



Developing Workplace Violence and Harassment Policies and Programs:

A TOOLBOX

Disclaimer

The material contained in this Toolbox is for information and reference purposes only and is not intended as legal or professional advice. The adoption of the practices described in this material may not meet all the needs, requirements, or obligations of individual workplaces.

Table of Contents

Purpose	ii
Workplace Violence Survey	1
Policy, Program, and Training Review Tool	6
Workplace Violence Assessments	16
General Physical Environment Assessment	18
Risk Factor Selection Tool	22
Assessment for Specific Risk: Direct Contact with Clients (CC).....	25
Assessment for Specific Risk: Handling Cash (HC)	29
Assessment for Specific Risk: Working with Unstable or Volatile Clients (VC).....	35
Assessment for Specific Risk: Working Alone or in Small Numbers (WA)	40
Assessment for Specific Risk: Working in a Community-based Setting (CS).....	44
Assessment for Specific Risk: Mobile Workplace (MW)	48
Assessment for Specific Risk: Working in High-Crime Areas (CA).....	52
Assessment for Specific Risk: Securing/Protecting Valuable Goods (SV)	57
Assessment for Specific Risk: Transporting People and/or Goods (TG)	61
Action Plan	66
Example Workplace Violence Policy	67
Example Workplace Harassment Policy	68
Recognizing Domestic Violence in the Workplace	69
Creating a Safety Plan	70
What if the Abuser and the Victim Belong to the Same Workplace?	72
Resources	73
Acknowledgements	75

Purpose

This Toolbox supports *Developing Workplace Violence and Harassment Policies and Programs: What Employers Need to Know* http://www.labour.gov.on.ca/english/hs/pubs/wvps_guide/index.php, which outlines steps that will help you protect the workers in your workplace from the hazard of violence.

This Toolbox contains information, tools, and assessments that can be useful to employers as they develop a workplace violence policy and program, a workplace harassment policy and program, or a domestic violence program.

Workplaces are not required to use all or any of the tools presented in this Toolbox. Employers may use other tools or techniques to help them to comply with the requirements of the *Occupational Health and Safety Act*.

Contact your Health and Safety Association with any questions about workplace violence prevention. Ontario's health and safety associations have sector-specific information, programs, and services related to workplace violence and harassment, as well as other topics. See the Resources section for contact information.

Use, reproduction, or customization of these tools to meet sector or workplace-specific needs is recommended and encouraged. These documents are available online http://www.labour.gov.on.ca/english/hs/pubs/wvps_guide/index.php and http://www.labour.gov.on.ca/english/hs/pubs/wvps_toolbox/index.php

Workplace Violence Survey

(Based on material from the Ontario Safety Association for Community and Healthcare.)

This survey may be used to ask workers and management about their perception of their safety in the workplace. It can also be used as part of Step 1 in *Developing Workplace Violence and Harassment Policies and Programs: What Employers Need to Know*.

Workplaces are not required to use this survey, or any survey, in order to comply with the *Occupational Health and Safety Act*.

Before distributing this survey, add an introduction that outlines the purpose of the survey, how the results of the survey will be reported, with whom the results will be shared, and how it will be used. The survey should be anonymous.

Physical Environment

Do you feel safe at work?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Has your workplace been designed to protect you from workplace violence?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
In your opinion, are there adequate measures to protect you?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If you answered No to any of the previous questions, please indicate whether the following areas require improvement:	Yes	No	N/A
Lighting			
Security checks or protocols (identification checks, sign-in sheets, etc.)			
Restrictions on public access to work areas (secured elevators, stairwells, etc.)			
Security in areas used to store personal belongings (locker rooms, etc.)			
Security staff			
Security of restrooms			
Security of parking lots			
Communication procedures (for example, when and how to call for help)			
Layout of work areas (visual obstructions, unsecured objects and furniture, etc.)			
Security devices (surveillance equipment, silent or sounding alarms, panic buttons, personal alarms, telephones, cell phones, etc.)			
Other:			

Incidents at Work

Have you been hit, pushed, physically assaulted, or otherwise attacked while working at this organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered Yes:	
• Where did the incident occur?	
• Did you report the incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No
• How did you report the incident? <input type="checkbox"/> Orally? <input type="checkbox"/> In Writing?	
• Who physically assaulted or otherwise attacked you? <input type="checkbox"/> client/customer <input type="checkbox"/> member of the public <input type="checkbox"/> co-worker <input type="checkbox"/> partner/ex-partner <input type="checkbox"/> manager/supervisor <input type="checkbox"/> other:	
Have you been sexually assaulted or been the target of a sexual incident while working at this organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered Yes:	
• Where did the incident occur?	
• Did you report the incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No
• How did you report the incident? <input type="checkbox"/> Orally? <input type="checkbox"/> In Writing?	
• Who assaulted you? <input type="checkbox"/> client/customer <input type="checkbox"/> member of the public <input type="checkbox"/> co-worker <input type="checkbox"/> partner/ex-partner <input type="checkbox"/> manager/supervisor <input type="checkbox"/> other:	
Have you been threatened with physical harm (orally, in writing, or otherwise) while working at this organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered Yes:	
• Where did the threat occur?	
• Did you report the threat?	<input type="checkbox"/> Yes <input type="checkbox"/> No
• How did you report the threat? <input type="checkbox"/> Orally? <input type="checkbox"/> In Writing?	
• Who threatened you? <input type="checkbox"/> client/customer <input type="checkbox"/> member of the public <input type="checkbox"/> co-worker <input type="checkbox"/> partner/ex-partner <input type="checkbox"/> manager/supervisor <input type="checkbox"/> other:	

Have you been harassed (sexual harassment, insults, or bullying) while working for this organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered Yes:	
• Where did the harassment occur?	
• Did you report the harassment?	<input type="checkbox"/> Yes <input type="checkbox"/> No
• How did you report the harassment? <input type="checkbox"/> Orally? <input type="checkbox"/> In Writing?	
• Who harassed you? <input type="checkbox"/> client/customer <input type="checkbox"/> member of the public <input type="checkbox"/> co-worker <input type="checkbox"/> partner/ex-partner <input type="checkbox"/> manager/supervisor <input type="checkbox"/> other:	
In your opinion, what steps could be taken to make your workplace safer?	

