

New Requirements Effective February 1, 2008

HANDBOOK FOR EMPLOYERS

WORKING ALONE, LATE NIGHT RETAIL, AND PREPAYMENT OF FUEL

Plus: Existing requirements on violence prevention
and young and new worker training



WORK SAFE BC

WORKING TO MAKE A DIFFERENCE
worksafebc.com

About WorkSafeBC

WorkSafeBC (the Workers' Compensation Board) is an independent provincial statutory agency governed by a Board of Directors. It is funded by insurance premiums paid by registered employers and by investment returns. In administering the *Workers Compensation Act*, WorkSafeBC remains separate and distinct from government; however, it is accountable to the public through government in its role of protecting and maintaining the overall well-being of the workers' compensation system.

WorkSafeBC was born out of a compromise between B.C.'s workers and employers in 1917 where workers gave up the right to sue their employers or fellow workers for injuries on the job in return for a no-fault insurance program fully paid for by employers. WorkSafeBC is committed to a safe and healthy workplace, and to providing return-to-work rehabilitation and legislated compensation benefits to workers injured as a result of their employment.

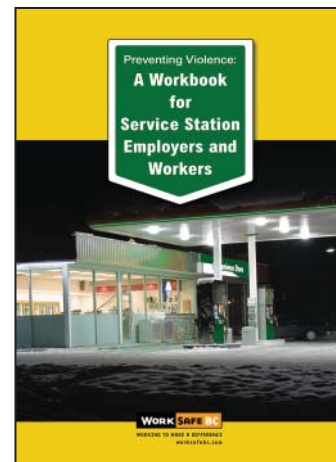
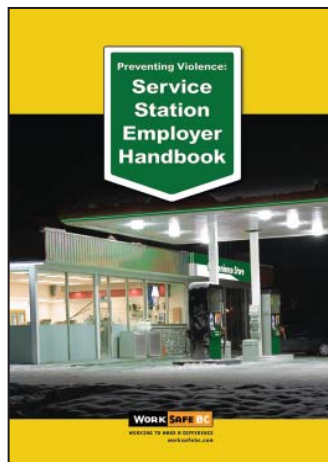
WorkSafeBC Prevention Information Line

The WorkSafeBC 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.

This handbook, and its companion booklet *A Workbook for Employers and Workers: Preventing Violence*, updates and replaces the following publications: *Preventing Violence: Service Station Employer Handbook* and *Preventing Violence: A Workbook for Service Station Employers and Workers*.



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Many publications are available on the WorkSafeBC 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: WorkSafeBC.com

Some publications are also available for purchase in print:

Phone: 604 232-9704

Toll-free phone: 1 866 319-9704

Fax: 604 232-9703

Toll-free fax: 1 888 232-9714

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follow the links for ordering

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Introduction

The possibilities of violence, emergencies, injury and illness occurring in the workplace are an unfortunate reality. Retail premises and gas stations can be the target of shoplifting, gas and dashes, robberies, and violence. Workers who work alone or in isolation may be particularly vulnerable to violence and other hazards in the workplace where assistance is not readily available.

The *Workers Compensation Act* (the Act) requires employers to provide a safe workplace for their workers. The *Occupational Health and Safety Regulation* (the Regulation) addresses violence and hazards associated with working alone, including situations unique to late night retail premises and gas stations. To help you comply with the Regulation, WorkSafeBC has developed this handbook, which covers procedures for working alone and working late at night. Training requirements are also discussed.

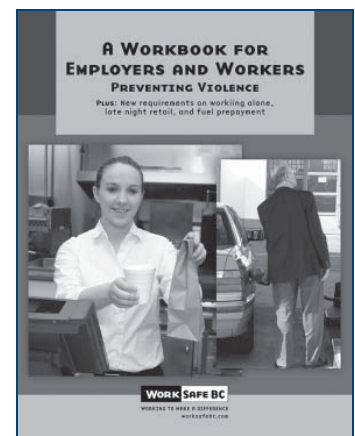
Who should use this handbook

This handbook is designed for retail store and gas station employers who do not already have adequate safe work practices to protect workers who must work alone and/or late at night. It may also help employers who have such practices but would like more information on the requirements and other options for complying with them.

How this handbook is organized

The handbook first provides a list of definitions for terms that are used, followed by a summary of the obligations of employers relating to violence prevention, working alone, new and younger worker orientation and training, and prepayment of fuel. The handbook then discusses in more detail (1) how to conduct a risk assessment (2) how to control or minimize hazards, (3) general safe work procedures, and (4) training workers. A series of forms to assist employers is included as well as the complete Regulation text that establishes the obligations, a list of resources, and contact information for WorkSafeBC prevention regional offices.

WorkSafeBC has also produced a companion publication to this handbook called *A Workbook for Employers and Workers: Preventing Violence*. The workbook can be used as a tool for training workers in prevention procedures for the workplace. It also describes what workers should do if they find themselves in a violent or potentially violent incident.



Definitions

Administrative controls Also known as procedural controls, administrative controls include the provision, use and scheduling of work activities and resources in the workplace, including planning, organizing, staffing and coordinating, for the purpose of controlling hazards and risks.

Engineering controls Also known as physical controls, engineering controls include the physical arrangement, design or alteration of workstations, equipment, materials, production facilities or other aspects of the physical work environment, for the purpose of controlling hazards and risks.

Incidents of violence Incidents of violence include attempted or actual assaults, or any threatening statement or behaviour, towards a worker by any person other than a co-worker, which gives the worker reasonable cause to believe that he or she is at risk of injury.

Late night hours Late night hours are any time between the hours of 10:00 p.m. and 6:00 a.m.

Late night retail premises Late night retail premises are retail locations open to the public during late night hours, including gas stations or other retail fueling outlets and convenience stores and other retail stores where goods are sold directly to consumers.

Prepayment of fuel Using engineering or administrative methods to ensure fuel is paid for prior to it being pumped into a motor vehicle.

Risk assessment A risk assessment is a step-by-step process that first identifies the nature and type of hazards that could be reasonably be anticipated in the workplace, and then assesses the risk or likelihood of such hazards occurring. Conducting a “risk assessment,” as the term is used in this handbook, includes how to both identify hazards and assess risks.

Working alone or in isolation Working alone or in isolation means to work in circumstances where assistance would not be readily available to the worker in case of emergency, injury or illness.

Workplace violence The Regulation defines workplace violence as “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.”

A “risk assessment” includes how to both identify hazards and assess risks.

