

<b>Program Name:</b>	Workplace Violence
<b>Approval Authority:</b>	CUASA Council, Employee-Employer Relations Committee
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*This document is an adaptation of the March 2011 Carleton University Workplace Violence Prevention Program.*

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## **Introduction**

The Carleton University Academic Staff Association is committed to providing a safe work environment and maintaining a workplace that is free of workplace violence as required by the Occupational Health and Safety Act (the “Act”). This document supplements the Association policy entitled “Workplace Violence” and outlines the responsibilities associated with this program.

## **Application**

This program applies to all members and staff of the Association as well as visitors, contractors, students and volunteers.

## **Policies, Standards and Legislation**

1. The Association's workplace violence policy states: “The Carleton University Academic Staff Association is committed to the protection of the health, safety, and wellbeing of all members and staff of the Association. As such, the Association will take whatever steps are reasonable to protect our members and workers from workplace violence from all sources. All acts of violence are strictly prohibited.”
2. The Act requires all employers to take every precaution reasonable in the circumstances to protect employees against the risk of workplace violence.
3. The *Criminal Code of Canada* makes it an offence for employers and those who direct work who fail to take reasonable steps to prevent bodily harm to an employee or any other person arising from work.

## **Definitions**

“Act” refers to the *Occupational Health and Safety Act*, R.S.O. 1990, as amended.

“Complainant” refers to any person who is an employee, volunteer or member of the Association, all of whom are entitled to submit a complaint under this program.

The definition of “Employee” shall be the same as the definition of Worker under the Act.

“Presidential Officer” refers to the President, Past President and President-Elect.

“Respondent” refers to a person who is an employee, volunteer or member of the Association, all of whom are alleged to have engaged in workplace violence.

“Volunteer” is defined as an Officer of the Association (as outlined in the Association Constitution) or any non-Employee working on behalf of the Association in an official capacity.

“Workplace Violence” as defined by the Occupational Health and Safety Act, means,

the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,

an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,

a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace violence includes domestic violence that could cause physical injury to a person in the workplace.

“Workplace” is defined as the Association’s offices as well as any location where the business of the Association is being or is to be conducted.

## **Roles and Responsibilities**

### Shared Responsibilities

Everyone involved with the Association has the responsibility for creating and maintaining an environment free of workplace violence;

Every effort must be made to work toward the resolution of complaints by all those affected in a timely manner (see Investigation);

Anyone who witnesses workplace violence or the perceived threat of violence is responsible for bringing it to the attention of a Presidential Officer; and,

To ensure the preservation of a productive, safe and peaceful working environment.

An important principle of this policy and program is that no individual shall face reprisals for making a complaint in good faith. Persons who engage in reprisals or threats of reprisals may be disciplined.

### Employer Responsibilities

As an employer, the Association has responsibilities to its staff. The Presidential Officers are responsible for understanding what constitutes violent behaviour and communicating to all employees that workplace violence will not be condoned or ignored. They will make every effort to prevent workplace violence by:

Assessing specific risks for the employees and reviewing the assessment on, at least, an annual basis in consultation with the Employee-Employer Relations Committee;

Ensuring the policy and program are communicated to employees, members and volunteers;

Implementing workplace procedures that minimize the risk of workplace violence;

Monitoring the effectiveness of the program on an ongoing basis; and,

Taking all complaints of violence seriously and promptly and diligently investigating any alleged incident.

### Association Responsibilities

The Association has responsibilities to its members, volunteers and employees. The Presidential Officers are responsible for ensuring that reasonable actions are taken to protect

members, volunteers and employees of the Association from violence while interacting with the Association. They will make every effort to protect members from violence by:

- Assessing specific risks for members, volunteers and employees of the Association and reviewing the assessment on, at least, an annual basis;
- Ensuring the policy and program are communicated to members, volunteers and employees, particularly at the start of general meetings;
- Implementing workplace procedures that minimize the risk of workplace violence;
- Monitoring the effectiveness of the program on an ongoing basis; and,
- Taking all complaints of violence seriously and promptly and diligently investigating any alleged incident.

### Individual Responsibilities

All employees, members and volunteers of the Association have the responsibility to work to create an environment that is free from workplace violence. Each individual must understand what constitutes violence and conduct him/herself in accordance with the policy and program. Specific responsibilities include:

- Providing input into the assessment of specific risks;
- Cooperating with the Presidential Officers in meeting the requirements of this program;
- Abiding by the workplace violence policy and program;
- Reporting any incidents of workplace violence to a Presidential Officer or Health and Safety Representative as soon as possible; and,
- Participating in training as required.

The Association acknowledges the right of all individuals to confidentiality and self-determination. However, employees, members and volunteers must disclose situations that could potentially threaten his/her safety in the workplace. Reports may be made through the Health and Safety Representative.

### **Violence Risk Assessment**

Using the Occupational Health and Safety Council of Ontario's (OHSCO) Workplace Violence Assessments tool<sup>1</sup>, the Association shall undertake an assessment of the risk of workplace violence. The tool is attached as Appendix A.

In addition to the General Physical Environment Assessment, the Association will complete the following additional assessments: direct contact with clients, handling cash, working with unstable or volatile clients and working alone or in small numbers.

