

# Violence in the Workplace Prevention Guide

Insights into an Essential Resource

*Presented by*

**Jessie Callaghan**



Canadian Centre for Occupational Health and Safety  Centre canadien d'hygiène et de sécurité au travail

[www.ccohs.ca](http://www.ccohs.ca)



Canadian Centre for Occupational Health and Safety

- Federal departmental corporation
- Tripartite
- Support the vision of eliminating all Canadian workplace injuries and illnesses



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# CCOHS Inquiries Service

- Answer questions
- Places our finger on the pulse
- Violence identified as an emerging workplace issue in mid to late 1990's



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# CCOHS Pocket Guide Series



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# Understanding Workplace Violence

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- Our own Inquiries Service
- Media reports
- ILO Report
- Personal experience

*An issue that transverses all sectors  
and affects all types of employees.*



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# Existing Resources



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# Next Steps



- Catalogued and sorted information into topics
- Organized into a logical & easily applied format
- Filled in gaps



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# General Topics

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- What is workplace violence?
- Who is at risk?
- What makes a good violence prevention program?
- How can workplace violence be prevented?
- How can we best respond to an incident of workplace violence?





# What is Workplace Violence?

- Jointly developed by key stakeholders
- Reflect experience
- Include concrete examples
- Consider relevant legislation



# What is workplace violence....?

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# Risk Factors

- Occupational group
- Work processes and interactions
- Time (day/week/month/season)
- Geographic location



# Road Map to Prevention



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# Prevention Practices

## Workplace design

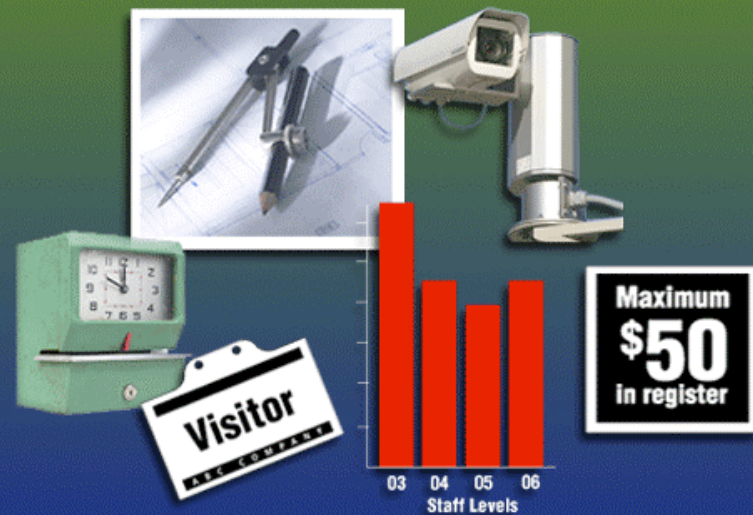
Includes the physical lay-out of the workplace and the use of signs, locks or physical barriers, lighting and electronic surveillance.

## Administrative practices

Decisions you make about how you do business, such as hours of operation and staffing levels.

## Work practices

Safe-guards you take while you are actually doing the job.



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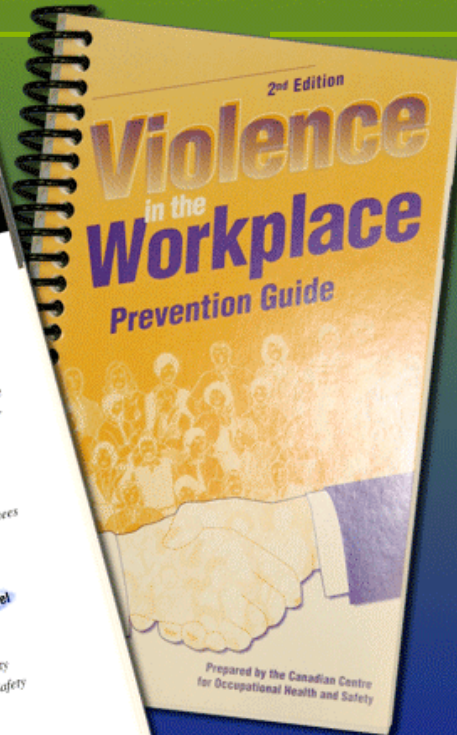
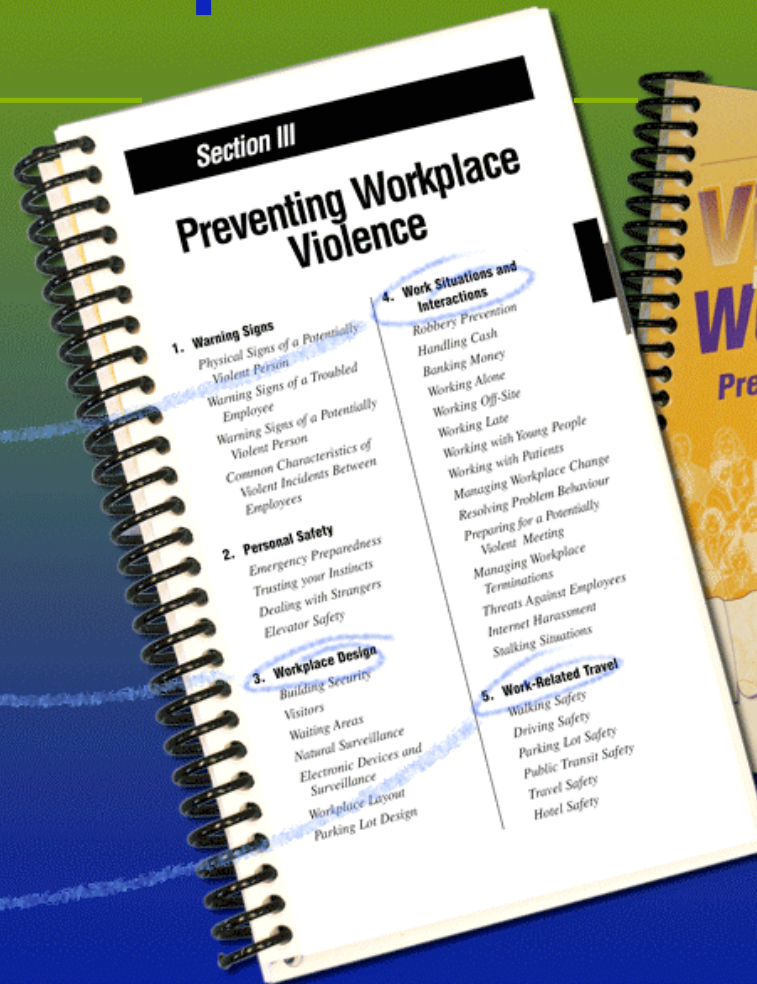