Occupational Health and Safety Regulation requirements

The following summaries are from the *Occupational Health and Safety Regulation* (the Regulation). These summaries do not use the exact wording of the Regulation but are intended to give an overview of the requirements dealing with working alone, violence, and fuel prepayment. To see the exact wording of the Regulation for each of these sections, see page 35.

See page 35 for the exact wording of the Regulation.

Section 3.23: New and young worker orientation and training

Before a new or young worker begins work, an employer must ensure and document that the worker has received health and safety orientation and training covering the topics specifically set out in the Regulation. Additional training or orientation is required if the worker is unable to perform his or her work safely, or if the worker requests additional training or orientation.

Section 4.20.2: Working alone – identifying, eliminating and minimizing hazards

Section 4.20.2 requires an employer to identify all hazards to a worker who is assigned to work alone or in isolation. Before the worker starts a work assignment, the employer must eliminate the identified hazards, or if it is not possible to eliminate the hazards, minimize the risk from the hazards using engineering or administrative controls.

Section 4.21: Person check procedure

An employer with a worker who works alone or in isolation, must develop and implement a procedure for checking the well-being of the worker. The procedure must include scheduled intervals for contacting the worker to confirm his or her well-being.

Section 4.22.1: Late night retail

If a worker is assigned to work alone or in isolation at a late night retail premise, the employer must do the following:

1. Develop and train the worker in money-handling procedures
2. Either assign more than one worker to work during late night hours, or ensure the worker is physically separated from the public by a locked door or barrier during those hours. The locked door or barrier must ensure the worker cannot be physically contacted or accessed by a member of the public.

Section 4.22.2: Fuel prepayment

An employer at a gas station or retail fueling outlet must ensure that customers prepay for all vehicle fuel. This requirement applies 24 hours a day, seven days a week, and includes full-serve and self-serve establishments.

Section 4.28 and 4.29: Risk assessment for violence

Section 4.28 of the Regulation requires an employer to identify workplace violence hazards that any worker may face. This applies whether or not a worker is assigned to work alone. To fulfill the requirement, an employer must conduct a risk assessment and, based on the results, in accordance with section 4.29, eliminate or minimize the hazards using engineering and/or administrative controls.

What is assistance that is readily available?

Working alone or in isolation means to work in circumstances where assistance would not be readily available to the worker in case of emergency, injury or illness. In order to determine whether or not assistance is readily available, the following conditions should be considered:

- Presence of others: Are other people in the vicinity?
- Awareness: Are the people present aware of a worker's need for assistance?
- Willingness: Are the people present willing to provide assistance?
- Timeliness: Are the people present able to provide assistance in a timely manner?

Conducting a risk assessment

An employer must identify hazards to workers and assess risks in two scenarios:

1. If there is a risk of violence in the workplace, whether or not the worker is working alone or in isolation.
2. If the worker is assigned to work alone or in isolation.

A risk assessment is a step-by-step process that first identifies the nature and type of hazards that could be reasonably anticipated in the workplace, and then assesses the risk or likelihood of such hazards occurring. A risk assessment should help the employer set priorities and identify tasks that require further analysis to ensure effective controls are implemented.

While the size and type of workplace and the nature of the work will dictate the complexity of the risk assessment, it should generally follow the process outlined below:

- Gather information on previous incidents where workers were exposed to hazards in the workplace, generally over a period of at least a year
- Gather information on experience in similar workplaces, including severity and frequency of any hazards that workers have been exposed to. Sources of information may include the Internet, the National Institute for Occupational Safety and Health (NIOSH), the Canadian Centre for Occupational Health and Safety (CCOHS), industry associations, or the police.
- Determine the hazard control measures, if any, already in use at the workplace
- Obtain input from staff and joint health and safety committee or worker representative. This can be done by using questionnaires, surveys, formal and informal discussions, and interviews, as appropriate to the size of the workplace
- Inspect the workplace for hazards. See page 14 for a sample inspection checklist for identifying hazards.
- Analyze the information

Conducting a risk assessment

To determine specific situations that may expose workers to hazards, consider factors such as:

- Types of tasks that may place workers at higher risk. Higher risk tasks may include working with machinery, working on ladders, using cleaning products or other chemicals, or lifting heavy objects.
- Types of foreseeable interactions that may place workers at higher risk. This may include handling large amounts of money, or dealing with difficult customers.

In addition, consider other factors such as:

- The specific workplace layout, including furniture design and placement, and the location of entrances and exits
- Age, experience, and training of the workers
- Staff deployment and scheduling, including the extent to which persons work at night, or work alone

Controlling and minimizing hazards

If a hazard to a worker working alone or in isolation is identified, or if a risk of violence to any worker, including one not working alone, is identified, the employer must first attempt to eliminate that hazard if possible.

If a hazard cannot be eliminated, or if it is not practical to do so, employers must minimize or control the risks from that hazard. The options available to achieve this result are engineering controls and administrative controls.

In selecting measures to reduce risk, preference should be given to implementing engineering controls. However, where engineering controls are not practical, administrative controls must be developed and implemented.

Engineering controls

Examples of engineering controls include the following:

- Adjusting the physical arrangements in the workplace to separate the worker from customers and the public. This may include locked doors, pay windows, barriers substantial enough to prevent access to the worker, or use of another type of secure enclosure. (Note: Such measures are mandatory for retail premises operating late night hours where a worker is working alone or in isolation, but these measures may also be considered for use during other hours of the day.)
- Keep doors and windows free of posters to ensure a clear line of sight
- Lower shelving units so workers have a clear line of sight to all parts of your business
- Install overhead mirrors so workers can see all parts of the store from the cash register area
- Raise the area where your cash register is located. Keep counter-top displays to a minimum. Build the counter high and deep enough to provide some physical distance from threatening individuals
- Install a panic or emergency alarm for workers
- Post signs that state there is no cash or minimal cash less than \$20 on the premises, or that it is locked in a safe
- Install security cameras and advertise their presence

Administrative controls

Examples of administrative controls include the following:

- Rearranging work schedules so that more than one person is always present in the workplace
- Requiring the worker to check in with a person or company before and after the expected completion time of a possibly hazardous activity
- Ensuring appropriate supervision of new and young workers by an experienced worker
- Use money-handling procedures that require the use of a locked drop safe, keeping only small amounts of cash accessible on site
- Using uniformed security guards
- Prohibiting high-risk work activities during times when a worker is working alone
- Using a personal emergency call device that a worker may wear on a lanyard around his or her neck and use to call for help in the event of a personal security or emergency issue
- Identify areas where workers can safely retreat and call for help
- Designate a well-lit parking spot close to the building for those who work alone after hours

Working alone or in isolation

Person-check procedures

All employers with workers who work alone or in isolation must develop and implement written procedures for checking the workers' well-being. These person-check procedures must include time intervals between checks, a check at the end of the shift, and procedures to follow in case a worker cannot be contacted.

