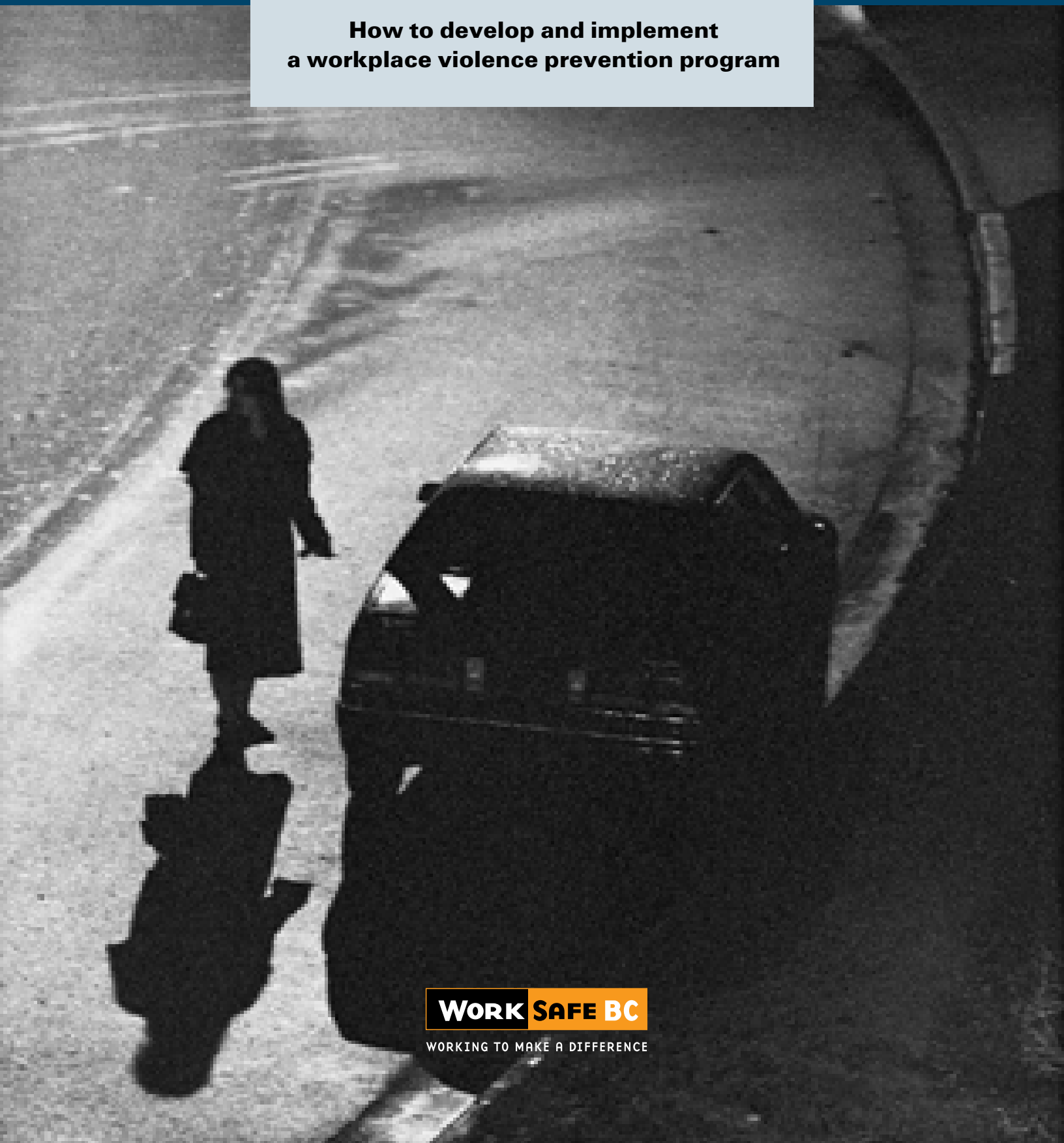


# TAKE CARE

How to develop and implement  
a workplace violence prevention program



**WORK SAFE BC**

WORKING TO MAKE A DIFFERENCE

## **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.

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[worksafebc.com](http://worksafebc.com)

## WorkSafeBC Publications

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

Online ordering: WorkSafeBC.com and click on Publications; follow the links for ordering

## Acknowledgments

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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* (the *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 (the 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—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.