The Employee-Employer Relations Committee should review these assessments regularly.

### **Training and Prevention**

Employees, members and volunteers shall be provided with information on this policy and program.

The Association shall ensure that appropriate training is provided to all individuals interacting with the Association. This can range from posting information to specialized training.

### **Complaint Process**

The aim of the policy and procedure is to address situations of violence in the workplace. While this complaints process is designed especially for those who believe themselves injured by violation of the policy or by an act of violence and seek redress, it is expected that those with supervisory authority who detect what they believe to be violations of the policy or who become



Any person or persons named as having caused the violation for which remedy is sought must be provided with a copy of the complaint within two (2) working days. Normally within five (5) working days, the Committee shall meet and then invite both parties to make oral and written submissions. The Committee shall make its best efforts to hear both parties and thereafter shall normally complete its deliberations within ten (10) working days from the time the Committee was convened. With due attention to confidentiality, such procedures shall follow principles of natural justice.

### Hearing Committee

The Committee will meet to hear the formal complaint. The hearing committee, in consultation with the parties, shall determine whatever other procedures are necessary to ensure both fairness and good order.

The Committee shall have access to a trained legal advisor throughout the process as necessary. The Committee may request that Steering approve the appointment of an external expert to conduct the investigation. Investigations shall be completed within sixty (60) days.

**If, at any time during the process, the Committee feels that the presence of any individual may be a threat to the health and safety of an employee, member or volunteer, the Committee may order the removal of the individual from the workplace until the completion of the process.**

All actions by the Committee with reference to an employee shall be in accordance with the Collective Agreement.

### *Remedies*

1. If a complaint is upheld by the Committee, it may make such order as it deems appropriate to the circumstances of the breach and the parties. The ultimate goal of any remedy is to make the victim whole. Recommended orders may include but are not limited to the following:

- (a) removal of the respondent from contact with the target in the workplace;
- (b) discipline of the respondent (up to and including dismissal from his/her position);
- (c) training or counseling;
- (d) reinstatement or reimbursement of lost wages or benefits.

2. If a complaint is dismissed, and if it is determined by the Hearing Committee that the complaint was vexatious in nature, depending on the circumstances of the parties in relation to the association, the Committee may make such order as it deems appropriate to the circumstances against the complainant:

- (a) discipline of the complainant;
- (b) separation of the complainant and respondent;
- (c) training or counseling for the complainant.

### Reporting

A copy of the report shall be forwarded to each of the parties. The report will indicate the nature and relevant circumstances of the complaint, in what respects (if any) the principles set forth in this policy and program have been violated, and the remedy imposed.

### Appeal

Members and volunteers may appeal the decision of the Hearing Committee to Steering within ten (10) working days. The Steering Committee shall meet, review the case and issue a response within ten (10) working days.

Employees may grieve the decision of the Hearing Committee under the Collective Agreement.

## **Incident Follow-Up**

### Worker Support

Individuals who experience an incident of workplace violence may require emotional support from a professional. This support is available through the Employee and Family Assistance Program and other community support services.

### Incident Review and Prevention

Following an incident, the Presidential Officers (for incidents between members) and the Employee-Employer Relations Committee (for incidents involving staff) shall review the incident, outline what corrective or remedial actions are necessary to minimize repeat occurrences, identify new and previously unidentified risks, and review training programs.

### Notice of an Injury as a Result of Workplace Violence

University Safety shall be informed of any incident of workplace violence on university property that results in injury or death.

The Presidential Officers shall work with the Carleton Human Resources Department to ensure that any relevant WSIB forms are completed and submitted within 24 hours for all incidents involving an employee.

## **Domestic Violence**

The Act requires employers take every precaution reasonable in the circumstances to protect an employee from domestic violence that may occur in the workplace and expose co-workers to a risk of physical injury.

Although the Association respects the need for confidentiality and self-determination, employees are responsible for disclosing to the President threats to safety of the workplace and threats of an intimate partner or ex-partner have made towards the worker.

Where a restraining order has been requested or requires an individual to be a certain distance from an employee, this must be reported to the President.

Where the President is notified of a potential situation, the President shall work with University Safety and the employee to develop a personal safety plan. Where possible, the employee will be accommodated for alternative work arrangements and information will be provided about counseling resources.

Information on potential domestic violence issues should be treated confidentially and only disclosed to those who need to know to protect employees from potential physical harm.

## **Disclosure of Persons with a Violent History**

The Association is required to provide information, including personal information, to employees about persons with “a history of violent behaviour” if the employee could be expected to encounter the person in the course of his/her work and there is a risk of workplace violence that may expose the worker to physical injury. This personal information shall only be disclosed as reasonably to protect the employee from physical injury.

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# Appendix A

**Occupational Health and Safety Council of Ontario**

## **Workplace Violence Assessment Tool**

Occupational Health and Safety Council of Ontario. 2010. *Developing Workplace Violence and Harassment Policies and Programs: A Toolbox*. Available online: [http://www.labour.gov.on.ca/english/hs/pdf/wvps\\_toolbox.pdf](http://www.labour.gov.on.ca/english/hs/pdf/wvps_toolbox.pdf). Pages 16 – 65.