Time intervals, or the frequency of checks, should be based on the level of risk the workers are exposed to. For example, a person who is working in a store located in a strip mall, with workers of other employers nearby, may not require checks as frequently as a person who is working in a free-standing premises. The time intervals between checks must be developed in consultation with the workers assigned to work alone or in isolation.

For a sample person check procedure, see page 20.

All employers with workers who work alone or in isolation must develop and implement written person check procedures.

Working alone at late night retail premises

In addition to the safety provisions already discussed, the Regulation contains specific provisions for the safety of workers who work alone in late night retail premises.

For the workplace to be considered a late night retail premises, these questions are to be considered:

1. Is the workplace a convenience store, restaurant, bar, gas station or other retail fueling outlet, or other establishment where goods are sold directly to consumers?
2. Is the workplace open to the public any time between 10:00 p.m. and 6:00 a.m.?
3. Is a worker assigned to work alone or in isolation at those premises during those times?

If the answer is "yes" to all three questions then an employer must:

1. Develop and implement written procedures for the safe handling of money
2. Either assign one or more workers to work with the worker during

late night hours, or ensure the worker is physically separated by a locked door or barrier during late night hours.

Barriers and locked doors

If a late night retail premises has a worker working alone or in isolation any time between 10:00 p.m. and 6:00 a.m., the worker must be physically separated from the public by a locked door or barrier. The use of a locked door or barrier must achieve the following two outcomes:

1. Prevent physical contact with the worker: a barrier or locked door must prevent any person-to-person contact.
2. Prevent access to the worker: a barrier or locked door must prevent any person from entering into the worker's workspace.

Money-handling procedures

The following are examples of what should be included in money-handling procedures:

- Ensure cash-handling areas are located away from entrances and exits
- Ensure sales counters are located so they are clearly visible from inside and outside the store
- Keep as little cash in the cash register as possible
- Place large bills in a drop box or strong room that is out of sight
- Fit counter safes with time delay locks
- Use only one cash register and leave the cash tray of the unused register open and visible

Money-handling procedures should also include the following guidelines for making bank deposits:

- Avoid making bank deposits at night
- Vary the time and route for making deposits
- Don't carry money in bags marked with the company logo or that make it obvious that cash is being transported
- Make deposits with a co-worker, where practical. The co-worker

For additional information on the use of barriers or locked doors see the *Occupational Health and Safety Guidelines* at WorkSafeBC.com.

Safe work practices

should face away from the depository to keep an eye on other people in the area

Working at gas stations and retail fueling outlets

Prepayment of fuel

In addition to the safety requirements already discussed, employers at gas stations or other retail fueling outlets must ensure that all motor vehicle fuel is prepaid before it is pumped. Fuel prepayment has been adopted to protect workers from the hazards of gas and dash activities. The requirement applies 24 hours a day, seven days a week, and includes full-serve and self-serve establishments.

All types of fuel are included provided they are being pumped into a motor vehicle. Non-vehicle fuel, such as propane for barbeque tanks, and marine fueling stations are not covered by this requirement.

Prepaying for fuel means that the customer provides a means of payment before any fuel is pumped. Fuel prepayment does not require the use of pay-at-the-pump technology, although that is one acceptable means of prepayment. Options for administrative controls include customers:

- Paying cash to an attendant prior to fueling
- Providing a credit card or debit card to an attendant to pre-authorize a certain amount of fuel
- Providing a credit card to an attendant prior to fueling. This will constitute prepayment and the transaction can be completed after fueling, thus avoiding the need for refunds.

For customers with a standing fuel account with the station, providing the attendant with their account information prior to fueling is an acceptable means of prepayment.

Fuel prepayment has been adopted to protect workers from the hazards of gas and dash activities.

Please
**Pay before
you pump**

WorkSafeBC health and safety regulations require pre-payment for fuel beginning February 1, 2008 for the protection of workers

*Thank you
for your understanding
and cooperation*

WORKSAFE BC
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WorkSafeBC has developed signs for employers to download, informing customers of the prepayment requirement. These signs are available at WorkSafeBC.com.

Training workers

See page 21 for a training and orientation checklist for young and new workers.

An employer must provide every worker the information, instruction, training and supervision necessary to ensure his or her health and safety at the workplace.

For new or young workers, the Regulation sets out a required list of training topics that must be covered and documented before the workers commence employment.

Training for workers who work alone or in isolation must also cover person-check procedures and, in the case of late night retail, money-handling procedures.

Forms

This section includes samples of forms that will become integral parts of your workplace prevention program.

For employers

- Inspection checklist for identifying hazards (see page 14) – fill out as part of a risk assessment
- Action plan (see page 19) – fill out as part of a risk assessment
- Sample person check procedure (see page 20)
- Training and orientation checklist for young and new workers (see page 21)
- Sample training record for working alone (see page 23)
- Incident investigation report (see page 24)

For workers

- Violent incident report (see page 28) – for staff to fill out in case of a violent incident
- Suspect and vehicle identification (see page 30) – for staff to fill out in case of a violent incident
- Safety and security feedback report (see page 31) – for staff to fill out during a risk assessment

Make sure your workers are familiar with and understand the forms that apply to them.

Forms – Inspection checklist for identifying hazards

Inspection checklist for identifying hazards

Use this checklist when conducting your regular safety inspections. Go over every aspect of your workplace to identify possible hazards. Add or delete items as necessary for your particular workplace.

| Potential Hazards or Risks | Yes | No | N/A |
|---|-----|----|-----|
| Visibility and lighting | | | |
| Can employees see in and out of the store? Is their ability to see in and out of the store unobstructed by posters, signs, or bushes? | | | |
| Are employees visible to potential witnesses outside? | | | |
| Do mirrors help employees see the whole store? | | | |
| Does lighting ensure that would-be thieves or robbers will be recognizable? | | | |
| | | | |
| | | | |
| General store impression | | | |
| Does the worksite look cared for? Is the worksite free from graffiti or vandalism? | | | |
| Are fences and other security measures well maintained? | | | |
| Are employees dressed to suit the general appearance of the store? | | | |
| | | | |
| | | | |
| Building layout and design | | | |
| Is it easy to distinguish public areas from private areas such as offices? | | | |
| Is access to employee-only areas controlled with locks? | | | |
| Is the cash-handling area separate from the general workplace? | | | |
| Do counters have an elevated place for cash registers? | | | |
| Are anti-jump barriers fitted in front of cash-handling devices? | | | |

