbers have left, not while they are still in the store.
4. Continue to remain cool and calm.
 - Be careful not to stare or fix your gaze too long on the robbers, but observe what they look like, what they are wearing, their size, and the type and colour of weapons. Listen carefully to what they say.
 - Note the robbers' exact height against the height strip as they exit.
 - Immediately after the robbers have left, record appearance, mannerisms, and any distinguishing characteristics on the description sheet.
5. Do not chase the robber.
6. Call the police.
 - Keep police numbers near the phone — 911 or your local emergency number
 - Tell the police:
 - The direction robbers took when they left
 - The time of the robbery
 - The appearance of the robbers, and any weapon or vehicle used
 - Stay on the phone until the police tell you they have all the information they need.
 - Protect the crime scene. Ask any witnesses to wait for the police. Get names and addresses. Don't touch the evidence.

Making deposits

1. Avoid making night deposits.
2. Vary time of deposit.
3. *Do not* make deposits alone.
4. When making deposits with a co-worker or trusted friend, have him or her face the other way to keep an eye on everything while you make the deposit.

PART 5: SAMPLE DOCUMENTS

This section includes samples of five documents that will form an integral part of your workplace violence prevention program:

- Risk assessment summary report
- Policy statement
- Record of instruction of workers
- Violent incident report form
- Suspect and vehicle identification sheet

Risk assessment summary report

The risk assessment is the foundation upon which you will build your violence prevention program. This sample risk assessment summary report, which you can use as a model for your own report, will summarize the findings of your risk assessment so you and your employees can easily see where the potential for violence exists. It will help you establish policies and procedures, and also help you determine your violence prevention training needs.

Policy statement

A policy statement is necessary if your risk assessment reveals a potential for violence in your workplace. It will convey your concern for staff safety and your commitment to ensuring workers are protected from incidents of violence in the workplace. This document must be signed, dated, and posted prominently where workers will see it.

Record of instruction of workers

If your risk assessment reveals a potential for violence in your workplace, the Regulation states that you must train workers and their supervisors in violence prevention procedures *and* keep records of the training. Like the other sample forms, you can use this one or create one that best suits your needs.

Violent incident report form

If there is a risk of violence in your workplace, you must provide a way for employees to report and document any incidents of violence that occur. This should include a violent incident report form that will gather all the pertinent information.

Suspect and vehicle identification sheet

Should a violent incident occur in your workplace, employees should complete this form immediately after the incident.

Risk assessment summary report

A risk assessment has been conducted at

_____ on _____
Name of company *Date*

by _____
Name of management and worker representatives

The following potential risks of violence were identified:

- Travelling to and from work (see page 15)
- Shoplifting (see page 17)
- Working alone (see page 17)
- Irrate customers (see page 18)
- Robbery (see page 18)
- Making deposits (see page 20)

Other identified risks:

- _____
- _____
- _____
- _____
- _____

Policy statement — Prevention of violence in the workplace

The management of _____
Name of company

recognizes the potential for violent acts or threats directed against staff by persons
other than _____ employees.
Name of company

Every effort has been made to identify the sources of such action and procedures
have been developed to eliminate or minimize the risks to staff.

The management of _____
Name of company

will ensure that all staff members are aware of the hazards and are trained in the
appropriate action to take for protection from acts or threats of violence.

Workers shall follow the procedures implemented for their protection, and immediately
report all incidents of violence.

Owner/
Manager _____

Date _____

Record of instruction of workers

Staff have been made aware of the risks for violence identified at this site and have been trained in the appropriate action as defined in the procedures of this program.

Staff have been instructed on how to fill out the report form whenever a violent incident occurs.

List of staff who have received training on workplace violence prevention procedures:

Printed name	Signature	Date

Violent incident report form

Staff who have been victims of violence at work should complete this report as soon as possible.

1. Identifying Information

Name	Job title		
Shift	Department/section		
Location	<input type="checkbox"/> Parking lot	<input type="checkbox"/> Lobby	<input type="checkbox"/> Locker room <input type="checkbox"/> Counter/reception area
	<input type="checkbox"/> Other (<i>please specify</i>)		
Type of Assault	<input type="checkbox"/> Verbal	<input type="checkbox"/> Struck	<input type="checkbox"/> Bitten <input type="checkbox"/> Pushed <input type="checkbox"/> Threat <input type="checkbox"/> Kicked
	<input type="checkbox"/> Scratched <input type="checkbox"/> Other (<i>please specify</i>)		
Medical attention/first aid obtained?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Advised of right to consult doctor? <input type="checkbox"/> Yes <input type="checkbox"/> No
Investigation conducted?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	WCB forms completed? <input type="checkbox"/> Yes <input type="checkbox"/> No
Reported to supervisor?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Police called? <input type="checkbox"/> Yes <input type="checkbox"/> No
Action taken			