Developing Workplace Violence and Harassment Policies and Programs: A Toolbox

### **General Physical Environment Assessment**

This assessment focuses on the nature of the workplace. It takes you through a survey of your workplace's physical environment and its security measures. There are spaces for you to note the controls that are already in place, and to identify what additional controls may be suitable for your workplace.

**You are not required to use all or any of the examples of controls.** There may be other controls that are more suitable to your workplace's circumstances and to controlling the risks of workplace violence that you identify.

Job / Department/ Location:

Completed by:

Date:

**Shading indicates elevated risk**

### General Physical Environment Assessment (GA)

	Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
							(identify person(s) responsible and expected completion dates, if possible)
	Have you assessed the following?						
	• Outside building and parking lot				<ul style="list-style-type: none"> <li>Bolted entries / locks</li> <li>Designated public entry doors</li> <li>Clear sightlines (look at landscaping, layout, and bushes)</li> <li>Good lighting</li> <li>Motion/movement detectors</li> </ul>		
	• Entry control and security system				<ul style="list-style-type: none"> <li>Coded doors / security doors</li> <li>Employee ID cards and guest passes with sign-in/out</li> <li>Clearly labelled staff areas</li> <li>Closed-circuit video system</li> <li>Metal detectors</li> <li>Alarms (silent or sounding)</li> <li>Mirrors</li> </ul>		

## General Physical Environment Assessment (GA)

Physical Environment		Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
							(identify person(s) responsible and expected completion dates, if possible)
	• Reception and waiting areas				<ul style="list-style-type: none"> <li>• Clear sightlines</li> <li>• Means of communication</li> <li>• Signage (re: hours)</li> <li>• No heavy or sharp objects</li> </ul>		
					See the Assessment for Specific Risk: Direct Contact with Clients (page 25) for more suggestions.		
	• Public counters				<ul style="list-style-type: none"> <li>• Widened service desks</li> <li>• Barriers (e.g., unbreakable screens)</li> <li>• Silent, concealed alarms</li> </ul>		
					<ul style="list-style-type: none"> <li>• Other means to summon help</li> </ul> See the Assessment for Specific Risk: Direct Contact with Clients (page 25) for more suggestions.		
	• Interior design, hidden areas (utility rooms, etc.), and lighting				<ul style="list-style-type: none"> <li>• Restricted public access</li> <li>• Clear sightlines</li> <li>• Locked doors</li> <li>• Mirrors</li> <li>• Angled corners</li> </ul>		
	• Stairwells and exits				<ul style="list-style-type: none"> <li>• Exit signs</li> <li>• Good lighting</li> <li>• No obstructions</li> <li>• Panic bars to allow escape</li> <li>• Requirements of <i>Fire Code</i> and <i>Building Code</i></li> </ul>		
	• Elevators and washrooms				<ul style="list-style-type: none"> <li>• Clear sight lines</li> <li>• Restricted public access</li> </ul>		

					<ul style="list-style-type: none"> <li>Communication devices or alarms</li> </ul>			
					<ul style="list-style-type: none"> <li>Locks that can be accessed by security</li> </ul>			
	<ul style="list-style-type: none"> <li>Public meeting rooms, interview, treatment or counselling rooms</li> </ul>				<ul style="list-style-type: none"> <li>Clear sight lines</li> <li>Communication devices or alarms</li> <li>Furniture layout</li> <li>Weighted furniture</li> <li>Extra exit</li> </ul>			

### General Physical Environment Assessment (GA)

	Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
							(identify person(s) responsible and expected completion dates, if possible)
	<ul style="list-style-type: none"> <li>Isolated areas</li> </ul>				<ul style="list-style-type: none"> <li>Clear sight lines</li> <li>Means of communication</li> <li>Mirrors</li> <li>Angled corners</li> <li>Restricted access</li> </ul> See the Assessment for Specific Risk: Working Alone or in Small Numbers (page 40) for more suggestions.		
	<ul style="list-style-type: none"> <li>Location of cash, goods, and medicines</li> </ul>				<ul style="list-style-type: none"> <li>Locked and hidden storage</li> </ul>		
	<ul style="list-style-type: none"> <li>Workplace location (shared building, neighbouring businesses, neighbourhood)</li> </ul>				<ul style="list-style-type: none"> <li>Security tours</li> <li>Cameras</li> <li>Secured grounds</li> </ul> Assessments for Specific Risks may have more detailed examples of controls.		