# Prevention Topics

Work Situations and Interactions

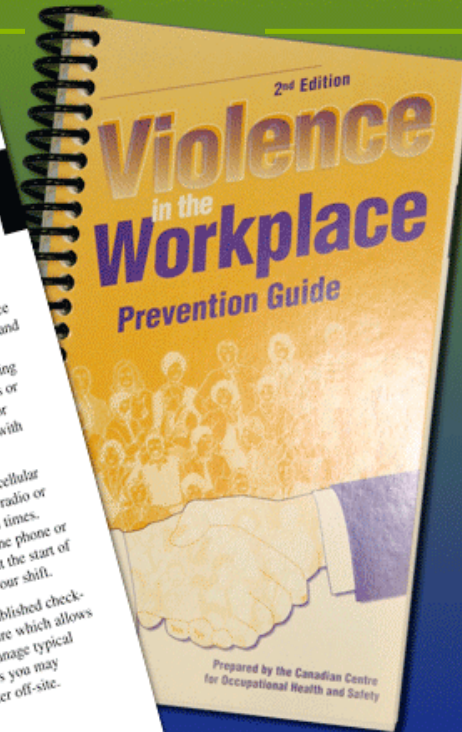
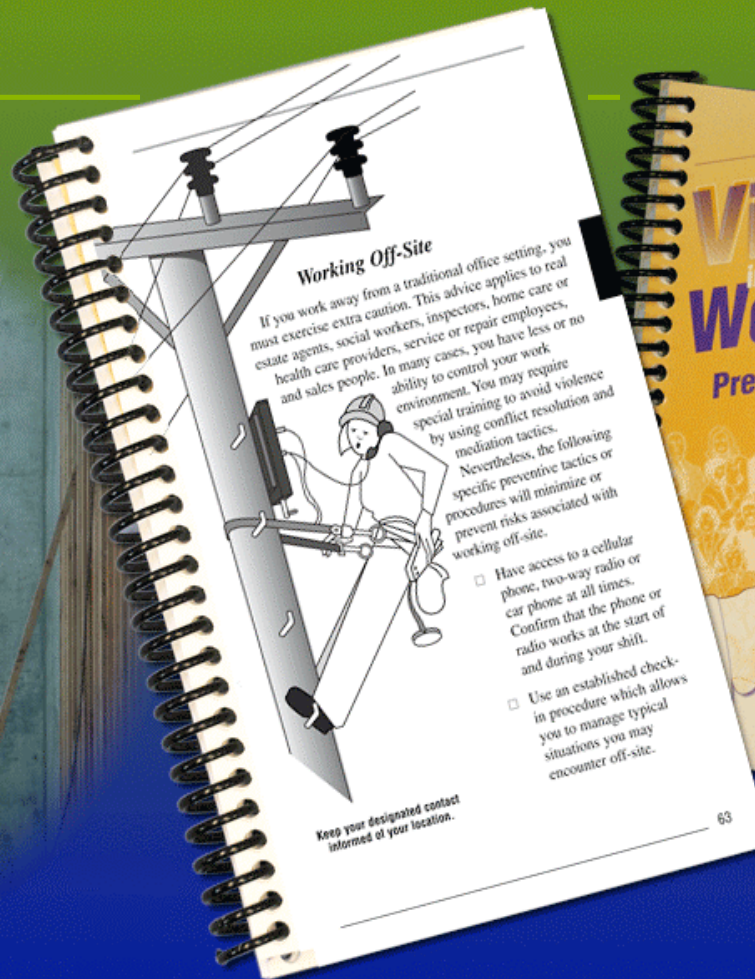
Workplace Design

Work-Related Travel





# Working Off-Site

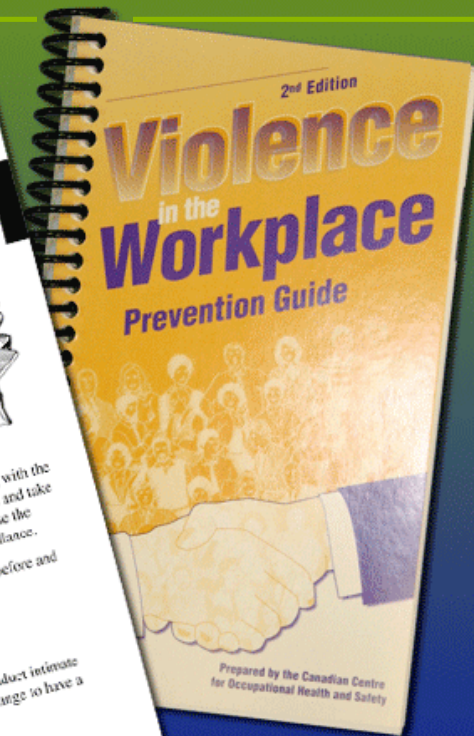
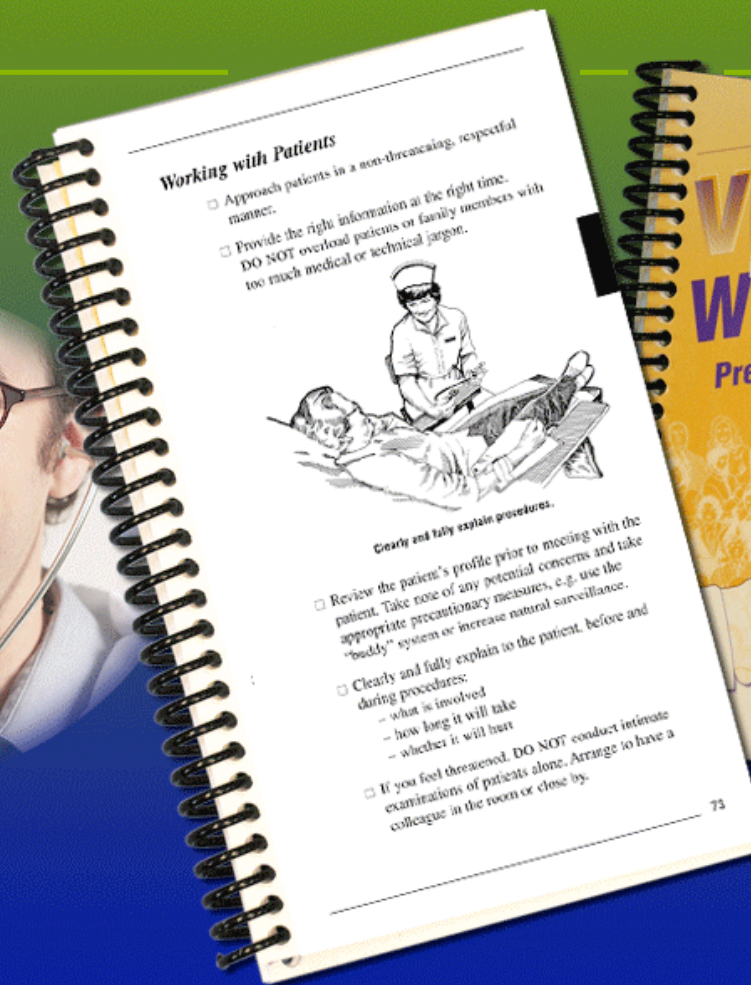