Forms – Inspection checklist for identifying hazards

| Potential Hazards or Risks | Yes | No | N/A |
|---|-----|----|-----|
| Is alternative access to the building blocked (aside from fire exits)? | | | |
| Is public access to washrooms controlled? | | | |
| Are there bushes, or unlit or overgrown areas, where someone could hide? | | | |
| Are any areas not visible to employees? | | | |
| Are unoccupied rooms locked? | | | |
| | | | |
| | | | |
| Signage and emergency information | | | |
| Are emergency numbers posted in a prominent place or on phones? | | | |
| Are robbery prevention signs prominently displayed? (For example: "Area monitored by video camera," "Store has less than \$40 after dark," and "Time-Lock Safe — Clerk Cannot Open.") | | | |
| Is there a coloured height chart next to the entrance? | | | |
| | | | |
| | | | |
| Tools and equipment | | | |
| Are knives and other sharp objects kept out of sight of customers? | | | |
| Can anyone grab and use tools or other items as weapons against employees? | | | |
| Are tools and equipment locked away when not in use? | | | |
| | | | |
| | | | |
| Security guards and equipment | | | |
| Are there door alarms to alert employees that someone is entering the store? | | | |

Forms – Inspection checklist for identifying hazards

| Potential Hazards or Risks | Yes | No | N/A |
|---|-----|----|-----|
| Are security guards or buddy systems available at your location? | | | |
| Is a closed-circuit television or surveillance camera installed? | | | |
| Is a silent, centrally monitored holdup alarm installed? | | | |
| | | | |
| | | | |
| Customer service | | | |
| Do employees acknowledge customers with a friendly greeting, smile, and make eye contact? | | | |
| If you have multiple cash registers, are those nearest the entry closed first? | | | |
| | | | |
| | | | |
| Employees working alone | | | |
| Does someone contact employees regularly to ensure that they are okay, as required by the OHS Regulation? | | | |
| Is there a plan if the employee does not respond to a contact such as a phone check, as required by the OHS Regulation? | | | |
| Are back doors ever open or unlocked when an employee is alone? | | | |
| Do employees take garbage out alone at night? Is the garbage bin in a well-lit place? | | | |
| Does the employee have someone to call to inform that they will be conducting a potentially hazardous activity? Is this person able to call the employee after an estimated amount of time to confirm that the employee is okay? | | | |
| Is an employee working alone required to complete certain tasks, such as work from a ladder, or work with hazardous substances, that may expose the employee to a hazard? Could some or all of these activities be done when another employee is present instead? | | | |

Forms – Inspection checklist for identifying hazards

| Potential Hazards or Risks | Yes | No | N/A |
|---|-----|----|-----|
| List activities that an employee working alone is required to do that may expose that employee to a hazard: | | | |
| | | | |
| Handling money and deposits | | | |
| Are cash-handling areas positioned away from entries and exits? | | | |
| Is it standard practice to keep as little cash in the till as possible? | | | |
| Are large bills put into a drop box, safe, or strongroom that is out of sight? | | | |
| If you have counter safes, are they fitted with time-delay locks? | | | |
| Do employees make deposits at night or alone? | | | |
| When employees make deposits together, do they face in opposite directions to keep an eye on the surroundings? | | | |
| Does the time and routine for making deposits vary from day to day to make it less predictable? | | | |
| Do employees transport cash in a bag that has the company logo or otherwise makes it obvious that they are carrying cash? | | | |
| | | | |
| | | | |

Forms – Inspection checklist for identifying hazards

| Potential Hazards or Risks | Yes | No | N/A |
|---|-----|----|-----|
| Files and records | | | |
| Are confidential files and records kept in a locked room? | | | |
| Are filing cabinets containing confidential records locked? | | | |
| | | | |
| | | | |
| Opening and closing | | | |
| Do employees work in pairs at opening and closing, especially when doing the rounds at the end of a shift? | | | |
| Do your written procedures for opening and closing emphasize personal safety? For example, "Don't count the cash from the till at the sales counter." | | | |
| | | | |
| | | | |
| Travelling to and from work | | | |
| Do employees have the option of asking for an escort to walk to their cars or the bus stop? | | | |
| Can employees park nearby and within sight, especially at night? | | | |
| Is evening or night parking available for employees in nearby spaces normally reserved for customers? | | | |
| | | | |
| Regular checks | | | |
| Do you conduct risk assessments for violence and working alone annually or whenever there are significant changes in your workplace? | | | |
| Do you conduct an assessment whenever there is a incident involving violence or a worker working alone? | | | |
| | | | |
| | | | |

Forms – Action plan

Sample action plan

The sample table below lists items from a completed inspection checklist that require action.

| Action required | Timeline for completion | Timeline for completion |
|--|-------------------------|-------------------------|
| Provide workers with phone numbers and a procedure in the event of an emergency or violent encounter | August 2007 | August 10, 2007 |
| Make workers aware of working-alone procedures | August 2007 | August 30, 2007 |
| Add mirrors to help workers see the whole store | September 2007 | |
| Add a coloured height chart next to the entrance | August 2007 | August 15, 2007 |
| Install closed-circuit television system | October 2007 | |
| Provide orientation to young or new workers as specified in sections 3.22–3.25 of the <i>Occupational Health and Safety Regulation</i> | August 2007 | |
| Add locks to worker-only areas | September 2007 | |
| Establish a check-in procedure for employees working alone | September 2007 | |

Action plan

| Action required | Timeline for completion | Completion date |
|-----------------|-------------------------|-----------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Forms – A sample person check procedure

A sample person check procedure

This section describes procedures for checking on the well being of an employee working alone.

You will be contacted by: _____

They will contact you: in person by telephone other method _____

They will contact you: every 30 minutes every hour every 2 hours
 at end of shift

You will attempt to call the contact person within five minutes if you were not available at the predetermined person-check time.

If your contact person cannot reach you at one of these predetermined times, he or she will make another attempt within five minutes. If your contact person still cannot reach you after the second attempt, he or she will do the following:

1. Call the neighbouring store (if there is one) and have someone check on you.
2. Call the owner or manager of your store, and send someone to your work location if there are no neighbours.
3. If necessary, call 9-1-1 and request help at your location.