Policy and Program

Is there a written workplace violence policy and program for your workplace?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have procedures for violence prevention been set out for your work area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, are they easy to understand and follow?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you ever seen a written copy of the procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Here, employers may insert questions about procedures in the workplace that they consider critical, such as how to call for help, how to de-escalate a situation, how information about a client’s behaviour is communicated to workers, etc.</i>	
Comments:	

Workplace Incident Reporting and Follow-up

Are you required to report threats and violence at your workplace?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, can you do so without fear of retaliation (revenge or punishment)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there a system for reporting threats and violence at your workplace?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, is it easy to understand and follow?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your supervisor or manager investigate incidents promptly?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your supervisor or manager take suitable corrective action promptly?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are police and emergency services called immediately when a criminal incident occurs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are support programs in place to help you if you are directly or indirectly affected by workplace violence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Comments:	

Education and Training

Do you know what workplace violence policies and programs exist in your workplace?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you know how to report a threat or a violent incident, and to whom?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you received training in recognizing, preventing, and dealing with workplace violence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you received training on the security devices available to you (such as surveillance equipment, silent or sounding alarms, panic buttons, personal alarms, telephones, cell phones, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you think you are prepared to handle a violent situation, a threat, or escalating behaviours exhibited by clients/customers while at work?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you received training or information about domestic violence in the workplace?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Here, employers may insert other questions about training in the workplace, such as how to call for help, how to de-escalate a situation, how information about a client's behaviour is communicated to workers, etc.).</i>	
Comments:	

Sample – Workplace or Sector-specific Questions

The following section can be tailored to meet your specific workplace or sector-specific needs. The following are sample questions for workers in a community-based setting.

If you work in the community, are you provided with any of these supports?	Yes	No	N/A
Background information on the neighbourhood in general, the immediate work area, clients, etc.			
The assistance of a buddy or security guard in high-risk situations			
A cell phone or radio when needed			
A security contact person			
Communication about a client’s history of violence or known behavioural issues			
Timely assistance when you report a problem			
<p>Are there any other supports that you think would help safeguard your security? If yes, please specify below:</p>			

Policy, Program, and Training Review Tool

This section outlines policies, programs, and training related to workplace violence prevention.

The tool may be used **during three of the steps** for developing your workplace violence policy and program, as outlined in *Developing Workplace Violence and Harassment Policies and Programs: What Employers Need to Know*.

During Step 2, *Assess the Risks of Workplace Violence*, the tool can help you review the policies, programs, measures, and procedures you have in place to counter workplace violence. During this step, you may wish only to use the Yes and No columns to determine whether your workplace has the policies, programs, or training in place.

During Step 3, *Control the Risks of Workplace Violence*, when you are setting up your workplace violence program, you may wish to use the examples of content for policies, programs, and training as ideas for what you could do in your workplace.

During Step 4, *Monitor and Evaluate*, the questions about workplace culture may help you monitor and evaluate your workplace violence and harassment policies and programs.

Workplaces are not required to use the examples of policy, program, and training content provided in this tool. Employers may develop their own policies, programs, and training that comply with the requirements of the *Occupational Health and Safety Act*.

POLICY, PROGRAM, AND TRAINING REVIEW TOOL					
	Yes	No	Examples of Content	Existing	Recommended
Workplace Violence					
Do you have a workplace violence policy, as required by the <i>Occupational Health and Safety Act (OHSA)</i> ?			<p>A workplace violence policy is required by the OHSA. A good workplace violence policy should, at minimum:</p> <ul style="list-style-type: none"> • state that violence is an occupational health and safety hazard in the workplace • state what workplace violence is and its sources • state that workplace violence is unacceptable and recognize the harm that could result • state the employer's commitment to protecting workers from workplace violence • outline consequences of behaviours covered by the policy • encourage workers to report all incidents and threats of workplace violence • commit to investigate and deal with concerns promptly <p>An Example Workplace Violence Policy is available on page 67 in this <i>Toolbox</i>.</p>		
Do you have a workplace violence program, as required by the OHSA?			<p>A workplace violence program is required by the OHSA.</p> <p>A workplace violence program must include, at minimum, the elements below.</p>		
Does your workplace violence program include the following elements, required by the OHSA?					
• Measures and procedures to control the risks identified by your assessment as likely to expose a worker to physical injury			See the Workplace Violence Assessments.		
• Measures and procedures for summoning immediate assistance for actual or potential workplace violence			<p>Measures and procedures could include:</p> <ul style="list-style-type: none"> • providing equipment to call for help, 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 <ul style="list-style-type: none"> • at all hours of operations • posted or otherwise readily available • establishing an internal code word or words to indicate that help is needed <p>Consider integrating your workplace's measures and procedures with your building's, or join with neighbouring businesses to coordinate measures and procedures.</p>		