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# Working with Patients

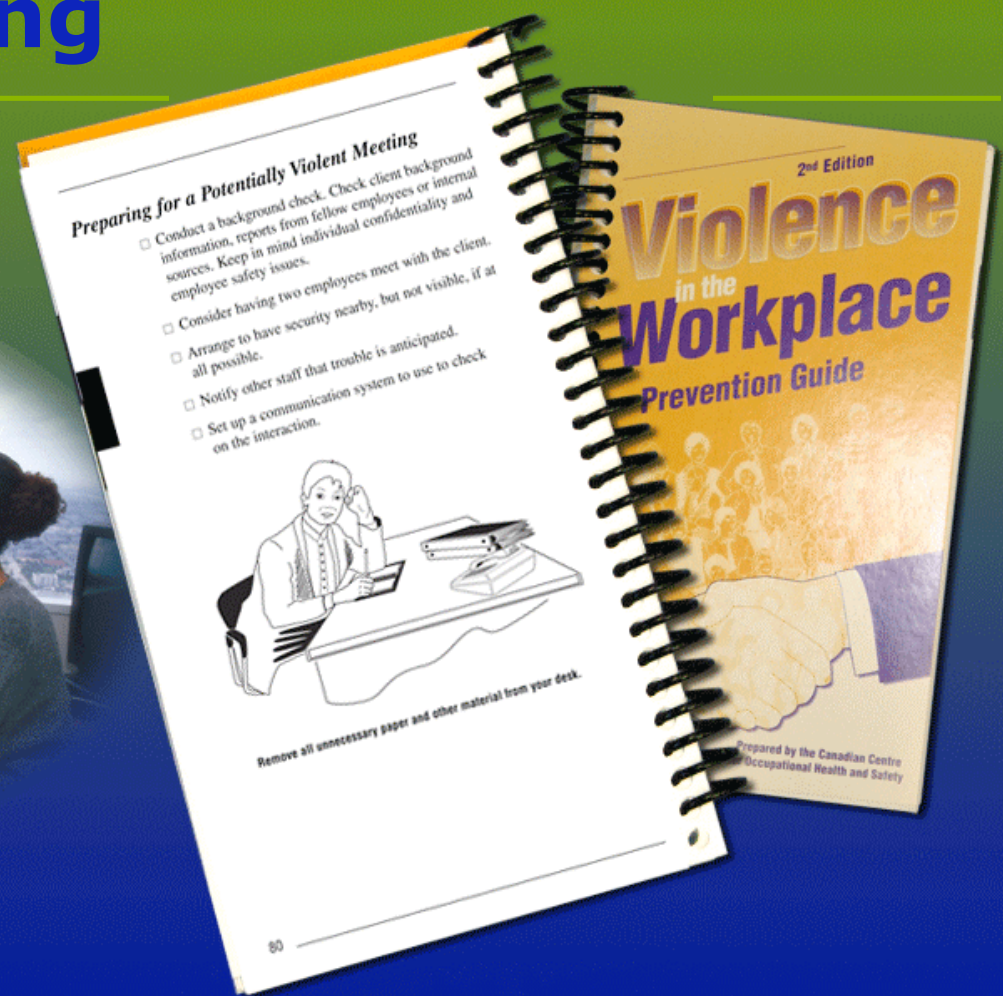


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# Preparing for a Potentially Violent Meeting



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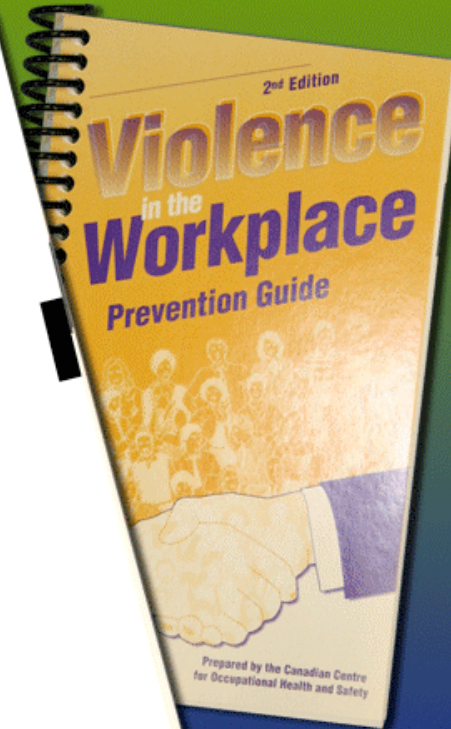
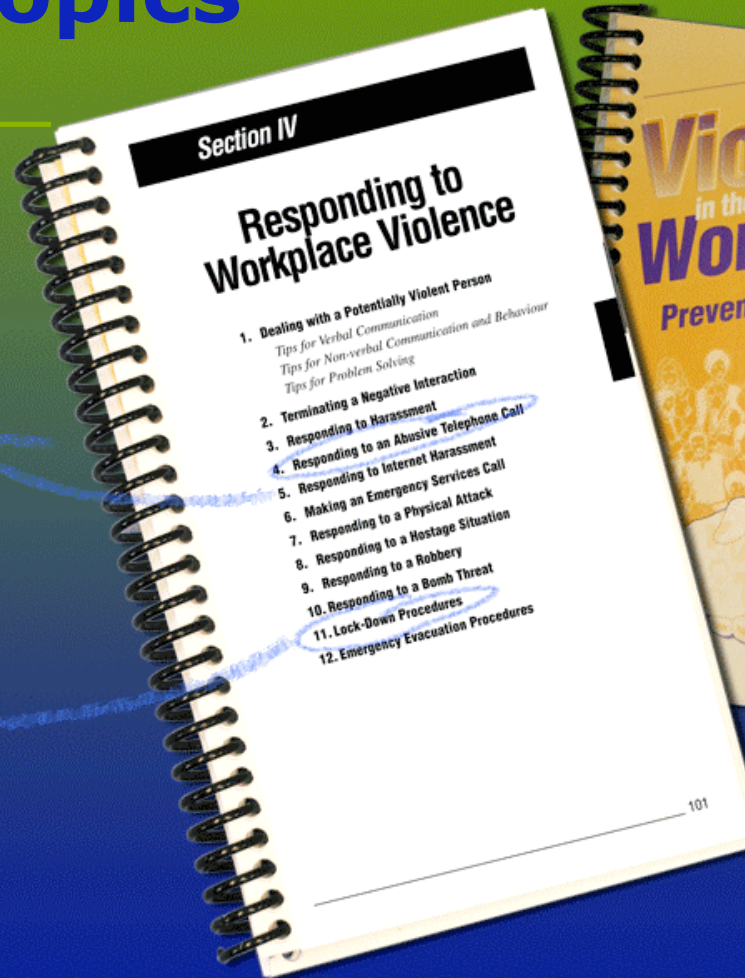
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# Response Topics

Responding to an Abusive Telephone Call

Lock-Down Procedures





# Responding to an Abusive Telephone Call



## 4. Responding to an Abusive Telephone Call

- Interrupt the conversation firmly, but politely.
- Advise the caller that you will end the call if the caller does not stop using abusive language.