Emergency information

In case of an emergency (for example, fire, earthquake, flood, or a bomb threat) call the following person:

Contact name: _____

Contact phone number: _____

Forms – Training and orientation checklist for workers

Training and orientation checklist for young and new workers

Employee name: _____

Position (tasks): _____

Date hired: _____ Date of orientation: _____

Person providing orientation (name and position): _____

Company name: _____

| Topic | Initials (trainer) | Initials (worker) | Comments |
|--|-----------------------|----------------------|----------|
| 1. Supervisors name: _____ Telephone #: _____ | | | |
| 2. Rights and responsibilities a) General duties of employers, workers, and supervisors | | | |
| b) Worker right to refuse unsafe work and procedure for doing so | | | |
| c) Worker responsibility to report hazards and procedure for doing so | | | |
| 3. Workplace health and safety rules a) _____ b) _____ c) _____ d) _____ | | | |
| 4. Known hazards and how to deal with them a) _____ b) _____ c) _____ d) _____ | | | |
| 5. Safe work procedures for carrying out tasks a) _____ b) _____ c) _____ d) _____ | | | |
| 6. Procedures for working alone or in isolation | | | |

Forms – Training and orientation checklist for workers

| Topic | Initials (trainer) | Initials (worker) | Comments |
|--|--------------------|-------------------|----------|
| 7. Measures to reduce the risk of violence in the workplace and procedures for dealing with violent situations | | | |
| 8. Personal protective equipment (PPE) — what to use, when to use it, and where to find it a) _____ b) _____ c) _____ d) _____ | | | |
| 9. First aid a) First aid attendant name and contact information | | | |
| b) Locations of first aid kits and eye wash facilities | | | |
| c) How to report an illness, injury, or other accident (including near misses) | | | |
| 10. Emergency procedures a) Locations of emergency exits and meeting points | | | |
| b) Locations of fire extinguishers and fire alarms | | | |
| c) How to use fire extinguishers | | | |
| d) What to do in an emergency situation | | | |
| 11. Where applicable, basic contents of the occupational health and safety program | | | |
| 12. Hazardous materials and WHMIS a) What hazardous materials are in the workplace | | | |
| b) Purpose and significance of hazard information on product labels | | | |
| c) Location, purpose and significance of material safety data sheets (MSDSs) | | | |
| d) How to handle, use, store and dispose of hazardous materials safely | | | |
| e) Procedures for an emergency involving hazardous materials, including clean-up of spills | | | |
| 13. Where applicable, contact information for the occupational health and safety committee or the worker health and safety representative | | | |

Forms – Sample training record for working alone

Sample training record for working alone

Employee name: _____

Position (tasks): _____

Date hired: _____ Date of orientation: _____

Person providing orientation (name and position): _____

Supervisor name: _____

Supervisor contact information: _____

Company name: _____

Location of written work procedures: _____

The trainer must ensure that training includes the following procedures. Both the trainer and the employee should initial each item to indicate that it has been covered during training.

| Topic | Initials (trainer) | Initials (worker) | Comments |
|--|--------------------|-------------------|----------|
| Opening and closing the store | | | |
| Handling money and making bank deposits | | | |
| Taking out garbage | | | |
| Person-check procedure (see sample procedure on page 20) | | | |
| Dealing with robberies | | | |
| Dealing with shoplifting, dine and dash, or gas and dash | | | |
| Dealing with irate or abusive customers | | | |
| Emergency procedures | | | |
| Other | | | |

INCIDENT INVESTIGATION REPORT

Worker and Employer Services Division

This form is provided to employers for the purpose of documenting the employer's investigation into a workplace incident. Please attach a separate sheet if necessary.

| | |
|------------------------------|-----------------|
| Employer name | Employer number |
| Employer head office address | |

Incident occurred *ref: s. 3.4(a) Occupational Health and Safety Regulation (OHS Regulation)*

| | |
|---|--|
| Address where incident occurred <i>(including nearest city)</i> | |
| Date <small>yyyy-mm-dd</small> | Time a.m. <input type="checkbox"/> p.m. <input type="checkbox"/> |

Injured person(s) *ref: s. 3.4(b) OHS Regulation*

| Last name | First name | Job title | Age | Length of experience with this employer | Length of experience at this task/job |
|-----------|------------|-----------|-----|---|---------------------------------------|
| 1) | | | | | |
| 2) | | | | | |

Nature of injury/injuries

| | |
|----|--|
| 1) | |
| 2) | |

Witnesses *ref: s. 174(4) WCA and s. 3.4(c) OHS Regulation*

| Last name | First name | Address | Telephone |
|-----------|------------|---------|-----------|
| 1) | | | () |
| 2) | | | () |
| 3) | | | () |

Incident description *ref: s. 3.4(d)-(e) OHS Regulation*

| |
|--|
| Briefly describe what happened, including the sequence of events preceding the incident. |
|--|

Statement of causes *ref: s. 174(2)(a)–(b) WCA and s. 3.4(f) OHS Regulation*

List any unsafe conditions, acts, or procedures that in any manner contributed to the incident.

Recommendations *ref: s. 174(2)(c) WCA and s. 3.4(g) OHS Regulation*

Identify any corrective actions that have been taken and any recommended actions to prevent similar incidents.

| Recommended corrective action | Action by whom | Action by date |
|-------------------------------|----------------|----------------|
| 1) | | |
| 2) | | |
| 3) | | |
| 4) | | |

Persons conducting investigation *ref: s. 3.4(h) OHS Regulation*

| Name | Signature | Type of representative | | | Date |
|------|-----------|-----------------------------------|---------------------------------|--------------------------------|------|
| | | Employer <input type="checkbox"/> | Worker <input type="checkbox"/> | Other <input type="checkbox"/> | |
| | | Employer <input type="checkbox"/> | Worker <input type="checkbox"/> | Other <input type="checkbox"/> | |
| | | Employer <input type="checkbox"/> | Worker <input type="checkbox"/> | Other <input type="checkbox"/> | |

For additional information on WorkSafeBC (Workers' Compensation Board of B.C.) and on the requirements for incident investigations, please refer to WorkSafeBC's web site: WorkSafeBC.com

Mailing address WorkSafeBC
PO Box 5350 Stn Terminal
Vancouver BC V6B 5L5

Fax number: 604 276-3247

Telephone information

Call centre: 604 276-3100 or toll free within B.C. 1 888 621-SAFE (7233)

After hours health and safety emergency: 604 273-7711 or toll free 1 866 922-4357 (WCB-HELP)

A GUIDE TO INCIDENT INVESTIGATION

Use this guide in conjunction with the requirements of the *Workers Compensation Act (WCA)*, Part 3 Division 10, and the Occupational Health and Safety Regulation (OHS Regulation), section 3.4.