POLICY, PROGRAM, AND TRAINING REVIEW TOOL					
	Yes	No	Examples of Content	Existing	Recommended
<ul style="list-style-type: none"> Measures and procedures for workers to report actual or potential workplace violence 			<p>The reporting measures and procedures should:</p> <ul style="list-style-type: none"> deal with workplace violence from all sources (you may wish to have separate procedures for violence arising from a client, a worker, a supervisor, or a domestic/intimate partner) communicate your willingness to deal with concerns that are brought forward, and to respect confidentiality, while ensuring the safety of all workers specify how, when, and to whom a worker may report incidents or threats include reporting forms or other recording mechanisms include procedures that allow workers to report concerns about supervisors include procedures that protect those reporting their concerns specify the roles and responsibilities of employers, supervisors, workers, joint health and safety committees, health and safety representatives, and unions outline when the joint health and safety committee, health and safety representative, and/or union need to be notified about an incident outline when external organizations should be notified (the police, Workplace Safety Insurance Board, Ministry of Labour, etc.) 		
<ul style="list-style-type: none"> Set out how you will investigate complaints or incidents 			<p>The investigation process should:</p> <ul style="list-style-type: none"> deal with workplace violence from all sources (the investigation approach may be different for violence arising from a worker, a client, or a domestic/intimate partner) respect confidentiality, while ensuring the safety of all workers describe what will be included in the investigation specify the roles and responsibilities of employers, supervisors, workers, joint health and safety committees, health and safety representatives, unions, and others describe how, when, and by whom investigations will be conducted outline record-keeping practices 		
<ul style="list-style-type: none"> Set out how you will deal with incidents, complaints, and threats of violence 			<p>The process to deal with violence or threats of violence should:</p> <ul style="list-style-type: none"> describe follow-up to the investigation (description of subsequent actions and timeframe) identify consequence if non-workers become violent 		

POLICY, PROGRAM, AND TRAINING REVIEW TOOL					
	Yes	No	Examples of Content	Existing	Recommended
			<ul style="list-style-type: none"> • identify consequences if workers become violent (the consequences could include disciplinary action, up to and including termination of employment) • respect confidentiality, while ensuring the safety of all workers • outline counselling supports or resources that are available to assist workers (critical incident stress debriefing, Employee Assistance Program (EAP), and other support) • specify other actions, such as reviewing program measures and procedures or reviewing the assessment of risks • outline record-keeping requirements 		
<p>Other measures and procedures associated with workplace violence prevention Note: These are recommended measures and procedures that may not be specifically required by the OHSA</p>					
Do you have a workplace emergency response plan that includes measures and procedures for calling for immediate help?			<p>Consider integrating these measures and procedures into an existing emergency response plan, or create a comprehensive emergency response plan for the workplace.</p> <p>An emergency response plan could include:</p> <ul style="list-style-type: none"> • emergency response protocols, teams, and training • information on the location and use of emergency facilities and safe areas • alarm and emergency communication requirements • procedures for rescue, lockdown, and evacuation • information on when and how to contact the police • information about designated emergency workers, contact persons, crisis management plans, evacuation plans, and building plans <p>Consider integrating your workplace's measures and procedures with your building's, or join with neighbouring businesses to coordinate emergency response.</p> <p>If you have existing procedures, update them. Consider developing a workplace-specific work refusal procedure that includes workplace violence.</p>		
If you have internal procedures for work refusals, have you updated them to include workplace violence?			<p>Remember that internal procedures must conform to the work refusal process in the <i>Occupational Health and Safety Act</i>.</p>		

POLICY, PROGRAM, AND TRAINING REVIEW TOOL					
	Yes	No	Examples of Content	Existing	Recommended
Domestic Violence					
Do you know what to do when you become aware of domestic violence that may occur in the workplace, as required by the OHSA?			<p>If you become aware of domestic violence that may occur in the workplace, be prepared to take all precautions reasonable in the circumstances to protect workers.</p> <p>When an incident of domestic violence is brought to your attention, deal with it on a case-by-case basis.</p> <p>For more information, see page 70 <i>Creating a Safety Plan</i> in this <i>Toolbox</i>.</p>		
Do you have a program for domestic violence that may occur in the workplace?			<p>Workplace programs and a supportive work environment can help workers who are experiencing domestic violence.</p> <p>Here are some things that leading employers have done:</p> <ul style="list-style-type: none"> • Instituted a clearly stated policy that any violence, including domestic violence, will not be tolerated in the workplace or on work property • Displayed public education materials (in accessible areas such as lunch rooms, washrooms, and on the company website) detailing where victims and abusers can get help • Organized regular awareness training and education in all levels of the organization about domestic violence • Created policies concerning paid time off, extended leaves of absence, and workplace relocation options for workers who are victims of domestic violence, and accountability measures for the abusers if they work in the organization • Created a plan for getting help in the case of an emergency • Clearly communicated a reporting procedure for incidents of violence or threats • Outlined the steps the employer will take once aware of an incident/potential incident, and how the employer will disclose information on a “need to know” basis in order to protect confidentiality while ensuring worker safety • Listed services (such as the Employee Assistance Plan, a local women’s shelter, the police, and the Assaulted Women’s Helpline) that can support workers in a variety of ways, including the development of a personal safety plan that considers the worker’s needs at work and at home, including her children. 		

POLICY, PROGRAM, AND TRAINING REVIEW TOOL					
	Yes	No	Examples of Content	Existing	Recommended
Information, Instruction, Education, and Training (Workplace Violence)					
Are all workers given information and instruction on the contents of your workplace violence policy and program, as required by the OHSA?			<p>Provide training on the workplace violence policy and program to all workers, including reporting and investigation processes. Ensure workers are advised of changes and updates.</p> <p>Consider integrating workplace violence prevention training into existing health and safety training (health and safety orientation, emergency response plan, job-specific training, etc.).</p>		
Are all supervisors and managers given information and instruction on the contents of your workplace violence policy and program, as required by the OHSA?			<p>Provide training to all supervisors on the contents of the workplace violence policy and program, including reporting and investigation processes.</p> <p>Ensure that supervisors are advised of any changes and/or updates.</p>		
Do workers receive training about the specific risks of workplace violence that they face, and the prevention measures and controls that have been put in place?			<p>Provide worker training on the risks of workplace violence associated with the job, including high-risk locations and situations. Include training on any controls, measures, and procedures that have been put in place.</p> <p>Remember that the OHSA requires employers to provide information and instruction to their workers to protect their health or safety.</p> <p>In this Toolbox, see Assessments for Specific Risks to help identify additional training that could be useful.</p>		
Do you have an educational program about all aspects of workplace violence, including domestic violence?			<p>Consider providing an educational program that includes general-awareness information on:</p> <ul style="list-style-type: none"> • who can become violent in the workplace (strangers, clients, patients, students, supervisors, co-workers, domestic/intimate partners) • types of unacceptable behaviour (such as hitting, pushing, assault, sexual assault, robbery, criminal harassment) • high-risk situations or locations • general recognition, prevention, and protection information 		