2. Assailant

<input type="checkbox"/> Customer <input type="checkbox"/> Patient <input type="checkbox"/> Delivery person <input type="checkbox"/> Ex-employee <input type="checkbox"/> Resident <input type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Other (<i>please specify</i>)			
Description <input type="checkbox"/> Male <input type="checkbox"/> Female			
Age	Complexion	Height	Weight
Name (<i>if known</i>)			

3. Incident and Injury Information

Date of incident	Time a.m. / p.m.
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4. Other Information

Was the assailant involved in any previous violent incidents with staff? <input type="checkbox"/> Yes <input type="checkbox"/> No
Are there any measures in place to prevent a similar incident? <input type="checkbox"/> Yes <input type="checkbox"/> No
Please provide any other information you think is relevant.

Suspect and vehicle identification

<p>Facial appearance</p>	<p>Write below specific facial details that you definitely remember.</p> <p>What did the suspect say?</p> <p>Tool or weapon seen.</p>
<p>Vehicle</p>	<p>Colour</p> <p>Body style</p> <p>Antenna</p> <p>Direction of travel</p> <p>Make</p> <p>Bumper sticker</p> <p>Model</p> <p>Wheel covers</p> <p>Licence number</p> <p>Damage/rust</p>

<p>SEX</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p>	<p>AGE</p>	<p>HEIGHT</p>	<p>WEIGHT</p>	<p>RACE</p>
<p>General appearance</p>				<p>HAT (Colour/type)</p>
<p>HAIR (Colour/style)</p>				
<p>EYES (Glasses)</p>	<p>COAT</p>			
<p>COMPLEXION</p>	<p>SHIRT/BLOUSE</p>			
<p>JEWELLERY</p>	<p>PANTS/SKIRT</p>			
<p>SCARS/MARKS</p>	<p>SHOES</p>			
<p>TATTOOS</p>	<p>TIE</p>			

WCB OFFICES

Visit our web site at <www.WorkSafebc.com>

Abbotsford

2774 Trethewey Street V2T 3R1
Phone 604 276-3100
1 800 292-2219
Fax 604 556-2077

Burnaby

450 – 6450 Roberts Street V5G 4E1
Phone 604 276-3100
1 888 621-7233
Fax 604 232-5950

Coquitlam

104 – 3020 Lincoln Avenue V3B 6B4
Phone 604 276-3100
1 888 967-5377
Fax 604 232-1946

Courtenay

801 30th Street V9N 8G6
Phone 250 334-8765
1 800 663-7921
Fax 250 334-8757

Kamloops

321 Battle Street V2C 6P1
Phone 250 371-6003
1 800 663-3935
Fax 250 371-6031

Kelowna

110 – 2045 Enterprise Way V1Y 9T5
Phone 250 717-4313
1 888 922-4466
Fax 250 717-4380

Nanaimo

4980 Wills Road V9T 6C6
Phone 250 751-8040
1 800 663-7382
Fax 250 751-8046

Nelson

524 Kootenay Street V1L 6B4
Phone 250 352-2824
1 800 663-4962
Fax 250 352-1816

North Vancouver

400 – 224 Esplanade W. V7M 1A4
Phone 604 276-3100
1 888 875-6999
Fax 604 232-1558

Prince George

1066 Vancouver Street V2L 5M4
Phone 250 561-3700
1 800 663-6623
Fax 250 561-3710

Surrey

100 – 5500 152 Street V3S 5J9
Phone 604 276-3100
1 888 621-7233
Fax 604 232-7077

Terrace

4450 Lakelse Avenue V8G 1P2
Phone 250 615-6605
1 800 663-3871
Fax 250 615-6633

Victoria

4514 Chatterton Way V8X 5H2
Phone 250 881-3418
1 800 663-7593
Fax 250 881-3482

Head Office / Richmond

Prevention Information Line:
Phone 604 276-3100
1 888 621-7233 (621-SAFE)

Administration:
6951 Westminster Highway
Phone 604 273-2266

Mailing Address:
PO Box 5350 Stn Terminal
Vancouver BC V6B 5L5

After Hours

Health & Safety Emergency

604 273-7711
1 866 922-4357 (WCB-HELP)