Are individual security devices necessary to protect workers?				Individual security devices could include:		
				• personal alarms		
				• cell phones		
				• two-way radios		
				• GPS tracking devices or other locating devices		
				Assessments for Specific Risks may have more detailed examples of controls.		
If used in your workplace, are security systems and individual security devices tested?				If used in your workplace:		
				• Test the security systems regularly		
				• Test individual security devices prior to use and regularly while in use		
				• Keep records of tests		
Is there a designated safe area where workers can go during a workplace violence incident?				For emergency purposes, a safe area (for example, a safe room, the business next door, etc.) should be identified. If using a safe room, it should:		
				• have clear entry		
				• have a lock that can be used from the inside, but which can		

### General Physical Environment Assessment (GA)

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
						(identify person(s) responsible and expected completion dates, if possible)
				also be accessed by security		
				• have a means of summoning		

				immediate assistance			
Are there other measures or procedures needed to protect workers from the risks arising from the physical environment?				Measures and procedures will depend on the specific workplace.			
If your workplace has workplace security measures or individual security devices, are workers trained in their use?				Provide workers training on workplace security measures and in the proper use and testing of individual security devices.			
Are workers and supervisors trained in all relevant measures and procedures that will protect them from violence associated with the workplace's physical environment?				Information, instruction, or training could include:			
				risks of workplace violence			
				• arising from their job or location			
				• other relevant measures and procedures			

## Assessment for Specific Risk: Direct Contact with Clients (CC)

This assessment can be useful for fixed-location workplaces where workers are expected to provide a product or service to clients, for example, in retail stores, gas stations, factories, manufacturing settings, industrial settings, office environments, health care facilities, and clinics. Examples of activities include:

- Working in a fixed location in the presence of cash, goods, or medications that may be readily sold or pawned
- Working in a fixed location with clients that have access to staff

**You are not required to use all or any of the examples of controls.** There may be other controls that are more suitable to the circumstances of your workplace and to controlling the risks of workplace violence that you identify.

Job / Department/ Location:

Completed by:

Date:

**Shading indicates elevated risk**

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
						(identify person(s) responsible and expected completion dates, if possible)
CC1. Do clients have direct physical access to workers?				Consider the following measures: <ul style="list-style-type: none"> <li>• Making reception areas visible to other workers and to the outside</li> <li>• Having counters built wide enough or with barriers to prevent clients from having physical access to workers</li> </ul>		
				See question on restricting non-worker access within the workplace for more information.		
CC2. Can workers call for immediate help when workplace				Measures and procedures could include: <ul style="list-style-type: none"> <li>• providing equipment to</li> </ul>		

violence occurs or is likely to occur?				summon assistance, such as			
				individual or fixed alarms (sounding or silent) or cell phones (pre-programmed to call an emergency number)			
				• providing GPS tracking devices or other locating devices			
				• providing internal and external numbers for workers to call			
				• at all hours of operations			
				• posted or otherwise readily available			
				• establishing an internal code word or words to indicate that help is needed			

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
						(identify person(s) responsible and expected completion dates, if possible)
CC3. Does the workplace have a clean, uncluttered, welcoming atmosphere?				Consider the following measures: • Providing an informal, tidy entry area • Posting signs such as "Welcome" and "No-Harassment Policy" • Ensuring workers welcome clients and keep them informed of appointment delays, etc.		
CC4. Is public access to the workplace restricted?				Restrict public access to the workplace by: • providing a single entrance for		

				clients and controlling access			
				to other doors			
				• installing security alarms on			
				outside doors			
				• installing door chimes or other			
				means to notify workers when someone enters the workplace			
				• posting signs about worker-			
				only areas			
				• using cards or keys to access			
				worker-only areas			
				• using reception desks and			
				sign-in procedures			
				• accompanying non-workers in			
				restricted areas			
				• using video surveillance and			
				posting signs to inform people of it			
				• locking the public entrance			
				and providing a bell			
CC5. Where clients could become aggressive or violent, are there any objects or equipment that could be used to hurt people?				Consider the following measures:			
				• Storing sharp and dangerous items so that only workers have access to them			
				• Keeping public counters and public areas free of equipment and clutter			
CC6. Are there designated rooms for meeting with clients?				Set up rooms specifically for meetings with the public by:			
				• installing windows in the door or some other way for workers outside to see inside the meeting room			
				• if necessary, designing rooms so that they are within hearing range of reception area			

•

setting up room with an  
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				exit for workers in case of			
				emergency			

	Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls  (identify person(s) responsible and expected completion dates, if possible)
	CC7. Is there a place for workers to safely store their personal belongings?				Provide workers with a secure area to lock up their personal belongings, out of public sight.		
	CC8. Are workers working in remote or isolated locations within the building?				Maintain regular contact with workers by: <ul style="list-style-type: none"> <li>• providing cell phones, walkie-talkies, or other communication or monitoring devices</li> <li>• establishing regular contact times</li> <li>• designating a person to monitor contact with workers, and to follow up if contact is lost</li> </ul> Consider the following measures: <ul style="list-style-type: none"> <li>• Having more than one person working in an area where there might be contact with public or clients</li> <li>• Shortening the business hours in remote/isolated areas</li> </ul>		
	CC9. Do workers work at times of				Assess higher-risk times and the need for additional		

increased				measures to protect workers,			
vulnerability, such as				such as:			
late at night, early in				• having workers leave the			
the morning, or at				building in groups			
very quiet times of				• arranging for security patrols			
day?				• joining with neighbouring			
				businesses to coordinate			
				security			
CC10. Are there				See the General Physical			
any other risks				Environment Assessment for			
associated with				some other aspects of the			
the physical				physical environment that			
environment and				should be assessed.			
contact with the							
public?							

	Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
							(Identify person(s) responsible and expected completion dates, if possible)
	CC11. Do you have procedures to identify, evaluate, and inform workers about specific high-risk clients, situations, or				Develop and implement procedures to identify, evaluate, and inform workers about the risk of violence related to specific situations or clients, including possible triggers for		

locations?				violence.		
CC12. Do you have procedures for workers to follow when dealing with strangers or intruders?				Develop and implement such procedures, which could include:		
				• how to question strangers or intruders about the appropriateness of their presence in a non-confrontational manner		
				• recommended actions and responses		
				• when to call for help or go to a safe area		
CC13. Do you have procedures for workers to follow when dealing with aggressive or violent clients or members of the public?				Develop and implement such procedures, which could include:		
				• recommended actions and responses		
				• when to call for help or go to a safe area		
CC14. Are there other measures or procedures needed to protect workers from the risks of contact with clients?				Measures and procedures will depend on the specific workplace.		
CC15. Are workers and supervisors trained in all relevant measures and procedures for protecting themselves from workplace violence associated with client contact?				Information, instruction, or training could include:		
				• the risks of workplace violence arising from their job or location		
				• relevant measures and procedures		

## Assessment for Specific Risk: Handling Cash (HC)

This assessment is designed to help workplaces assess the risk of workplace violence where workers are handling cash in a fixed location. Such workers include, but are not limited to, cashiers who might become a target for theft or loss.

Examples of activities include:

- Maintaining petty cash in a fixed location
- Working at a cashier station in a fixed location
- Making cash deposits

**You are not required to use all or any of the examples of controls.** There may be other controls that are more suitable to the circumstances of your workplace and to controlling the risks of workplace violence that you identify.

Job / Department/ Location:

Completed by:

Date:

**Shading indicates elevated risk**

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
						(identify person(s) responsible and expected completion dates, if possible)
HC1. Do clients or customers have direct physical access to workers?				Consider the following measures:		
				• Using wide counters or tables at customer service stations/desks		
				• If necessary, installing a barrier to cover the booth and only have a small opening to exchange the cash		
				• Raising the counter to keep cash register out of sight and to limit access		
HC2. Can workers call for immediate help when workplace				Measures and procedures could include:		
				• providing equipment to		

violence occurs or is likely to occur?				<ul style="list-style-type: none"> <li>summon assistance, such as <ul style="list-style-type: none"> <li>individual or fixed alarms (sounding or silent) or cell phones (pre-programmed to call an emergency number)</li> <li>providing GPS tracking devices or other locating devices</li> <li>providing internal and external numbers for workers to call <ul style="list-style-type: none"> <li>at all hours of operations</li> <li>posted or otherwise readily available</li> <li>establishing an internal code word or words to indicate that help is needed</li> </ul> </li> </ul> </li> </ul>		
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Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
HC3. Do workers use locked drop safes or time-lock safes?				<p>Consider the following measures:</p> <ul style="list-style-type: none"> <li>Depositing cash in a locked drop safe/time-lock safe</li> <li>Establishing the maximum amount of cash that can be stored in the till (large amounts should be deposited in locked drop safes or time-lock safes)</li> <li>Posting a sign notifying the public of the locked drop safes or time-lock safes</li> </ul>		

HC4. Does the front desk or till counter face the entrance of the workplace?				Front desks or tills (cash) should:			
				<ul style="list-style-type: none"> <li>• face the main entrance</li> <li>• have clear sight of the main doors</li> <li>• not have sightlines blocked by the storage of large items</li> </ul>			
				If there is more than one till, place them away from each other but close enough that they are within view of each other.			
HC5. If there are large street windows, are they clear of obstructions?				Leave large windows clear of obstructions by:			
				<ul style="list-style-type: none"> <li>• removing large objects or posters that would block the view</li> <li>• ensuring that walls, fences, landscaping, and bushes do not block the view from within the workplace (keep them less than one-metre high)</li> </ul>			
HC6. Is an adequate amount of internal and external lighting provided?				Improve lighting by:			
				<ul style="list-style-type: none"> <li>• ensuring outside lighting does not create shadows or leave dark spots that can be used as hiding places</li> <li>• ensuring inside brightness levels, glare, contrast, and shadows are maintained at levels that are not hazardous</li> <li>• ensuring that all lighting equipment is periodically serviced and maintained</li> </ul>			
HC7. Is public access to the workplace restricted?				Restrict public access to the workplace by:			
				<ul style="list-style-type: none"> <li>• providing a single entrance for clients and controlling access</li> </ul>			

				to other doors			
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Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
						(identify person(s) responsible and expected completion dates, if possible)

- installing security alarms on outside doors
- installing door chimes or other means to notify workers when someone enters the workplace
- posting signs about worker-only areas
- using cards or keys to access worker-only areas
- using reception desks and sign-in procedures
- accompanying non-workers in restricted areas
- using video surveillance and posting signs to inform people of it
- locking the public entrance and providing a bell
- being selective about who is admitted after hours
- keeping a list of visitors who are not allowed access or who are allowed to access only specific areas