When is an investigation required?

Employers are required to immediately undertake an investigation into any accident or other incident that:

- Is required to be reported under section 172 of the *Workers Compensation Act*, or
- Resulted in injury requiring medical treatment, or
- Did not involve injury to a worker or involve a minor injury that did not require medical treatment but had the potential for causing serious injury, or
- Was an incident required by regulation to be investigated.

Who should conduct the investigation?

- Incidents must be investigated by people knowledgeable about the type of work involved at the time of the incident.
- If reasonably available, investigations must be carried out with the participation of one employer representative and one worker representative.

What is the purpose of an investigation?

The purpose of an investigation is to determine the cause or causes of the incident, to identify any unsafe conditions, acts, or procedures that contributed to the incident, and to recommend corrective action to prevent similar incidents.

Who receives copies of the report?

Incident investigation reports required by the *WCA* must be provided to the joint health and safety committee or worker representative as applicable, and to WorkSafeBC.

What follow-up action is required after an incident investigation?

After an investigation, the employer must without undue delay undertake any corrective action required to prevent recurrence of similar incidents and must prepare a report of the action taken. The report must be provided to the joint health and safety committee or worker representative as applicable. The follow-up report does not have to be provided to WorkSafeBC unless requested by a WorkSafeBC officer.

What information should be included in the investigation report?

An incident investigation report should answer the **WHO, WHERE, WHEN, WHAT, WHY, and HOW** questions with regard to the incident.

- WHO** Employer, injured person(s), other person(s) involved in the incident, witnesses, and persons carrying out the investigation
- WHERE** Place, location where incident occurred
- WHEN** Date and time of the incident
- WHAT** A brief description of the incident, including the sequence of events that preceded the incident
- Before the incident occurred:*
- What were the events that led up to the incident?
 - What process(es) was/were occurring immediately prior to the incident?
 - What was/were the worker(s) doing immediately prior to the incident?
 - What was the last event before the incident occurred?
- At the time of the incident:*
- What happened at the time of the incident?
 - What process(es) was/were occurring at the time of the incident?
 - What was/were the worker(s) doing at the time of the incident?

- What hazard(s) was/were the worker(s) exposed to?
- What hazards may have contributed to the incident occurring?
- What hazards did the worker(s) encounter?
- What personal factors may have contributed to the incident occurring?

Other information:

- Other observations
- Other related information

WHY From the answers to “what,” identify any unsafe conditions, acts, or procedures that in any manner contributed to the incident. Why did the unsafe conditions, acts, or procedures occur? Why were the personal factors not identified and/or addressed before the incident occurred?

HOW An investigation report should recommend corrective actions to prevent similar incidents from occurring. Once it is known why an incident occurred, determine how to prevent recurrence. For example:

- Improve workplace inspection and maintenance programs
- Repair or replace equipment/building
- Install safeguards
- Establish or revise safe work procedures
- Train/retrain person(s)
- Improve supervision

Additional information for determining why an incident happened

To determine the most probable cause(s) of an incident, consider all details of the investigation, including witness statements and, where possible, the injured worker’s statement.

Determine if the incident was due to an unsafe act, an unsafe condition, unsafe or inadequate procedures, or a combination of these. Consider whether the accepted/current procedures adequately address safety concerns associated with the activity that was taking place when the incident happened. Consider training, supervision, equipment controls, safeguards, and lock-out.

Unsafe acts – An unsafe act is a specific action or lack of action by an individual that is under the individual’s control. Examples of unsafe acts include: knowingly not following established rules, knowingly not following established procedures, knowingly disregarding a hazard, willful misconduct, abusing equipment, knowingly using equipment incorrectly, choosing not to use personal protective equipment, and not locking out when required. Generally, violating a safety rule, not following a safe work procedure, or disregarding a hazard are considered unsafe acts.

Unsafe conditions – Examples include poor housekeeping, congested areas, deficient equipment, equipment lacking safeguarding or having ineffective safeguarding, lack of personal protective equipment, poor visibility, poor weather conditions, and lack of or inadequate training. Inadequate training should be considered an unsafe condition as opposed to a deficiency in skill or ability (personal factors).

Inadequate procedures – Indications that procedures are inadequate include:

- Procedures are not available in written form
- Procedures do not identify inherent hazards
- Procedures do not identify hazard control methods
- Procedures do not identify safeguards that must be in place
- Procedures do not address pre-operation inspection requirements
- Procedures do not address lock-out requirements
- Procedures direct improper use of equipment or tools

Personal factors – A personal factor is a deficiency in skill or ability, a physical condition, or a mental attitude. It is a factor inherent in an individual at the time of the incident. Examples include work fatigue due to manual exertion, distress due to emotional problems, the influence of alcohol or drugs, or illness. A condition causing an allergic reaction in some but not most workers should be considered a personal factor, not an unsafe condition.

Forms – Violent incident report

Violent incident report

Keep photocopies of this form available so that workers who have been victims of violence at work are able to complete this report as soon as possible.

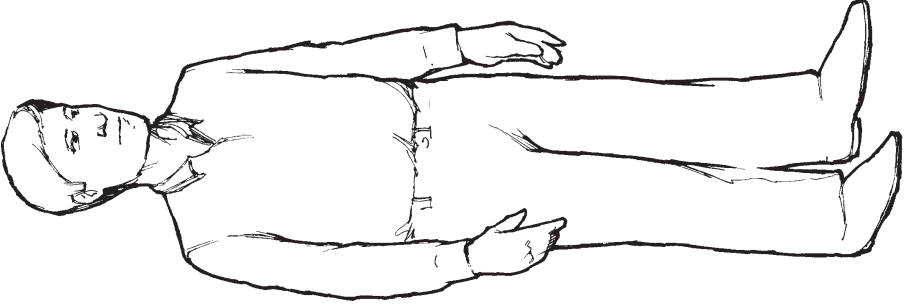
| 1. Identifying information | |
|---|---|
| Name | Today's date |
| Date and time of incident | Workplace branch or location |
| Location Parking lot <input type="checkbox"/> Counter area <input type="checkbox"/> Other (please specify) <input type="checkbox"/> | |
| Type of assault Verbal <input type="checkbox"/> Pushed <input type="checkbox"/> Scratched <input type="checkbox"/> Struck <input type="checkbox"/> Threat <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Bitten <input type="checkbox"/> Kicked <input type="checkbox"/> | |
| Medical attention/first aid obtained? Yes <input type="checkbox"/> No <input type="checkbox"/> | Advised of right to consult doctor? Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Investigation conducted? Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown <input type="checkbox"/> | |
| Reported to supervisor? Yes <input type="checkbox"/> No <input type="checkbox"/> | If no, why not? |
| Policed called? Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown <input type="checkbox"/> | If no, why not? |
| If yes, file number | |
| Describe what happened, including factors leading up to the incident. Also describe any action that was taken afterwards. | |