*If the abuse persists, end the call.*

- Advise your manager or supervisor of the incident.
- If the caller calls back, interrupt the conversation firmly, but politely. Advise the caller that you will transfer the call to your manager or supervisor, if necessary.
- Remind the caller that you will not accept abusive treatment or language.
- Put the caller on hold and contact your manager or supervisor.
- Advise your manager or supervisor that the caller is on hold.

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## 2<sup>nd</sup> Edition Violence in the Workplace Prevention Guide



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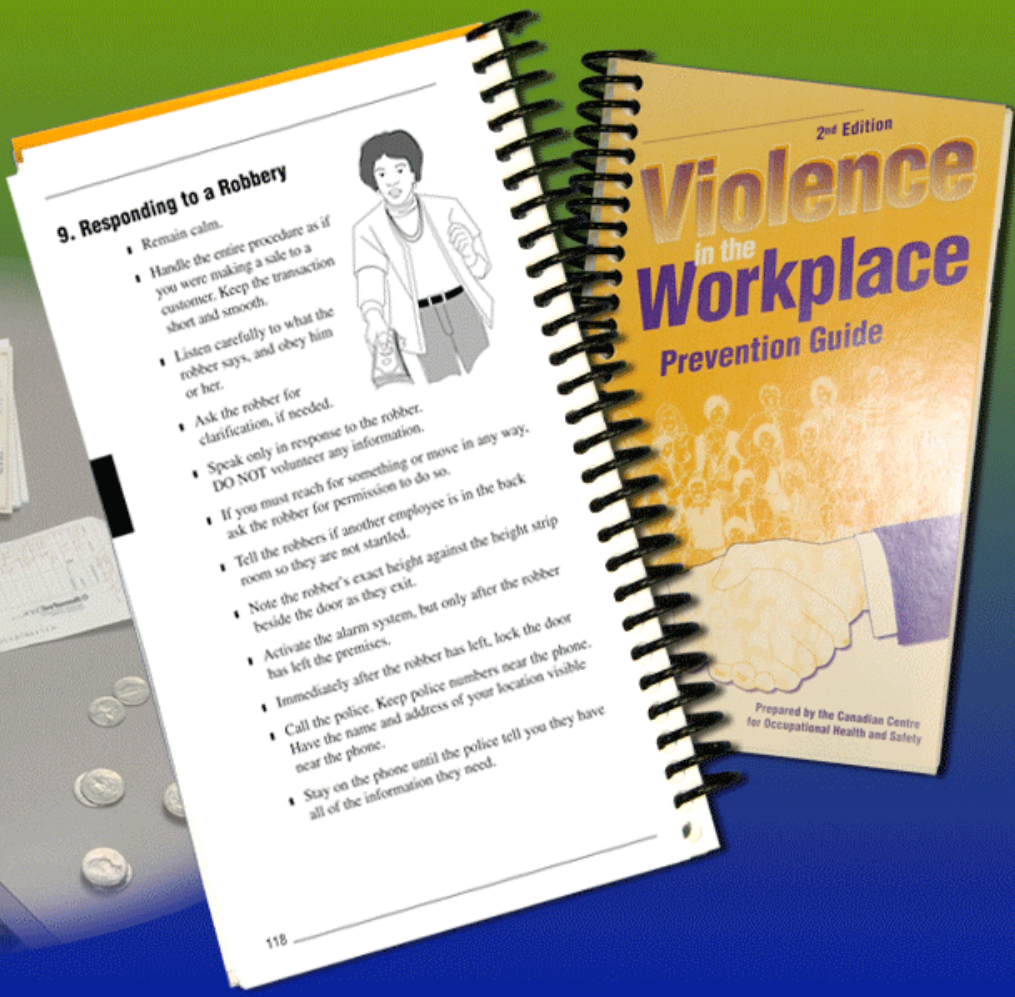


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# Responding to a Robbery



## 9. Responding to a Robbery

- Remain calm.
- Handle the entire procedure as if you were making a sale to a customer. Keep the transaction short and smooth.
- Listen carefully to what the robber says, and obey him or her.
- Ask the robber for clarification, if needed.
- Speak only in response to the robber. **DO NOT** volunteer any information.
- If you must reach for something or move in any way, ask the robber for permission to do so.
- Tell the robbers if another employee is in the back room so they are not startled.
- Note the robber's exact height against the height strip beside the door as they exit.
- Activate the alarm system, but only after the robber has left the premises.
- Immediately after the robber has left, lock the door.
- Call the police. Keep police numbers near the phone. Have the name and address of your location visible near the phone.
- Stay on the phone until the police tell you they have all of the information they need.