POLICY, PROGRAM, AND TRAINING REVIEW TOOL					
	Yes	No	Examples of Content	Existing	Recommended
Workplace Harassment					
Do you have a workplace harassment policy, as required by the OHSA?			<p>A workplace harassment policy is required by the OHSA. A good workplace harassment policy should, at minimum:</p> <ul style="list-style-type: none"> • state what workplace harassment is and its sources • state that workplace harassment is unacceptable • state the employer's commitment to protecting workers from workplace harassment • outline consequences of behaviours covered by the policy • encourage workers to report all incidents of workplace harassment • commit to investigate and deal with concerns promptly <p>An Example Workplace Harassment Policy is available on page 68 in this <i>Toolbox</i>.</p>		
Do you have a workplace harassment program, as required by the OHSA?			<p>A workplace harassment program is required by the OHSA. A workplace harassment program must include, at a minimum, the elements below.</p>		
Does your workplace harassment program include the following elements, as required by the OHSA?					
<ul style="list-style-type: none"> • Measures and procedures for workers to report workplace harassment 			<p>The reporting measures and procedures should:</p> <ul style="list-style-type: none"> • deal with workplace harassment from all sources (you may wish to have separate procedures for harassment arising from a worker, a supervisor, or a domestic/intimate partner) • communicate your willingness to deal with concerns • be confidential and neutral • treat all complaints seriously and promptly • respect confidentiality • specify how, when, and to whom a worker should report • include reporting forms or other recording mechanisms • include processes that allow workers to report concerns about supervisors • include processes that protect those bringing forward the concern • specify the roles and responsibilities of employers, supervisors, workers, and unions 		

POLICY, PROGRAM, AND TRAINING REVIEW TOOL					
	Yes	No	Examples of Content	Existing	Recommended
<ul style="list-style-type: none"> • set out how you will investigate complaints or incidents of workplace harassment 			<p>The investigation process should:</p> <ul style="list-style-type: none"> • treat all complaints seriously and promptly • be confidential and neutral • be fact-based, fair, and thorough • deal with workplace harassment from all sources (the investigative approach may be different for harassment arising from a worker, a client, or a domestic/intimate partner) • protect those who complain from continued harassment • describe what will be included in the investigation • specify the roles and responsibilities of employers, supervisors, workers, unions, and others • describe how, when, and by whom investigations will be conducted • outline how the complainant and others involved will be told about the results of the investigation and any actions taken • outline record-keeping practices <p>The Ontario Human Rights Commission has detailed information on investigations in their publication <i>Guidelines on Developing Human Rights Policies and Procedures</i>. http://www.ohrc.on.ca/en/resources/Policies/gdpp</p>		
<ul style="list-style-type: none"> • Set out how you will deal with incidents and complaints of workplace harassment 			<p>The process to deal with workplace harassment should:</p> <ul style="list-style-type: none"> • respect confidentiality • describe follow-up to the investigation (description of actions and timeframe) • identify consequences for the harasser • outline counselling supports or resources that are available to assist workers (such as an Employee Assistance Program (EAP) or other support • outline record-keeping requirements 		
Information, Instruction, Education, and Training (Workplace Harassment)					
<p>Are all workers given information and instruction on the contents of your workplace harassment policy and program, as required by the OHSA?</p>			<p>Provide training to all workers on the contents of the workplace harassment policy and program. Ensure workers are advised of changes and updates.</p>		

POLICY, PROGRAM, AND TRAINING REVIEW TOOL					
	Yes	No	Examples of Content	Existing	Recommended
			Consider integrating workplace harassment prevention training into existing training (orientation, sensitivity training, anti-harassment or anti-discrimination training, respectful workplace training, etc.)		
Are all supervisors and managers given information and instruction on the contents of your workplace harassment policy and program, as required by the OHSA?			Provide training to all supervisors on the contents of the workplace harassment policy and program. Ensure that supervisors are advised of any changes and/or updates.		
Do you have an educational program on harassment prevention?			Consider providing an educational program that includes general awareness information on harassment prevention and human rights in Ontario.		
<p>Workplace Culture These questions will help you to determine how well the policies, programs, measures, and procedures associated with workplace violence and harassment prevention are functioning in your workplace.</p>					
Do you have a workplace culture that does not condone or accept violent, threatening, or harassing behaviour?			<p>Ensure that everyone knows that neither violence nor harassment are ever a normal part of work, and that the organization respects all workers.</p> <ul style="list-style-type: none"> • Post workplace violence and harassment policies • Develop respectful workplace policies • Embrace diversity • Consider developing a code of ethics <p>Consider developing additional policies, such as a healthy-workplace policy, a domestic violence policy, or a respectful workplace policy</p>		
<p>Does the workplace culture encourage workers to report harassment and actual or potential violence?</p> <p>There are OHSA requirements for procedures for reporting workplace violence and harassment.</p>			<p>Ensure workers know how to report and are aware of confidentiality practices. Encourage reporting by:</p> <ul style="list-style-type: none"> • having processes in place for reporting in all situations, including when the concerns are about a supervisor • giving workers easy access to information and resources in order to enable the reporting of actual or potential violence • using a worker survey to gauge how well the reporting system is working 		