To assist you in complying with these sections, WorkSafeBC (the Workers' Compensation Board of British Columbia) 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. Part 1 summarizes the requirements in the Regulation related to violence in the workplace, as well as the general duties of employers, workers, and supervisors under the *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: LEGAL REQUIREMENTS RELATED TO VIOLENCE IN THE WORKPLACE

This part summarizes the sections of the Occupational Health and Safety Regulation that deal specifically with violence in the workplace. You should also refer to the specific sections in the Regulation itself to be sure that you are meeting your legal requirements for workplace health and safety.

This part also describes three other sections of the Regulation that deal with refusal of unsafe work, working alone or in isolation, and workplace conduct. Also included is a summary of three sections of the *Workers Compensation Act* dealing with employer, worker, and supervisor responsibilities.

## Sections of the Regulation on violence in the workplace

### Section 4.27 Definition of “violence”

- 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 occur on the job site; however, any incident is considered workplace violence if it arises out of the worker’s employment.

### Section 4.28 Risk assessment

- A risk assessment is required if there is interaction between your employees and persons other than co-workers, with a potential for threats or assaults.
- To begin a risk assessment, conduct a survey among your staff relating to the following:
  - ~ Potential risks in the work environment.
  - ~ Actual incidents of violence at your operation that 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.

#### **Section 4.29 Procedures and policies**

- Once risks have been identified, take the necessary steps to eliminate the risks entirely. If that is not possible, take steps to minimize the risks.
- Develop preventive procedures that include appropriate steps to prevent injury to staff. Consider workplace layout; lighting; access and egress routes; and concerns identified in the risk assessment.
- Write the procedures down. Ensure that staff understand and follow them.

#### **Section 4.30 Instruction of workers**

- Ensure that workers who may be exposed to a risk of violence are informed about the nature and extent of the risk.
- Inform new employees of all hazards relating to their employment.
- Inform existing staff of hazards as soon as they are identified.
- If one of your identified risks is a known individual (for example, a customer or a delivery person), inform any staff likely to come in contact with the individual about his or her identity and the nature of the risk.  
**Note:** This information must not be indiscriminately distributed.
- Train all employees in safe work procedures before they are exposed to hazards.

#### **Section 4.31 Advice to consult physician**

- Advise employees who report injuries or adverse symptoms resulting from an incident of violence to consult a doctor of their own choice. Document such advice on the violent incident report form.
- Workers do not have to consult a doctor if they do not think it necessary.

## Other relevant sections of the Regulation

### Section 3.10 Reporting unsafe conditions

- Instruct workers to report *any* incidents of violence to managers or supervisors. Incidents include threats as well as physical acts of violence.
- Investigate incidents of violence to determine the steps needed to avoid their recurrence, and initiate corrective action without delay.

### Section 3.4 Incident investigation reports

- Document all incidents of violence. Complete violent incident report forms (see Part 5 of this booklet) and keep them for review to assist in decreasing or eliminating workplace violence.

**Note:** General requirements to report, investigate, and document incidents are also covered in the *Workers Compensation Act*, Part 3, Division 10, sections 172–177.

### Section 3.12(1) of Refusal of Unsafe Work

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

### Section 4.21 of Working Alone or in Isolation

- 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.

### Section 4.25 of Workplace Conduct

- Workers must not engage in improper activity or behaviour that might create a hazard to themselves or others.
- Altercations between staff fall under section 4.25 rather than the sections on violence in the workplace (sections 4.27–4.31), which apply to people other than co-workers, such as customers or clients.