## Violence in the Workplace Prevention Guide

2nd Edition



Prepared by the Canadian Centre for Occupational Health and Safety

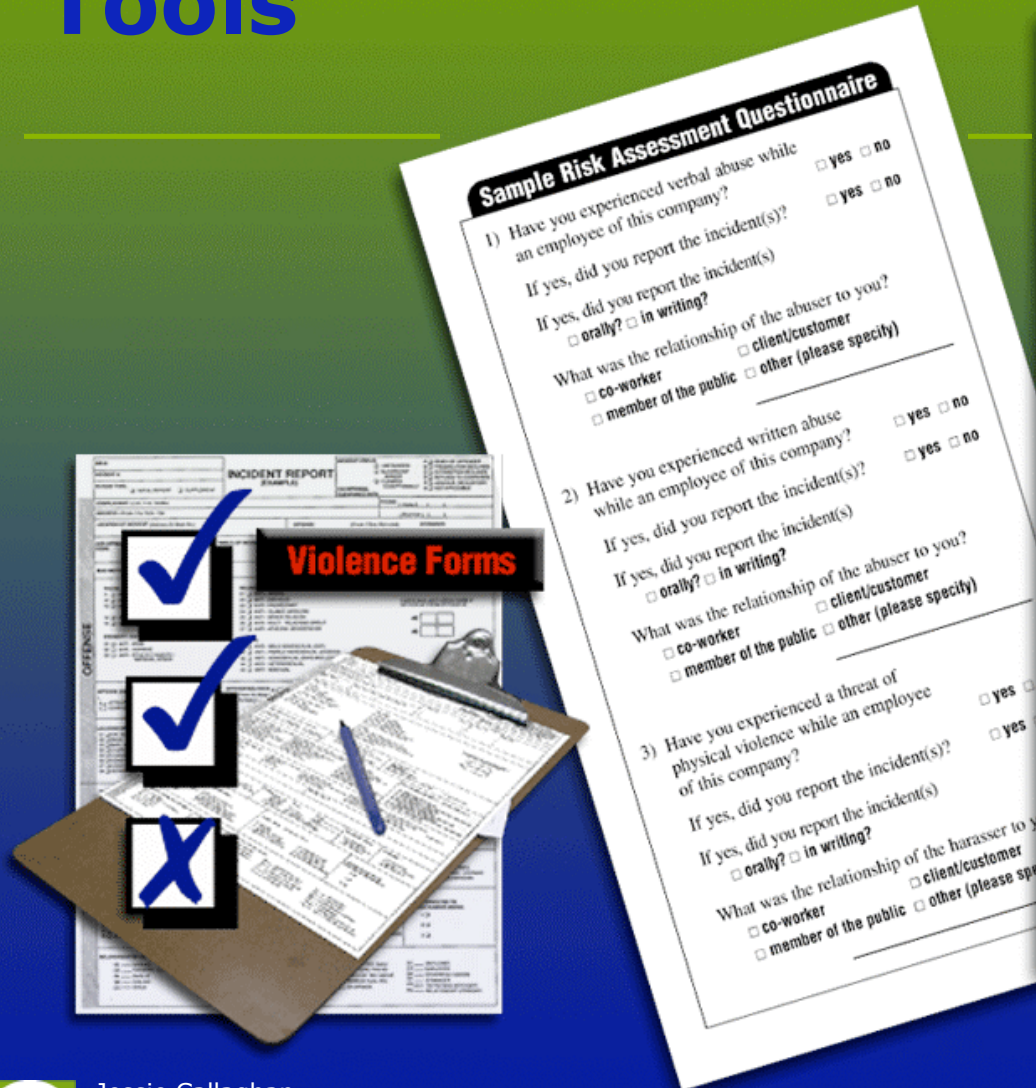


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# Tools



**Violence Forms**

### Sample Inspection Form

Location \_\_\_\_\_ Building \_\_\_\_\_  
 Floor \_\_\_\_\_ Section \_\_\_\_\_  
 Date \_\_\_\_\_ Time \_\_\_\_\_  
 Name (optional) \_\_\_\_\_

**Parking Lot**

Are the entrances and exits well marked?  yes  no

Is the lot appropriately signed with security reminders ("lock your car", "security patrolled")  yes  no

Is there sufficient lighting?  yes  no

Are alarms clearly marked?  yes  no

Is access to the lot controlled by pass cards?  yes  no

Are company vehicles parked on-site after hours?  yes  no

If yes, is there a secured vehicle compound?  yes  no

Have there been vehicle thefts from the parking lot?  yes  no

**Building Perimeter**

Is your workplace near any buildings or businesses that are at risk of violent crime (bars, banks)?  yes  no

Is your building ever accidentally visited by violent, criminal, intoxicated or drugged persons?  yes  no

Is your building located in a high crime area?  yes  no

Are there signs of vandalism?  yes  no

Are you located in a dense manufacturing area?  yes  no

Are you isolated from other buildings?  yes  no

Is there graffiti on the walls or buildings?  yes  no

Is the exterior of the building adequately lighted?  yes  no

Is the building entrance adequately lighted?  yes  no

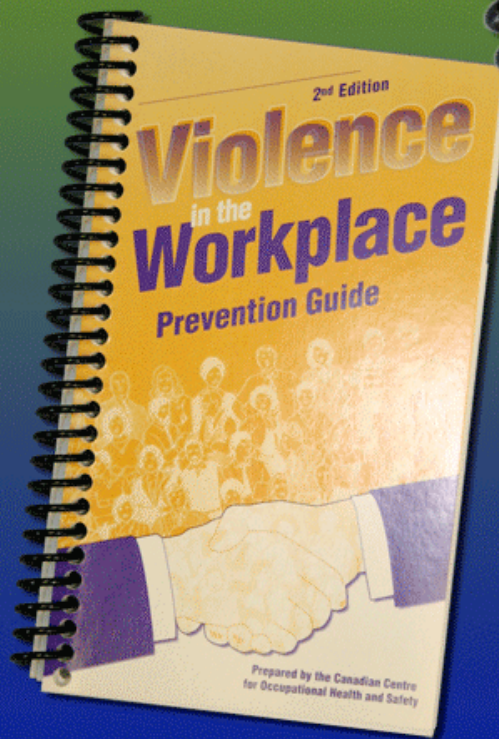


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# How to use this guide



	Manager/supervisor	Convenience Store Employee	Homecare Provider	Real Estate Agent	Office Employee	Librarian	Teacher
<b>Workplace Design</b>							
Building Security	•	•			•	•	•
Visitors	•	•			•	•	•
Waiting Areas					•	•	•
Natural Surveillance	•	•			•	•	•
Electronic Devices and Surveillance	•	•			•	•	•
Workplace Layout	•	•			•	•	•
Parking Lot Design	•	•			•	•	•
<b>Work Situations and Interactions</b>							
Robbery Prevention		•			•	•	•
Handling Cash		•			•	•	•
Banking Money		•			•	•	•
Working Alone		•			•	•	•
Working Off-Site		•			•	•	•
Working Late		•			•	•	•
Working with Young People		•			•	•	•
Working with Patients		•			•	•	•
Managing Workplace Change		•			•	•	•
Resolving Problem Behaviour		•			•	•	•
Preparing for a Potentially Violent Meeting		•			•	•	•
Managing Workplace Terminations		•			•	•	•
Threats Against Employees		•			•	•	•
Internet Harassment		•			•	•	•
Stalking Situations		•			•	•	•
<b>Work-Related Travel</b>							
Walking Safety		•			•	•	•
Driving Safety		•			•	•	•
Parking Lot Safety		•			•	•	•
Public Transit Safety		•			•	•	•
Travel Safety		•			•	•	•
Hotel Safety		•			•	•	•