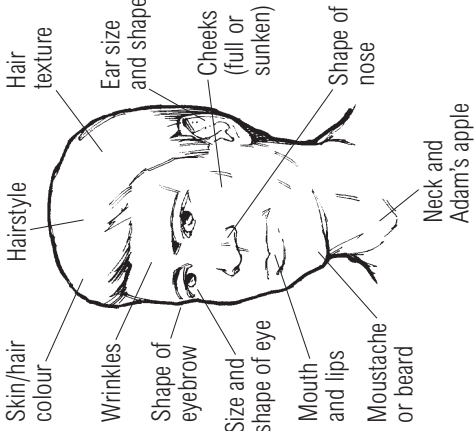
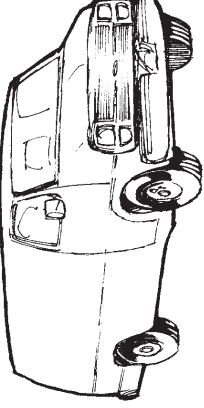
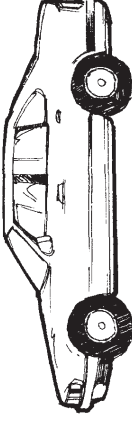
Forms – Violent incident report

| 2. Assailant/attacker | | | | | |
|--|--------------------------|-------------------------|--------------------------|-------------------|--------------------------|
| Customer | <input type="checkbox"/> | Co-worker | <input type="checkbox"/> | Ex-worker | <input type="checkbox"/> |
| Person known to you | <input type="checkbox"/> | Ex-boyfriend/girlfriend | <input type="checkbox"/> | | |
| Delivery person | <input type="checkbox"/> | Other (please specify) | <input type="checkbox"/> | | |
| Description—please fill out the attached Suspect and Vehicle Identification form (with pictures) | | | | | |
| Name (if known) | | | | | |
| Has the offender been involved in any previous violent incidents that you know of? | | | | | |
| Yes <input type="checkbox"/> No <input type="checkbox"/> | | | | | |
| 3. Other information | | | | | |
| Are there any systems in place that you know of to prevent a similar violent incident? | | | | | |
| Yes <input type="checkbox"/> No <input type="checkbox"/> | | | | | |
| Any other information about the assailant (for example, accent, hair colour, skin colour, tattoos, clothing or footwear)? Please see the attached Suspect and Vehicle Identification form. | | | | | |
| Any suggestions for preventing similar incidents in the future? | | | | | |
| Name (please print) | | Signature | | Date (yyyy-mm-dd) | |

Suspect and vehicle identification

Keep photocopies of this form available for staff to fill out in the event of a violent incident.

| | | | | |
|---|--|--------|--------|----------------------|
| SEX Male <input type="checkbox"/> Female <input type="checkbox"/> | AGE | HEIGHT | WEIGHT | RACE |
| HAIR (colour/style) | General Appearance  | | | HAT (colour/type) |
| EYES (colour, glasses) | COAT | | | |
| COMPLEXION (skin colour, condition, etc.) | SHIRT/TOP | | | |
| JEWELLERY | PANTS/SKIRT | | | |
| SCARS/MARKS | SHOES | | | |
| TATTOOS | TIE | | | |

| | | | |
|--|---|--|----------------|
|  | Specific facial details you definitely remember | | |
| | | | |
| | What did the suspect say? | | |
| | | | |
| | Tool or weapon seen | | |
|  | |  | |
| Colour | Make | Model | Licence number |
| Body style | | Damage/rust | |
| Antenna | | Bumper sticker | Wheel covers |
| Direction of travel | | | |

Forms – Safety and security feedback report

Safety and security feedback report

Have copies of the following two pages available for staff to fill out when performing a risk assessment.

| General information | | | | | | |
|--|--------------------------|-----|--------------------------|----|--------------------------|---------|
| Have you ever been a victim of violence in this workplace? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | | |
| If yes, what was the nature of the incident (for example, verbal threats, hitting, or offensive correspondence)? | | | | | | |
| Who was the offender (for example, a customer, co-worker, contractor, or a name if known)? | | | | | | |
| Do you feel safe from violence at work? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | Unknown |
| Why? | | | | | | |
| Is help available if there is a violent incident? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | Unknown |

Forms – Safety and security feedback report

Likelihood of violence

Do you think violence is more likely on certain days
for example, Saturdays or when there is a community event)?

Yes

No

Unknown

If yes, when and why?

Do you think violence is more likely at certain times of day
(for example, at opening or late at night)?

Yes

No

Unknown

If yes, when and why?

Do you think violence is more likely to occur in certain places
(for example, the parking lot, sales counter, or back door)?

Yes

No

Unknown

If yes, where and why?

Forms – Safety and security feedback report

Violence prevention

What do you think could be done to minimize the risk of violence?

Are there any situations on the job in which you feel particularly vulnerable (or not safe)?

Yes

No

If yes, what are they?

Have you been given previous training in how to deal with workplace violence?

Yes

No

If yes, what kind of training did you receive? By whom? (title of the person who trained you)

Please present this completed report to your employer or supervisor.

General duties under the *Workers Compensation Act*

The following summaries are from the *Workers Compensation Act* (Act), Part 3, Division 3, sections 115-117, and 119. The summaries do not use the exact wording of the Act but are intended to give an overview of the general duties of employers, workers, supervisors, and owners. All four groups are required to comply with the Act and the *Occupational Health and Safety Regulation* (the Regulation).