## General duties under the *Workers Compensation Act*

The following summaries are from the *Workers Compensation Act*, Part 3, Division 3, sections 115–117. 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, and supervisors. All three groups are required to comply with the *Act* and the Regulation.

**Note:** Where the *Act* uses the term *supervisor*, it can be substituted with *manager*, *store manager*, or *employer* when applied to the retail industry.

### 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, drugs, or other causes.
- 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.

## **Requirements under the *Employment Standards Act***

The following information is excerpted from the fact sheet *Deductions from Wages*, published by the Ministry of Labour and Citizens' Services, Employment Standards Branch ([www.labour.gov.bc.ca/esb/facshts/deductions.htm](http://www.labour.gov.bc.ca/esb/facshts/deductions.htm)).

### **Deductions**

An employer may not, directly or indirectly, withhold, deduct or require payment of all or part of an employee's wages for any purpose except as permitted or required by the *Employment Standards Act*, or by another act of either British Columbia or Canada.

### **Unauthorized deductions**

Employers cannot require that an employee pay for any portion of an employer's business cost.

This includes expenses arising from theft, damage, breakage, poor quality of work, damage to employer property, or failure to pay by a customer. Some instances where these issues arise include "gas-and-dash", "dine-and-dash", shoplifting, or accidents involving employer vehicles or equipment.

Any agreement by an employee to contribute toward an employer's cost of doing business is a contravention of the Act and is not enforceable.

### **For more information**

Tel: 250 612-4100 in Prince George  
1 800 663-3316, toll-free in British Columbia  
Fax: 250 612-4121  
Web: [www.labour.gov.bc.ca](http://www.labour.gov.bc.ca)

## **PART 2: CONDUCTING A RISK ASSESSMENT**

Whenever there is direct interaction between workers and the public, the potential for violent incidents exists. Where experience in the workplace—or in workplaces similarly organized or situated—indicates that such a potential exists, the Regulation sections on violence in the workplace require that the employer conduct a risk assessment. 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.

### **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

### **Attributes of workers**

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

## **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 for 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 locations (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 risks. 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 it should reflect the sections in “Part 1: An overview of the Regulation sections on violence in the workplace.” 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 components.

### **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 correct response procedures for workers at risk and their supervisors
- Helps 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 the following:

- Reporting incidents of violence
- Supervisors' actions to address reported incidents
- Investigating incidents of violence
- Implementing corrective actions
- 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 WorkSafeBC. 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 following sample procedures were 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. Visualize a backup 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. As you enter the parking lot, keep the vehicle locked and the windows rolled up.
2. As you enter the designated parking area and before you leave your vehicle, scan the area for suspicious persons. Have a backup 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. Proceed directly and quickly to your store or office. Walk with your head erect, look alert, and scan your route.
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 backup plan if there is danger.
4. Proceed directly and quickly to your vehicle. Walk with your head erect, look alert, and scan your route.
5. If possible, avoid walking to your vehicle alone. Go with other workers, security guards, or another 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 robber.
3. Call the police immediately after any incident and record the 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 a 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 the 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. Remain calm, and try to calm the other person.
2. 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 and 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 a 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 only 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.

## **If a robbery occurs**

1. Remain cool and calm. Handle the entire procedure as if you are making a sale to a customer. Most robberies last under two minutes. The longer a 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 will not be 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 heights against the height strip as they exit.
  - Immediately after the robbers have left, record their appearance, mannerisms, and any distinguishing characteristics on a description sheet.
5. Do not chase robbers.
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 the times of deposits.
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 part includes samples of five documents that will form an integral part of your workplace violence prevention program. The sample documents are as follows:

### **A. 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, as well as determine your training needs for violence prevention.

### **B. Policy statement—Prevention of violence in the workplace**

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 that workers are protected from incidents of violence in the workplace. This document must be signed, dated, and posted prominently where workers will see it.