HC8. Do workers work in remote locations or isolated areas?	Consider the following measures:	
	• Avoiding having only one worker on shift, where possible	
	• Pairing experienced workers with junior or new workers, where possible	
	• Implementing a buddy system	
	during opening and closing hours	
	• Shortening the business hours in remote/isolated areas, where possible	
	• Monitoring the workplace	
	• Installing panic buttons in several places and making workers aware of them (workers should have easy access to them, but they should not be obvious to the public)	
	Maintain regular contact with workers by:	
	• providing cell phones, walkie-talkies, or other communications or monitoring	

		devices	
	•	establishing regular contact	
		times	

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
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- designating a person to monitor contact with workers, and to follow up if contact is lost

HC9. If applicable, are there signs and printed notices posted about the limited availability of cash at the workplace?				Post signs and printed notes at the front entrance and near the till to inform the public of limited cash availability.		
HC10. If applicable, are there exit doors that allow cashiers to make a safe exit, if necessary?				Consider providing more than one exit door that leads to a safe area, such as an area occupied by other workers or the exterior of the building.		
HC11. Does the workplace contain or sell sharp and/or dangerous items?				Consider the following measures: <ul style="list-style-type: none"> <li>If possible, not carrying sharp and/or dangerous items</li> <li>Storing sharp and dangerous items near the cash register and locked in a cabinet</li> </ul>		
HC12. Do workers work at times of increased vulnerability, such as late at night, early in the morning, or at very quiet times of day?				Assess higher-risk times and the need for additional measures to protect workers, such as: <ul style="list-style-type: none"> <li>having workers leave the building in groups</li> <li>arranging for security patrols</li> <li>joining with neighbouring businesses to coordinate security</li> </ul>		
HC13. Do workers make cash deposits outside the workplace?				Consider the following measures: <ul style="list-style-type: none"> <li>Using security patrols</li> <li>Varying workers' travel times and routes</li> <li>Using a buddy system or escorts when carrying money</li> <li>Joining with neighbouring businesses to coordinate</li> </ul>		

				security		
				• Providing appropriate communications or individual security devices for		
				summoning help		
HC14. Are there any other risks associated with handling cash and with the physical environment?				See the General Physical Environment Assessment for some other aspects of the physical environment that should be assessed.		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
HC15. Do you have procedures to identify, evaluate, and inform workers about specific high-risk clients, situations, or locations?				Develop and implement procedures to identify, evaluate, and inform workers about the risks of violence related to specific situations or clients.		
HC16. Are there procedures for opening and closing hours?				Develop and implement procedures for opening and closing hours.		
HC17. Do you have procedures for workers to follow when dealing with strangers or intruders?				Develop and implement procedures, including: <ul style="list-style-type: none"> <li>• how to question strangers or intruders about the appropriateness of their presence in a non-confrontational manner</li> <li>• recommended actions and responses</li> <li>• when to call for assistance or go to a safe area</li> </ul>		

HC18. Do you have procedures for workers to follow when dealing with aggressive or violent clients, customers, or members of the public?					Develop and implement procedures, including:		
					<ul style="list-style-type: none"> <li>recommended actions and responses</li> <li>when to call for assistance or go to a safe area</li> </ul>		
HC19. Are there other measures or procedures needed to protect workers from the risks of handling cash?					Measures and procedures will depend on the specific workplace.		
HC20. Are workers trained in safety routines for parking, leaving, and returning to their vehicles?					Training could include:		
					<ul style="list-style-type: none"> <li>being observant – look and listen</li> <li>not slinging purses or bags over the shoulder or around the neck</li> <li>carrying keys in hand walking around your vehicle and checking back seat before unlocking it</li> <li>locking doors and keeping windows up</li> <li>how to carry and store valuables</li> <li>dangers of reading or writing in parked vehicles</li> </ul>		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
						(identify person(s) responsible and expected completion dates, if possible)
				<ul style="list-style-type: none"> <li>maintaining a full gas tank or</li> </ul>		

				filling up at well-lit and busy gas stations			
				• how to choose a safe parking spot			
				• looking for adequate light from street lamps			
HC21. Have workers received training in robbery prevention and response?				Consider establishing a robbery prevention and response program.			
				Training could include:			
				• techniques for preventing robberies			
				• safe responses to robbery			
				• no negative consequences to workers			
HC22. Are workers and supervisors trained in all relevant measures and procedures for protecting themselves from workplace violence associated with handling cash?				Information, instruction, or training could include:			
				• risks of workplace violence arising from their job or location			
				• relevant measures and procedures			

## Assessment for Specific Risk: Working with Unstable or Volatile Clients (VC)

This assessment can be useful to workplaces where workers are providing services *or* products to persons with physiological, psychological, or psychiatric conditions, or substance abuse issues. Examples of workers providing services or products to this population include caregivers, parole officers, police, corrections officers, youth officers, social service workers, and receptionists. Examples of activities include:

- Providing a service to persons with physiological, psychological, or psychiatric conditions, or substance abuse issues
- Providing a service that involves physical contact with clients who may be unpredictable due to influences outside the workplace

**You are not required to use all or any of the examples of controls.** There may be other controls that are more suitable to the circumstances of your workplace and to controlling the risks of workplace violence that you identify.