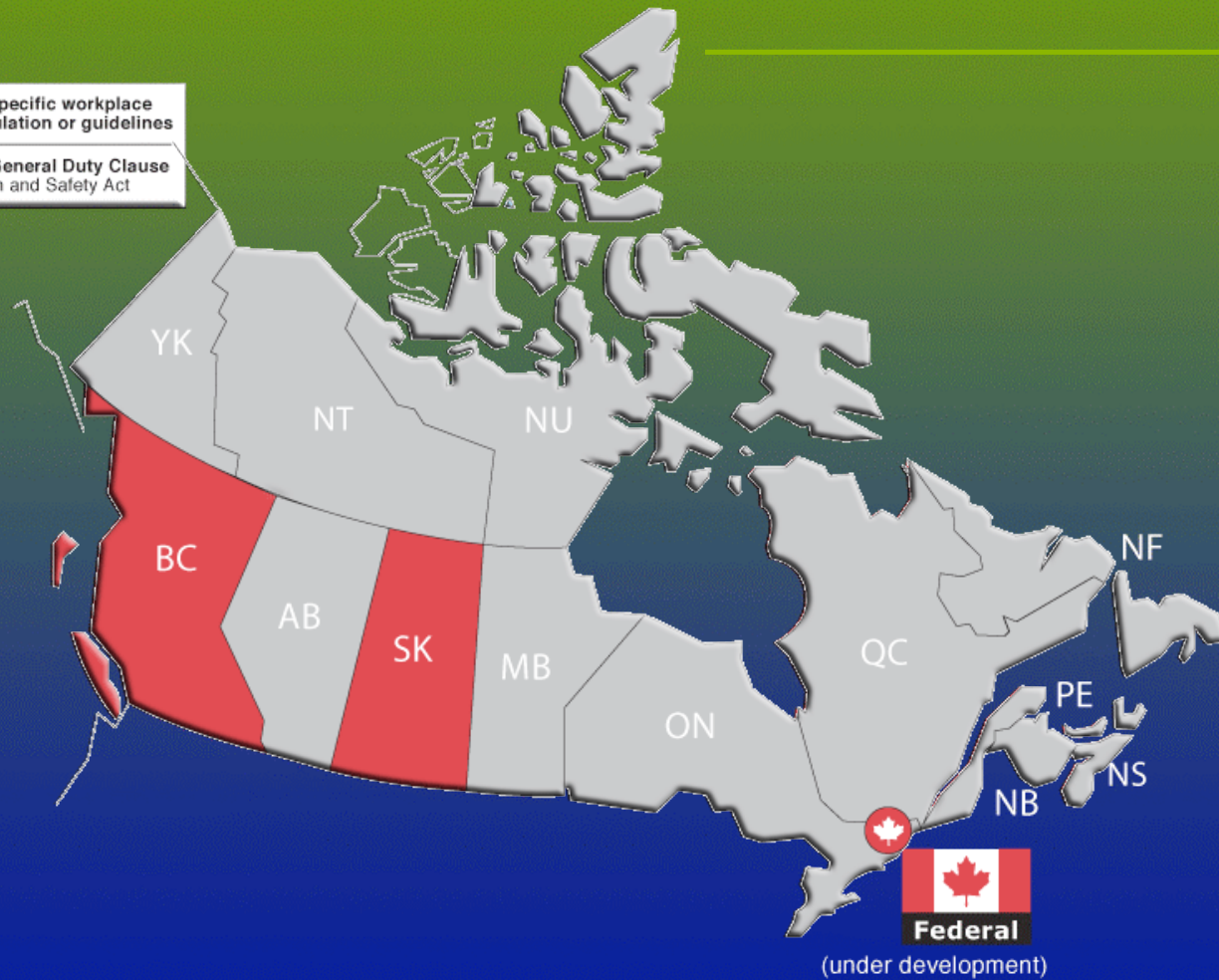
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# Canada

-  Jurisdictions covered by **specific workplace violence prevention regulation or guidelines**
-  Jurisdictions covered by **General Duty Clause** under Occupational Health and Safety Act

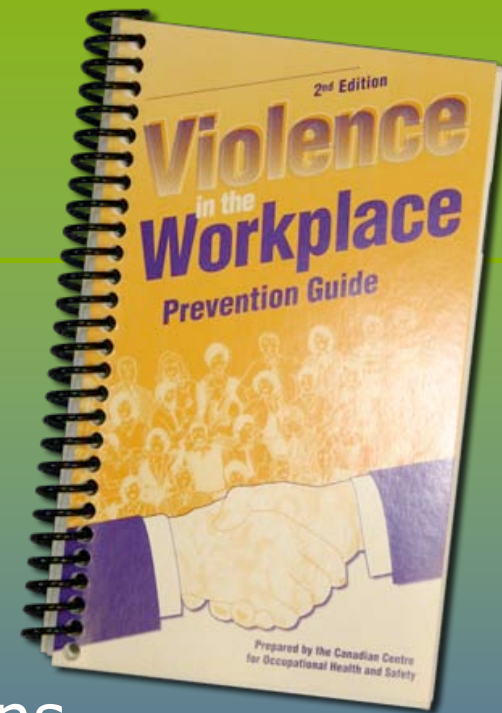


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## 2<sup>nd</sup> Edition (2001)

- Resolving Problem Workplace Behaviours
- Preparing for a Potentially Violent Meeting
- Managing Workplace Terminations
- Cyberstalking (internet harassment)
- Responding to Harassment
- Responding to Cyberstalking

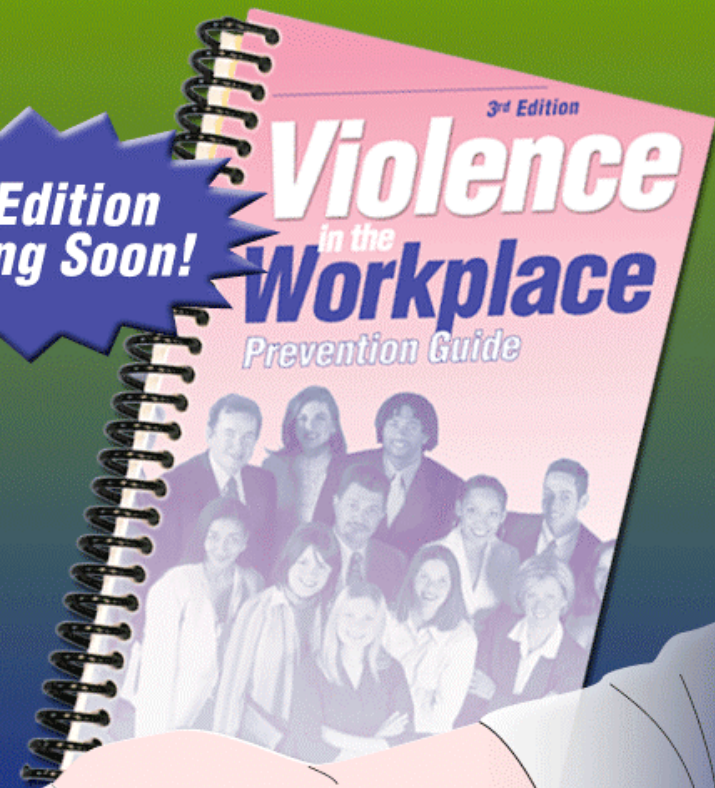




## 3<sup>rd</sup> Edition (2007)

- Domestic Violence
- Harassment, bullying and mobbing
- Home Office Safety
- Managing Order During a Job Action