POLICY, PROGRAM, AND TRAINING REVIEW TOOL					
	Yes	No	Examples of Content	Existing	Recommended
<p>Is workplace violence or harassment promptly investigated and dealt with?</p> <p>There are OSHA requirements for investigative procedures and for dealing with workplace violence and harassment.</p>			<p>Integrate reporting indicators into your existing performance management system for supervisors. Consider using a worker survey or other means to gauge how well the investigation system is working.</p>		
<p>Are workers offered support after violent incidents or threats of violence?</p>			<p>Supports can include:</p> <ul style="list-style-type: none"> • ensuring workers receive appropriate medical attention, as required • ensuring workers have information on available counselling resources and supports (Employee Assistance Program (EAP), critical incident stress debriefing, or other support) • ensuring follow-up with workers after an incident 		
<p>Do workers follow the measures and procedures in the workplace violence program?</p>			<p>Gauge whether measures and procedures are being followed by:</p> <ul style="list-style-type: none"> • monitoring whether workplace violence policies, procedures, and practices are being followed (if not, why not?) • monitoring the effectiveness of your training • talking to supervisors, workers, joint health and safety committee members, and health and safety representatives to find out how well measures and procedures work in practice • using a worker survey or other methods to find out how well measures and procedures work in practice and how safe workers feel 		
<p>Do you regularly monitor the effectiveness of your workplace violence policy and program?</p>			<p>Regularly evaluate your workplace violence policy and program, as well as its associated measures and procedures, using a variety of methods, such as:</p> <ul style="list-style-type: none"> • analysis of complaints, incident/accident reports, security reports, or unusual occurrence reports • workplace inspections • work practice audits • worker surveys • training needs assessments <p>Establish a process for regular review in consultation with workers, supervisors, joint health and safety committees, health and safety representatives, and/or unions.</p>		
<p>Do you regularly monitor the effectiveness of your workplace harassment policy and program?</p>			<p>Regularly evaluate your workplace harassment policy and program, as well as its associated measures and procedures, using a variety of methods, such as worker surveys and collecting information on complaints.</p>		

Workplace Violence Assessments

There are three parts to the Workplace Violence Assessments:

1. **General Physical Environment Assessment**
2. **Risk Factor Selection Tool**
3. **Assessments for Specific Risks**

You only need to fill out the Assessments for Specific Risks that are relevant to your workplace or to specific jobs or locations.

Before you start to use the assessments:

- Decide who will fill out the assessment(s). Think about the knowledge this person should have. Your health and safety association may be able to help provide training for the assessor, or may be able to help your workplace to complete the assessments.
- Decide with whom you will consult to fill out the assessments.

You are encouraged to involve workers, supervisors, joint health and safety committees, health and safety representatives, and/or unions in this process. Your workplace violence policy and program will be the better for it.

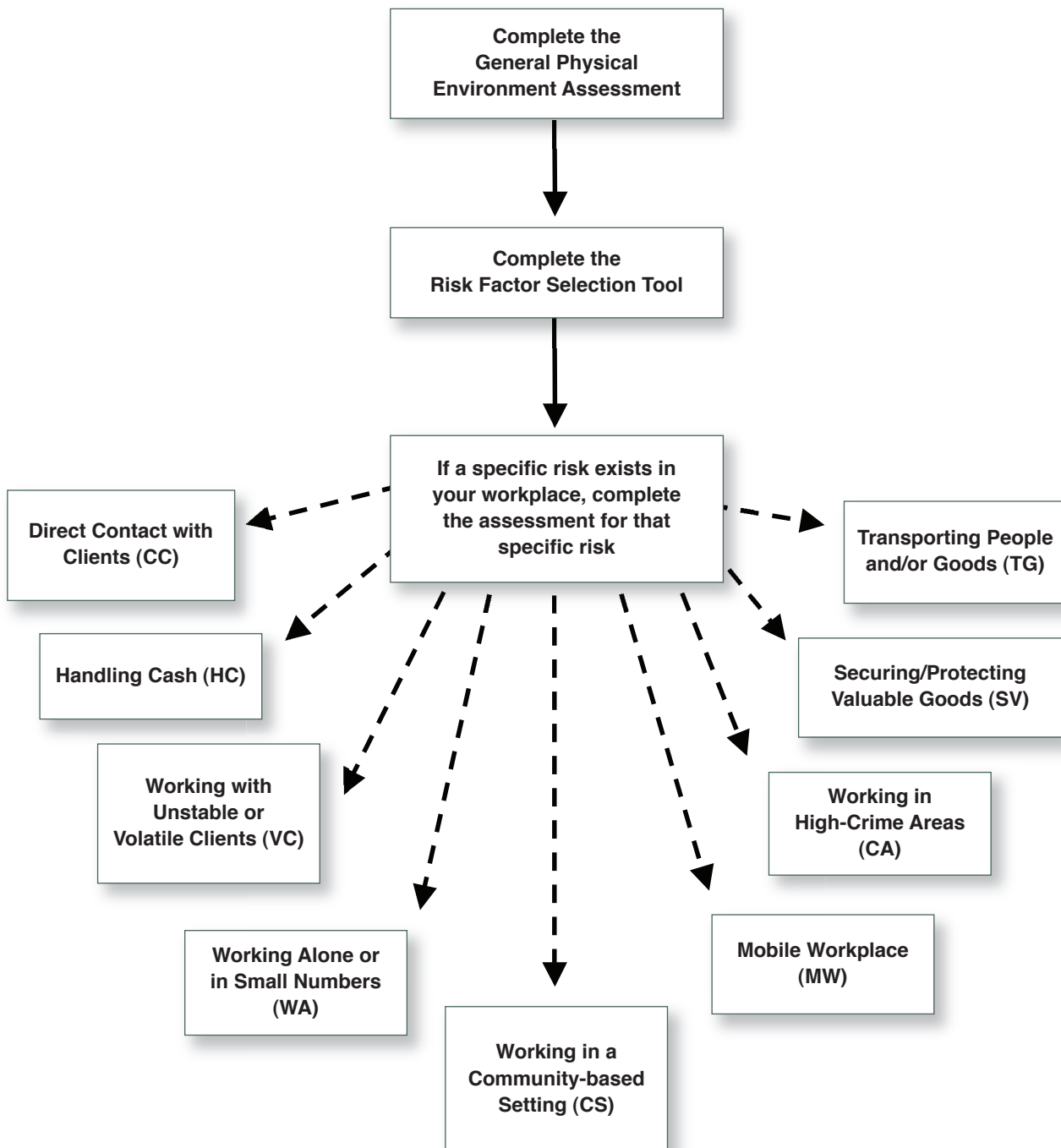
- Decide whether there one set of assessments will be filled out for the entire workplace, or if there will be separate assessments for different jobs, tasks, or locations:
- Smaller employers, such as variety stores, may only have one workplace, so they would need only one assessment.
- Larger employers may wish to divide the operations into workplaces or tasks that have similar risks of violence. For example, a debt collection operation may divide its staff into those who deal with customers personally and those who perform administrative support functions with no customer contact. In this way, violence prevention efforts can be focused on those areas where they are most needed.