Job / Department/ Location:

Completed by:

Date:

**Shading indicates elevated risk**

Physical Environment	Ye s	N o	N/ A	Examples of Controls	Existing Controls	Recommended Controls	
						(identify person(s) responsible and expected completion dates, if possible)	
VC1. Do clients have direct physical access to workers?				Consider the following measures:			
				• Making reception areas visible to other workers and to the outside			
				• Having counters built wide enough or with barriers to prevent clients from having physical access to workers			
				See VC3 (restricting non-worker access within the workplace) for more information.			

VC2. Can workers call for immediate help when workplace violence occurs or is likely to occur?				Measures and procedures could include:		
				<ul style="list-style-type: none"> <li>providing equipment to summon assistance, such as individual or fixed alarms (sounding or silent) or cell phones (pre-programmed to call an emergency number)</li> <li>providing GPS tracking devices or other locating devices</li> <li>providing internal and external numbers for workers to call <ul style="list-style-type: none"> <li>at all hours of operations</li> <li>posted or otherwise readily available</li> </ul> </li> <li>establishing an internal code word or words to indicate that help is needed</li> </ul>		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
VC3. Is public access to the workplace restricted?				Restrict public access to the workplace by: <ul style="list-style-type: none"> <li>providing a single entrance for clients and controlling access to other doors</li> <li>installing security alarms on outside doors</li> <li>installing door chimes or other means to notify workers when someone enters the workplace</li> </ul>		

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posting signs about  
worker-

				only areas		
				using cards or keys to access		
				• worker-only areas		
				using reception desks and		
				sign-in procedures		
				• accompanying non-workers		
				when in restricted areas		
				using video surveillance and		
				posting signs to inform people		
				of it		
				locking the public entrance		
				• and providing a bell		
				being selective about who is		
				admitted after hours		
				keeping a list of visitors who		
				• are not allowed access or who		
				are allowed only restricted		
				access		
VC4. Are there any objects or equipment in the workplace that could be used to hurt people?				Consider the following measures:		
				• Not providing clients with sharp or dangerous items		
				• Storing sharp and dangerous items so that only workers have access to them		
				• Keeping public counters and public areas free of equipment and clutter		
				Using alternatives to sharp and/or dangerous items where appropriate (using plastic utensils instead of metal utensils, etc.)		
				• Using weighted furniture		
VC5. Are there designated rooms for meeting with clients?				Set up rooms specifically for meetings with the public:		
				• Install windows in the door or some other way for workers outside the meeting room to		

				see in		
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Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
				<ul style="list-style-type: none"> <li>Design rooms so that they are within hearing range of reception area or other workers</li> <li>Set up room (including furniture) to allow for an easy exit in case of an emergency</li> <li>Use weighted furniture</li> <li>Provide a means of communication or alarm</li> </ul>		
				If no designated meeting rooms exist, set up offices so that workers can exit the office first.		
VC6. Is there a place in which workers can safely store their personal belongings?				Provide workers with a secure area to lock their personal belongings, out of public sight.		
VC7. Do workers work at times of increased vulnerability, such as late at night, early in the morning, or at very quiet times of day?				Assess higher-risk times and the need for additional measures to protect workers, such as: <ul style="list-style-type: none"> <li>having workers leave the building in groups</li> <li>arranging for security patrols</li> <li>joining with neighbouring businesses to coordinate security</li> </ul>		
VC8. Are there				See the General Physical		

any other risks associated with the physical environment and working with unstable or volatile clients?				Environment Assessment for some other aspects of the physical environment that should be assessed.			
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 Developing Workplace Violence and Harassment Policies and Programs: A Toolbox

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
						(identify person(s) responsible and expected completion dates, if possible)
VC9. Do you have procedures to identify, evaluate, and inform workers about specific high-risk clients, situations, or locations?				Develop and implement procedures to identify, evaluate, and inform workers about of violence related to specific situations or clients, including possible triggers.		
VC10. Do you have procedures for workers to follow when dealing with strangers or intruders?				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> <li>• how to question strangers or intruders about the appropriateness of their presence in a non-</li> </ul>		

				confrontational manner		
				• recommended actions and		
				responses		
				• when to call for help or go		
				to a safe area		
VC11. Do you have				Develop and implement such		
procedures for workers to follow				procedures, which could include:		
when dealing with aggressive or violent clients, customers, or members of the public?				• recommended actions and		
				responses		
				• when to call for help or go to a safe area		
VC12. Are there other measures or procedures needed to protect workers from the risks of working with unstable or volatile clients?				Measures and procedures will depend on the specific workplace.		
VC13. Are workers trained to recognize and deal with potentially violent people, situations, or high-risk locations?				Training could include:		
				• how workers will be informed about potentially violent people, situations, or high-risk		
				locations		
				• characteristics of aggressive or violent people		
				• signs of behaviour escalation		
				• recognition of potentially violent situations, including situations of sexual violence		
				• recommended actions and		
				reactions, including when to leave or escape		
				• appropriate responses to incidents, including defusing hostile or aggressive behaviours		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
VC14. Are workers and supervisors trained in all relevant measures and procedures for protecting themselves from workplace violence associated with working with unstable or volatile clients?				Information, instruction, or training could include: <ul style="list-style-type: none"> <li>risks of workplace violence arising from their job or location</li> <li>relevant measures and procedures</li> </ul>		