**3<sup>rd</sup> Edition  
Coming Soon!**



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# Prevention for Everyone





# OSHAnswers

The screenshot shows the CCOHS website with the following content:

- Header:** CCOHS logo, Canadian Centre for Occupational Health and Safety, and navigation links for Français, Contact Us, Help, Web Info Service, Home, About Us, E-News, Products & Services, Bringing Health to Work, OSH Answers, Education & Training, Events, Resources, Shop, and a Search bar.
- Section: Violence in the Workplace**
  - What is workplace violence?
  - What work-related factors increase the risk of violence?
  - Which occupational groups tend to be most at risk from workplace violence?
  - How do I know if my workplace is at risk?
  - What can I do to prevent violence in my workplace?
  - What are some advantages of having a written policy about workplace violence, harassment and other unacceptable behaviour?
  - Can you give me some examples of preventive measures?
  - Is there specific workplace violence prevention legislation?
  - Where can I find more information about workplace violence from CCOHS?
- Section: OSH Answers**
  - Feedback
  - Disclaimer
  - Printer Friendly Layout
- Section: Inquiries Service**

The Inquiries Service at CCOHS answers questions on the health or safety concerns people have about the work they do.

[More on Inquiries Service](#)
- Section: OSH Answers**
  - Health Promotion / Wellness / Psychosocial
    - Violence in the Workplace
- Section: What is workplace violence?**

Most people think of violence as a physical assault. However, workplace violence is a much broader problem. It is any act in which a person is abused, threatened, intimidated or assaulted in his or her employment. Workplace violence includes:

  - **threatening behaviour** - such as shaking fists, destroying property or throwing objects.
  - **verbal or written threats** - any expression of an intent to inflict harm, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities.
  - **verbal abuse** - swearing, insults or condescending language.
  - **physical attacks** - hitting, shoving, pushing or kicking.

Rumours, swearing, verbal abuse, pranks, arguments, property damage, vandalism, sabotage, pushing, theft, physical assaults, psychological trauma, anger-related incidents, rape, arson and murder are all examples of workplace violence.

Workplace violence is not limited to incidents that occur within a traditional workplace. Work-related violence can occur at off-site business-related functions (conferences, trade shows), at social events related to work, in clients' homes or away from work but resulting from work (a threatening telephone call to your home from a client).
- Section: What work-related factors increase the risk of violence?**

Certain work factors, processes, and interactions can put people at increased risk from workplace violence. Examples include:

  - working in the public.
  - handling money, valuables or
  - pharmacists)
- Footer:** A 'TOP' button.



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# E-Learning

The screenshot shows the CCOHS website interface. At the top, there is a navigation menu with links for 'Home', 'About Us', 'E-News', 'Bringing Health to Work', 'Events', 'Resources', and 'Shop'. Below the menu, there is a search bar and a 'Canada Site' link. The main content area is titled 'Course Listing' and features a list of courses. The first course listed is 'Violence in the Workplace: Awareness', which is marked as 'FREE!' and has a 'VIEW COURSE' button. The course description states: 'This course is offered free of charge by CCOHS to promote the awareness of this very important issue, and as a precursor to the other Workplace Violence e-courses: Recognize the Risk and Take Action, and Establish a Prevention Program. [More about...]'.

**Course Information**

- Course Listing
- e-Course Registration
- e-Course Login
- About e-learning
- Benefits of e-learning: HTML | PDF
- Training & Education Catalogue
- Courses Price List/Order Form
- e-Courses Flyer
- e-Courses FAQs

**More Information**

Contact Client Services  
1-800-668-4284 (Canada and USA)  
1-905-570-8094  
Fax: 1-905-572-2200

**Violence in the Workplace: Awareness** **FREE!**

 This course is offered free of charge by CCOHS to promote the awareness of this very important issue, and as a precursor to the other Workplace Violence e-courses: Recognize the Risk and Take Action, and Establish a Prevention Program. [More about...]

**VIEW COURSE**  
(opens in a popup window)

**Violence in the Workplace: Establish a Prevention Program**

 Introduces managers, supervisors and employees to the key components of how to develop an effective workplace violence prevention program. [More about...]

**Violence in the Workplace: Recognize the Risk & Take Action**

 Develop a clear understanding of what workplace violence is, the consequences of workplace violence and find out what preventative measures can be taken. [More about...]





# Recognize the Risk and Take Action

## Section 3 – What is workplace violence?

### Case Study 1: Frightening Behaviour

The Human Resource Advisor receives a call from a supervisor concerned about comments made by one of his employees.

Recently divorced and in financial difficulty, the employee appears increasingly irritable and aggressive in her manner of speech. This behaviour is inconsistent with the way she normally acts. When she learned about the possibility of being transferred to another job, she was heard to say, "There are some people who will be sorry if they mess with me", and "I've got a list of those I want to pay back, and they will be in my sights if I am ever transferred".



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## Section 3 – What is workplace violence?



### Test Your Knowledge

**Which statement best describes this situation?** Select the answer you think is correct, then click the **SUBMIT** button.

- This is an employee, with personal difficulties, just blowing off steam.
- This is an employee who has said something inappropriate but she didn't mean it.
- This is an employee who has made a verbal threat that is conditional on something happening.
- This is an employee who has made a direct threat to a specific individual.


**SUBMIT**

 MENU

 HELP


 REPLAY

 MUTE

 NOTES

 CLOSE MODULE

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 BACK

NEXT 







## Did you know?

### Violence Tends to Build From Small Incidents

Workplace violence can start as small incidents involving negative remarks and inappropriate behaviour. It may escalate to physical violence.

It is much easier to prevent violence by stopping small incidents than trying to deal with the aftermath of a major crisis.



Click for information about [lessons learned](#) at OC Transpo.  
To read the coroner's report and recommendations, [click here](#) [external link].