When you are filling out the assessments:

- At the top of the assessments, identify the job/department/location, the name of the person filling it out, and the date.
- Check the boxes as accurately as possible, being sure to put a mark opposite each question.
- If the answer to any of the questions is in a shaded column, fill in the information about controls that already exist at your workplace. When filling in recommended controls, take into consideration the protection of all workers in the workplace, including those who may be more vulnerable to violence.

Workplaces 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.

Your workplace may have additional risks that are not covered by these Workplace Violence Assessments, or you may need to customize them for your workplace. Your Health and Safety Association may have suggestions or materials about more focused assessments for your type of workplace.



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 <small>(identify person(s) responsible and expected completion dates, if possible)</small>
Have you assessed the following?						
• Outside building and parking lot				<ul style="list-style-type: none"> • Bolted entries / locks • Designated public entry doors • Clear sightlines (look at landscaping, layout, and bushes) • Good lighting • Motion/movement detectors 		
• Entry control and security system				<ul style="list-style-type: none"> • Coded doors / security doors • Employee ID cards and guest passes with sign-in/out • Clearly labelled staff areas • Closed-circuit video system • Metal detectors • Alarms (silent or sounding) • Mirrors 		

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

GENERAL PHYSICAL ENVIRONMENT ASSESSMENT (GA)						
Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
• Isolated areas				<ul style="list-style-type: none"> • Clear sight lines • Means of communication • Mirrors • Angled corners • Restricted access <p>See the Assessment for Specific Risk: Working Alone or in Small Numbers (page 40) for more suggestions.</p>		
• Location of cash, goods, and medicines				<ul style="list-style-type: none"> • Locked and hidden storage 		
• Workplace location (shared building, neighbouring businesses, neighbourhood)				<ul style="list-style-type: none"> • Security tours • Cameras • Secured grounds <p>Assessments for Specific Risks may have more detailed examples of controls.</p>		
Are individual security devices necessary to protect workers?				<p>Individual security devices could include:</p> <ul style="list-style-type: none"> • personal alarms • cell phones • two-way radios • GPS tracking devices or other locating devices <p>Assessments for Specific Risks may have more detailed examples of controls.</p>		
If used in your workplace, are security systems and individual security devices tested?				<p>If used in your workplace:</p> <ul style="list-style-type: none"> • 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?				<p>For emergency purposes, a safe area (for example, a safe room, the business next door, etc.) should be identified.</p> <p>If using a safe room, it should:</p> <ul style="list-style-type: none"> • 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 <small>(identify person(s) responsible and expected completion dates, if possible)</small>
				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		

Risk Factor Selection Tool

You may use this tool to identify risks specific to your workplace. If a specific risk exists in your workplace, make sure that you complete the assessment for that specific risk.

If your workplace is subject to more than one of the specific risks below, you may wish to prioritize or rank them. For help with this process, you may use the process outlined on the third page of this tool.

Your workplace may have additional risks that are not covered by these risk factors. Your Health and Safety Association may have suggestions or materials for more focused assessments for your type of workplace.

Job / Department/ Location:

Completed by:

Date:

Specific Risks Associated with the Type of Work or Conditions of Work <small>(Based on the risk factors outlined by National Institute for Occupational Safety and Health (NIOSH))</small>		Risk Exists Yes or No If Yes, complete relevant Assessment for Specific Risks	Level of Risk H = High M = Moderate L = Low		
Work includes:	Examples of Activities or Situations		H	M	L
Direct Contact with clients (CC)	<ul style="list-style-type: none"> 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 who have access to staff 				
Handling cash (HC)	<ul style="list-style-type: none"> Maintaining petty cash in a fixed location Working at cashier station in a fixed location Making cash deposits 				
Working with unstable or volatile clients (VC)	<ul style="list-style-type: none"> Providing a service to persons with physiological, psychological, or psychiatric conditions and substance abuse issues Providing a service that involves physical contact with clients who may be unpredictable due to influences outside the workplace 				
Working alone or in small numbers (WA)	<ul style="list-style-type: none"> 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 a 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 public may have access 				
Working in a community-based setting (CS)	<ul style="list-style-type: none"> Traveling alone in the community Working in a client's personal dwelling Limited or no access to communication tools and other security devices 				
Mobile workplace (MW)	<ul style="list-style-type: none"> Working on the road – a vehicle is a “mobile office” Working in remote/unknown areas Public having access to the worker in and outside of vehicle 				

Job / Department/ Location:

Completed by:

Date:

Specific Risks Associated with the Type of Work or Conditions of Work <small>(Based on the risk factors outlined by National Institute for Occupational Safety and Health (NIOSH))</small>		Risk Exists Yes or No If Yes, complete relevant Assessment for Specific Risks	Level of Risk H = High M = Moderate L = Low		
Work includes:	Examples of Activities or Situations		H	M	L
Working in high-crime areas (CA)	Working in areas where there is a: <ul style="list-style-type: none"> • high risk of assault, sexual assault, or robbery based on police statistics • high risk of theft and/or property damage based on insurance and realtor/broker statistics 				
Securing or protecting valuable goods (SV)	<ul style="list-style-type: none"> • Working in the presence of cash, goods, or medications that may be readily sold or pawned • Working in the presence of valuable portable goods, such as precious metals, vehicles, or electronics • Transporting cash or valuable goods, especially to remote or isolated locations • Protecting valuable goods in an area open to the public • Intervening in a situation to prevent theft or loss • Patrolling alone or at night, especially in remote or isolated locations 				
Transporting people or goods (TG)	<ul style="list-style-type: none"> • Working in high-density traffic routes • Working in areas where there is exposure to “road rage” • Working in areas where there is limited or no access to communication tools • Working in situations where the public has physical access to driver/staff • Working in situations where fare collection and enforcement of fares is required • Working in situations where there is exposure to theft of goods that are being transferred 				

Ranking or prioritizing the risk factors

Ranking or prioritizing the risk factors is one way to help determine which safety hazards need to be addressed first. Priority is usually identified by taking into account how much or how often a worker is exposed to the situation or conditions and the potential for harm. Assigning a priority to the risks creates an action list.

There is no simple or single way to determine the level of risk. Ranking hazards requires knowledge of workplace activities, the urgency of particular situations, and, most importantly, objective judgment. The following can help guide you in choosing the appropriate level for each specific risk:

Category of Risk	Activity Description
<p>High</p>	<p>One or more potential risks regularly place the employee at risk and/or the risk is severe.</p> <ul style="list-style-type: none"> • Regularly = Part of the normal work routine/assignment • Severe = Potential for fatal or critical injury
<p>Moderate</p>	<p>One or more potential risks occasionally place the employee at risk and/or the risk is moderate.</p> <ul style="list-style-type: none"> • Occasionally = Recognized part of work activities occurring on an infrequent basis • Moderate = Potential for lost time/medical aid required
<p>Low</p>	<p>One or more potential risks rarely place the employee at risk and/or the risk is minimal.</p> <ul style="list-style-type: none"> • Rarely = Not a normal part of the work routine • Minimal = Potential for first aid required

The above method is not the only way to categorize risk. If a job or location has multiple risk factors, the overall risk of workplace violence may be higher than for jobs with only one or two risk factors. In addition, you may want to take into consideration whether hours of operation or the makeup of the workforce influences the level of risk.

Remember that you should address all risk factors in your workplace, not just the priority ones.

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"> • 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 question on restricting non-worker access within the workplace for more information.		
CC2. 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"> • providing equipment to 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 <ul style="list-style-type: none"> • 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?				<p>Consider the following measures:</p> <ul style="list-style-type: none"> • 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?				<p>Restrict public access to the workplace by:</p> <ul style="list-style-type: none"> • 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?				<p>Consider the following measures:</p> <ul style="list-style-type: none"> • 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?				<p>Set up rooms specifically for meetings with the public by:</p> <ul style="list-style-type: none"> • 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 easy exit for workers in case of emergency 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
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"> • providing cell phones, walkie-talkies, or other communication or monitoring devices • establishing regular contact times • designating a person to monitor contact with workers, and to follow up if contact is lost Consider the following measures: <ul style="list-style-type: none"> • Having more than one person working in an area where there might be contact with public or clients • Shortening the business hours in remote/isolated areas 		
CC9. 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"> • having workers leave the building in groups • arranging for security patrols • joining with neighbouring businesses to coordinate security 		
CC10. Are there any other risks associated with the physical environment and contact with the public?				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 <small>(identify person(s) responsible and expected completion dates, if possible)</small>
CC11. 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 risk of violence related to specific situations or clients, including possible triggers for violence.		
CC12. 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"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 violence occurs or is likely to occur?				Measures and procedures could include: <ul style="list-style-type: none"> • providing equipment to 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 <ul style="list-style-type: none"> • 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)
HC3. Do workers use locked drop safes or time-lock safes?				<p>Consider the following measures:</p> <ul style="list-style-type: none"> • Depositing cash in a locked drop safe/time-lock safe • 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) • Posting a sign notifying the public of the locked drop safes or time-lock safes 		
HC4. Does the front desk or till counter face the entrance of the workplace?				<p>Front desks or tills (cash) should:</p> <ul style="list-style-type: none"> • face the main entrance • have clear sight of the main doors • not have sightlines blocked by the storage of large items <p>If there is more than one till, place them away from each other but close enough that they are within view of each other.</p>		
HC5. If there are large street windows, are they clear of obstructions?				<p>Leave large windows clear of obstructions by:</p> <ul style="list-style-type: none"> • removing large objects or posters that would block the view • ensuring that walls, fences, landscaping, and bushes do not block the view from within the workplace (keep them less than one-metre high) 		
HC6. Is an adequate amount of internal and external lighting provided?				<p>Improve lighting by:</p> <ul style="list-style-type: none"> • ensuring outside lighting does not create shadows or leave dark spots that can be used as hiding places • ensuring inside brightness levels, glare, contrast, and shadows are maintained at levels that are not hazardous • ensuring that all lighting equipment is periodically serviced and maintained 		
HC7. Is public access to the workplace restricted?				<p>Restrict public access to the workplace by:</p> <ul style="list-style-type: none"> • providing a single entrance for clients and controlling access to other doors 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(Identify person(s) responsible and expected completion dates, if possible)</small>
				<ul style="list-style-type: none"> • 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 		
<p>HC8. Do workers work in remote locations or isolated areas?</p>				<p>Consider the following measures:</p> <ul style="list-style-type: none"> • 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) <p>Maintain regular contact with workers by:</p> <ul style="list-style-type: none"> • 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)
				<ul style="list-style-type: none"> 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"> If possible, not carrying sharp and/or dangerous items Storing sharp and dangerous items near the cash register and locked in a cabinet 		
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"> having workers leave the building in groups arranging for security patrols joining with neighbouring businesses to coordinate security 		
HC13. Do workers make cash deposits outside the workplace?				Consider the following measures: <ul style="list-style-type: none"> Using security patrols Varying workers' travel times and routes Using a buddy system or escorts when carrying money Joining with neighbouring businesses to coordinate 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 <small>(identify person(s) responsible and expected completion dates, if possible)</small>
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"> • 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 assistance or go to a safe area 		
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"> • recommended actions and responses • when to call for assistance or go to a safe area 		
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"> • being observant – look and listen • not slinging purses or bags over the shoulder or around the neck • carrying keys in hand • walking around your vehicle and checking back seat before unlocking it • locking doors and keeping windows up • how to carry and store valuables • dangers of reading or writing in parked vehicles 		