### **C. 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.

### **D. 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 can be used to record all the pertinent information.

### **E. Suspect and vehicle identification sheet**

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



## A. 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 pages 12–14)
- Shoplifting (see page 14)
- Working alone (see pages 14–15)
- Irate customers (see page 15)
- Robberies (see pages 15–17)
- Making deposits (see page 17)

Other identified risks:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## B. 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 actions to take for protection from acts or threats of violence.

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

Owner or  
manager \_\_\_\_\_

Date \_\_\_\_\_





## 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 (please specify)			
Description <input type="checkbox"/> Male <input type="checkbox"/> Female			
Age	Complexion	Height	Weight
Name (if known)			

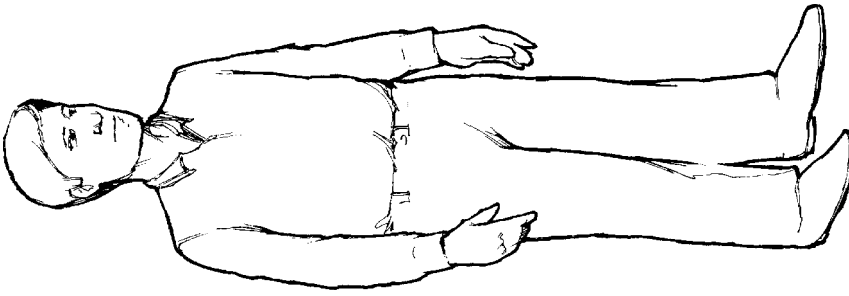
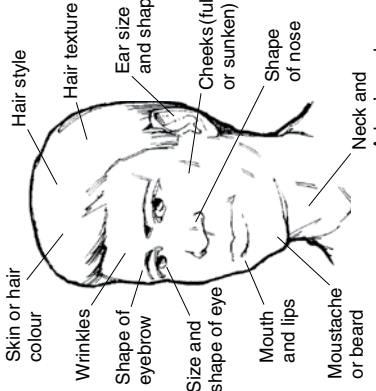
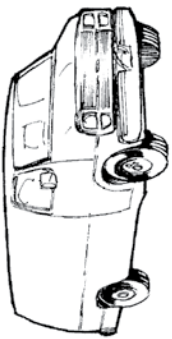
## 3. Incident and injury information

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.

## E. Suspect and vehicle identification sheet

<p>SEX</p> <input type="checkbox"/> Male <input type="checkbox"/> Female	<p>AGE</p>	<p>HEIGHT</p>	<p>WEIGHT</p>	<p>RACE</p>	<p>Write below specific facial details that you definitely remember.</p>	
<p>HAIR (colour and style)</p>	<p><b>General appearance</b></p> 			<p>HAT (colour and type)</p>	<p>What did the suspect say?</p>	
<p>EYES (glasses)</p>				<p>COAT</p>	<p>SHIRT/BLOUSE</p>	<p>Describe any tool or weapon seen.</p>
<p>COMPLEXION</p>	<p>JEWELLERY</p>	<p>PANTS/SKIRT</p>	<p>SHOES</p>	<p><b>Facial appearance</b></p> 		
<p>SCARS/MARKS</p>	<p><b>Vehicle</b></p> 		<p>Colour</p>	<p>Make</p>	<p>Model</p>	<p>Licence number</p>
<p>TATTOOS</p>	<p>Damage or rust</p>	<p>Antenna</p>	<p>Bumper sticker</p>	<p>Wheel covers</p>	<p>Direction of travel</p>	

## WorkSafeBC Offices

Visit our web site at [WorkSafeBC.com](http://WorkSafeBC.com).

### Abbotsford

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

### Burnaby

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

### Coquitlam

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

### Courtenay

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

### Kamloops

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

### Kelowna

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

### Nanaimo

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

### Nelson

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

### North Vancouver

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

### Prince George

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

### Surrey

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

### Terrace

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

### Victoria

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

### Head Office/Richmond

#### *Prevention Information Line:*

Phone: 604 276-3100  
Toll-free: 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:*

Phone: 604 273-7711  
Toll-free: 1 866 922-4357 (WCB-HELP)