 MENU

 HELP

 REPLAY


 MUTE

 NOTES

 CLOSE MODULE

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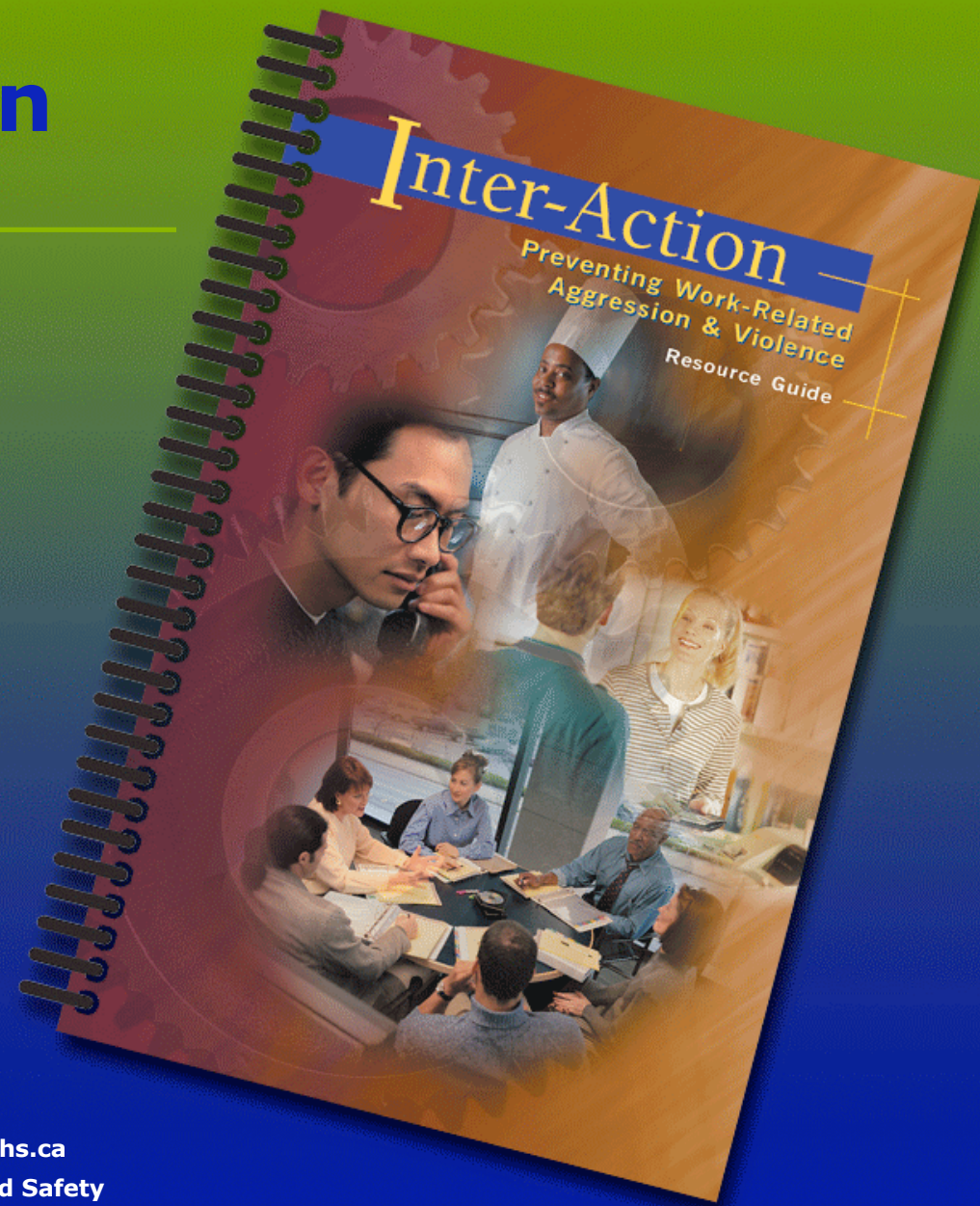
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NEXT 





# Customization



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**Members Login**

Member  Password

Login

If you are an RCC member without a login User ID or Password, [click here](#).

**Join Now**

Memberships are available to both retailers and non-retailers. You'll enjoy a network of...

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To our e-newsletter.

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Home >

## Alerts & Bulletins

- [Retail Conditions — May 2007](#)  
[Healthy Sales, Margins & Inventories](#)  
[A Strong Economy Opens Customers' Wallets](#)
- [Newfoundland Independent Retailer Honoured with National Retail Council of Canada/Visa Ambassador Award](#)  
[Canada/Visa Ambassador Award](#)  
[Bidgood Family of Bidgood's Supermarket Recognized for Commitment to Community](#)
- [Canadian Retail Industry Honours Home Hardware's Walter J. Hachborn with Lifetime Achievement Award](#)
- [Member Alert: Manitoba NDP Win Third Majority Government](#)
- [Member Notice: Prince Edward Island's New Sunday Shopping Law Clarification on Bill 14](#)
- [Retail Fast Facts — May 2007](#)

[A Changing Landscape](#)  
[Retail Council of Canada: 2006 — 2007 Report to Members](#)



## A Changing Landscape

Retail Council of Canada  
2006 — 2007 Report to Members

## Benefits Spotlights

**Reduced Gas Rates — Are Prices At The Pumps Too High? Save Now!**

Retail Council of Canada and Esso (Imperial Oil) are pleased to offer our members an exclusive, nationwide fuel and invoice administration program. By signing up for and using an Esso Fleet Fuel Credit Card, you will receive a 2.5 cents/litre discount on fuel purchases made at any of the 3,100 Esso service stations across Canada.

## Featured Events

2007 **store**  
Canada's Retail Conference



June 4-5, 2007  
Toronto Congress Centre  
Toronto, Ontario

For more information and to register for...



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# Multimedia Training

The screenshot shows a website interface with a blue header containing the text "preventing workplace violence" and "training". Below the header, there is a navigation bar with the text "Click 'Next>' below to move forward". The main content area includes a welcome message, a description of the website's purpose, and a call to action. A quote is displayed in a light blue box. The footer contains logos for CCOHS and TRIUNE, and the text "Website Partners" and "Welcome - Page 1 of 1".

**preventing workplace violence**

Click "Next>" below to move forward

## Welcome to the Prototype

This is a prototype of a website designed to prevent workplace violence. Our goal for the site is found in the right side bar.

We would like you to experience the seven learning modules that have been developed to date and we welcome your comments.

[NEXT>](#)

**Our goal is to provide an innovative, sustainable and unique on-line service that will enable workplaces to develop a workforce of managers and staff who are highly-informed on issues related to workplace violence and who have access to practical tools and a community of users to implement a workplace violence prevention program. We hope to provide the most comprehensive and engaging user experience available on this topic."**

**CCOHS**  
Canadian Centre for Occupational Health and Safety

**TRIUNE**

Website Partners

Welcome - Page 1 of 1



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# Thank You

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For further information contact:



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