## Assessment for Specific Risk: Working Alone or in Small Numbers (WA)

This assessment can be useful to workplaces where work is performed at a fixed location by a single worker or very few workers. This could include settings such as health care facilities and clinics, retail stores, gas stations, factories, manufacturing facilities, industrial settings, and office environments. Examples of activities include:

- Working in a fixed location where there is limited or no access to communication tools and other security devices
- Working in a fixed location where there is high potential for assault, sexual assault, or robbery
- Working in isolated areas within a worksite, away from other workers
- Working in a remote worksite where the public may have access

**You are not required to use all or any of the examples of controls.** There may be other controls that are more suitable to the circumstances of your workplace and to controlling the risks of workplace violence that you identify.

Job / Department/ Location:

Completed by:

Date:

**Shading indicates elevated risk**

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
WA1. Do you have a security system?				Investigate the need for security systems such as:		
				• personal alarms		
				• fixed alarms connected to security services		
				• video surveillance with a live feed to a central location		
				• regular security patrols		
				Develop and implement regular alarm checks.		

WA2. Can workers				Measures and procedures could		
summon immediate				include:		
assistance when				• providing equipment to		
workplace violence				summon assistance, such as		
occurs or is likely to				individual or fixed alarms		
occur?				(sounding or silent) or cell		
				phones (pre-programmed to		
				call an emergency number)		
				• providing GPS tracking devices or other locating devices		
				• providing internal and external		
				numbers for workers to call		
				• at all hours of operations		
				• posted or otherwise readily available		
				establishing an internal		
				• code		
				word or words to indicate that		
				help is needed		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls
						(identify person(s) responsible and expected completion dates, if possible)
WA3. Is public access to the workplace				Restrict public access to the workplace by:		
restricted?				• providing a single entrance for clients and controlling access to other doors		
				• installing security alarms on outside doors		
				• installing door chimes or other means to notify workers when someone enters the		

				workplace			
				posting signs about worker-			
				only areas			
				using cards or keys to access			
				worker-only areas			
				using reception desks and			
				sign-in procedures			
				accompanying non-workers in			
				restricted areas			
				using video surveillance and			
				posting signs to inform people			
				of it			
				locking the public entrance			
				and providing a bell			
WA4. Do workers work at times				Assess higher-risk times and			
of increased vulnerability, such as late at night, early in the morning, or at very quiet times of day?				the need for additional measures to protect workers, such as:			
				• having workers leave the			
				building in groups			
				arranging for security patrols			
				• joining with neighbouring businesses to coordinate			
				security			
WA5. Are there any other risks associated with the physical environment and working alone?				See the General Physical Environment Assessment for			
				some other aspects of the physical environment that			
				should be assessed.			

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
WA6. Do you have procedures for opening, closing, or securing the workplace prior to starting and at the end of shifts?				Develop and implement procedures for opening, closing, or securing the workplace prior to starting and at the end of shifts. Include procedures for responding to and dealing with unusual circumstances.		
WA7. Do you maintain regular contact with workers who are working alone?				Maintain regular contact with workers by: <ul style="list-style-type: none"> <li>• providing cell phones or other communications or monitoring devices</li> <li>• establishing regular contact times or check-in points</li> <li>• designating a person to monitor contact with workers, and to follow up if contact is lost</li> </ul>		
WA8. Do you have procedures for workers to follow when dealing with strangers or intruders?				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> <li>• how to question strangers or intruders about the appropriateness of their presence in a non-confrontational manner</li> <li>• recommended actions and responses when to call for assistance or go to a safe area</li> </ul>		
WA9. Do you have procedures for workers to follow when dealing with				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> <li>• recommended actions and</li> </ul>		

aggressive or violent clients or members of the public?				<ul style="list-style-type: none"> <li>responses when to call for assistance or go to a safe area</li> </ul>		
WA10. Are there other measures or procedures needed to protect workers from the risks of working alone?				Measures and procedures will depend on the specific workplace.		
WA11. Are workers trained in safety routines for parking, and leaving and returning to their vehicles?				Training could include: <ul style="list-style-type: none"> <li>being observant – look and listen</li> <li>not slinging purses or bags over the shoulder or around the neck</li> <li>carrying keys in hand walking around the vehicle</li> </ul>		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
				and checking the back seat before unlocking the vehicle		
				<ul style="list-style-type: none"> <li>locking doors and keeping windows up</li> <li>how to carry and store valuables</li> <li>dangers of reading or writing in parked vehicles</li> </ul>		
				<ul style="list-style-type: none"> <li>maintaining a full gas tank or filling up at well-lit and busy gas stations</li> </ul>		



				spot		
				looking for adequate light from		
				• street lamps		
WA12. In addition to the above, are				Information, instruction, or training could include:		
workers and supervisors provided with information, instruction, and/or training to protect them from the risks of working alone?				risks of workplace violence		
				• arising from their job or location		
				• relevant measures and procedures		