Section 115 General duties of employers

Employers must ensure the health and safety of all their employees 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 it
- Provide the instruction, training, and supervision necessary to ensure the health and safety of workers

Section 116 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 your ability to work safely is not affected by alcohol
- Report any hazards to your supervisor or employer

Section 117 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 Act and the Regulation that apply to the work being supervised
- Inform workers of all known or foreseeable health and safety hazards in the areas where they work
- Consult and cooperate with the joint health and safety committee or worker health and safety representative, if there is one

Section 119 General duties of owner

Every owner of a workplace must

- Provide and maintain the owner's land and premises that are being used as a workplace in a manner that ensures the health and safety of persons at or near the workplace
- Give to the employer or prime contractor at the workplace the information known to the owner that is necessary to identify and eliminate or control hazards to the health or safety of persons at the workplace
- Comply with Part 3, the regulations and any applicable orders

Young and new worker orientation and training

The following are direct excerpts from the *Occupational Health and Safety Regulation*. For additional information, consult the *Occupational Health and Safety Guidelines*, found at WorkSafeBC.com. This includes guidelines for sections 4.20.1 to 4.22.2.

Section 3.22 Definitions

In sections 3.23 to 3.25:

“**new worker**” means any worker who is

- (a) new to the workplace,
- (b) returning to a workplace where the hazards in that workplace have changed during the worker’s absence,
- (c) affected by a change in the hazards of a workplace, or
- (d) relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker’s previous workplace;

“**young worker**” means any worker who is under 25 years of age.

Section 3.23 Young or new worker orientation and training

- (1) An employer must ensure that before a young or new worker begins work in a workplace, the young or new worker is given health and safety orientation and training specific to that young or new worker’s workplace.
- (2) The following topics must be included in the young or new worker’s orientation and training:
 - (a) the name and contact information for the young or new worker’s supervisor;
 - (b) the employer’s and young or new worker’s rights and responsibilities under the *Workers Compensation Act* and this Regulation including the reporting of unsafe conditions and the right to refuse to perform unsafe work;
 - (c) workplace health and safety rules;
 - (d) hazards to which the young or new worker may be exposed, including risks from robbery, assault or confrontation;
 - (e) working alone or in isolation;
 - (f) violence in the workplace;

Occupational Health and Safety Regulation requirements

- (g) personal protective equipment;
- (h) location of first aid facilities and means of summoning first aid and reporting illnesses and injuries;
- (i) emergency procedures;
- (j) instruction and demonstration of the young or new worker's work task or work process;
- (k) the employer's health and safety program, if required under section 3.1 of this Regulation;
- (l) WHMIS information requirements set out in Part 5, as applicable to the young or new worker's workplace;
- (m) contact information for the occupational health and safety committee or the worker health and safety representative, as applicable to the workplace.

Working Alone or in Isolation

Section 4.20.1 Definition

In sections 4.20.2 to 4.23, "to work alone or in isolation" means to work in circumstances where assistance would not be readily available to the worker

- (a) in case of an emergency, or
- (b) in case the worker is injured or in ill health.

Section 4.20.2 Hazard identification, elimination and control

- (1) Before a worker is assigned to work alone or in isolation, the employer must identify any hazards to that worker.
- (2) Before a worker starts a work assignment with a hazard identified under subsection (1), the employer must take measures
 - (a) to eliminate the hazard, and
 - (b) if it is not practicable to eliminate the hazard, to minimize the risk from the hazard.
- (3) For purposes of subsection (2) (b), the employer must minimize the risk from the hazard to the lowest level practicable using engineering controls, administrative controls or a combination of engineering and administrative controls.

Occupational Health and Safety Regulation requirements

4.21 Procedures for checking well-being of worker

- (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.
- (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 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.

4.22 Training

A worker described in section 4.21 (1) and any person assigned to check on the worker must be trained in the written procedure for checking the worker's well-being.

4.22.1 Late night retail safety procedures and requirements

- (1) In this section:

"late night hours" means any time between 10:00 p.m. and 6:00 a.m.;

"late night retail premises" means

- (a) a gas station or other retail fueling outlet, or
- (b) a convenience store or any other retail store where goods are sold directly to consumers

that is open to the public for late night hours.

- (2) If a worker is assigned to work alone or in isolation in late night retail premises and there is any risk of harm from a violent act to the worker, then, in addition to any other obligations the employer has under sections 4.20.2 to 4.23,
 - (a) the employer must develop and implement a written procedure to ensure the worker's safety in handling money, and

Occupational Health and Safety Regulation requirements

(b) when that worker is assigned to work late night hours, the employer must also do either or both of the following:

- (i) ensure that the worker is physically separated from the public by a locked door or barrier that prevents physical contact with or access to the worker;
- (ii) assign one or more workers to work with the worker during that worker's assignment.

(3) A worker described in subsection (2) must be trained in the written procedure referred to in that subsection.

4.22.2 Mandatory prepayment for fuel

An employer must require that customers prepay for fuel sold in gas stations and other retail fueling outlets.

4.23 Annual reviews of procedures

The procedures referred to in sections 4.21 and 4.22.1 must be reviewed at least annually, or more frequently if there is

- (a) a change in work arrangements which could adversely affect a worker's well-being or safety, or
- (b) a report that the procedures are not working effectively.

Violence in the Workplace

4.27 Definition

In sections 4.28 to 4.31, "**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.

4.28 Risk assessment

- (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.

Occupational Health and Safety Regulation requirements

4.29 Procedures and policies

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, and
- (b) if elimination of the risk to workers is not possible, establish procedures, policies and work environment arrangements to minimize the risk to workers.

4.30 Instruction of workers

- (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.

4.31 Advice to consult physician

- (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.

WorkSafeBC

WorkSafeBC produces many pamphlets, booklets, and videos on safe work practices that can help you deal with specific hazards in your workplace. The following are a few of the publications that you may find helpful:

Preventing Violence, Robbery, and Theft: A Guide for Retail Owners, Managers, and Workers

Describes how to prevent violent incidents in the workplace and how to deal with incidents that do occur.

Take Care: How to Develop and Implement a Workplace Violence Prevention Program

Explains how to set up a violence prevention program to eliminate or minimize violence in your workplace.

Your Retail Business Series Safety Tip 1: Working Alone (StartSafe poster)

Describes basic safe work practices that employers can implement and employees can follow when working alone.

Your Retail Business Series Safety Tip 2: Dealing with Shoplifters (StartSafe poster)

Describes safe work practices for preventing shoplifting and dealing with it if it does occur.

Where to find WorkSafeBC publications and videos

The resources mentioned throughout this guide are available at WorkSafeBC.com for online viewing or downloading. The web site also includes searchable versions of the Regulation and excerpts from the *Workers Compensation Act*.

If you want to order print publications, see the ordering information in the front of this handbook, under “WorkSafeBC publications.”

Notes

Notes

WorkSafeBC Offices

Visit our web site at 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 Ave. 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)