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"> maintaining a full gas tank or 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	Yes	No	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: <ul style="list-style-type: none"> • 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"> • providing equipment to 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 <ul style="list-style-type: none"> • 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)
VC3. Is public access to the workplace restricted?				Restrict public access to the workplace by: <ul style="list-style-type: none"> • 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 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Install windows in the door or some other way for workers outside the meeting room to see in 		

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"> • Design rooms so that they are within hearing range of reception area or other workers • Set up room (including furniture) to allow for an easy exit in case of an emergency • Use weighted furniture • Provide a means of communication or alarm 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"> • having workers leave the building in groups • arranging for security patrols • joining with neighbouring businesses to coordinate security 		
VC8. Are there any other risks associated with the physical environment and working with unstable or volatile clients?				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)
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 risks 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"> • 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 		
VC11. Do you have procedures for workers to follow when dealing with aggressive or violent clients, customers, or members of the public?				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 <small>(identify person(s) responsible and expected completion dates, if possible)</small>
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"> • risks of workplace violence arising from their job or location • relevant measures and procedures 		

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 <small>(identify person(s) responsible and expected completion dates, if possible)</small>
WA1. Do you have a security system?				Investigate the need for security systems such as: <ul style="list-style-type: none"> • 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 summon immediate assistance when workplace violence occurs or is likely to occur?				Measures and procedures could include: <ul style="list-style-type: none"> • providing equipment to 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 <ul style="list-style-type: none"> • 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 restricted?				Restrict public access to the workplace by: <ul style="list-style-type: none"> • 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 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"> • 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 <small>(identify person(s) responsible and expected completion dates, if possible)</small>
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"> • providing cell phones or other communications or monitoring devices • establishing regular contact times or check-in points • designating a person to monitor contact with workers, and to follow up if contact is lost 		
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"> • 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 assistance or go to a safe area 		
WA9. 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: <ul style="list-style-type: none"> • recommended actions and responses • when to call for assistance or go to a safe area 		
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"> • being observant – look and listen • not slinging purses or bags over the shoulder or around the neck • carrying keys in hand • walking around the vehicle 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
				and checking the back seat before unlocking the vehicle <ul style="list-style-type: none"> • locking doors and keeping windows up • how to carry and store valuables • dangers of reading or writing in parked vehicles • maintaining a full gas tank or filling up at well-lit and busy gas stations • how to choose a safe parking spot • looking for adequate light from street lamps 		
WA12. In addition to the above, are workers and supervisors provided with information, instruction, and/or training to protect them from the risks of working alone?				Information, instruction, or training could include: <ul style="list-style-type: none"> • risks of workplace violence arising from their job or location • relevant measures and procedures 		

Assessment for Specific Risk: Working in a Community-based Setting (CS)

This assessment can be useful to workplaces where workers are expected to work in the community and provide services in private homes and dwellings, including home support workers, caregivers, home service and repair personnel, real estate agents, insurance agents, and salespeople. Examples of activities include:

- Travelling alone in the community
- Working in a client’s personal dwelling
- Working with limited or no access to communication tools and other security devices

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)
CS1. 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"> • providing equipment to 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 • establishing an internal code word or words to indicate that help is needed 		
CS2. Are vehicles used by workers regularly maintained?				Develop and implement procedures to ensure vehicles used by workers are regularly maintained.		
CS3. Is a pre-visit telephone interview conducted with clients?				Develop and implement a pre-visit client interview process. Questions could determine: <ul style="list-style-type: none"> • who will be present during the visit • who will answer the door • the presence of animals 		

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"> the potential for any violence, including possible triggers parking location street lighting 		
CS4. Do workers carry medications, syringes, or other valuable medical equipment?				Develop measures and procedures to protect workers and prevent robbery.		
CS5. Are workers provided with the safest route to travel to clients?				Develop and implement a process to identify high-crime areas and determine safe travel routes, including parking and walking recommendations.		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
CS6. 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 risks of violence related to location, the specific client, a history of violent behaviour, possible triggers for violence, presence of weapons or pets, and public demonstrations or strikes.		
CS7. Do you maintain regular contact with workers who are working in the community?				Maintain regular contact with workers by: <ul style="list-style-type: none"> providing cell phones or other communications or monitoring devices establishing regular contact times or check-in points designating a person to monitor contact with workers, and to follow up if contact is lost 		
CS8. Do you require a safe-visit plan before workers visit high-risk situations?				Develop, implement, and communicate safe-visit plans for high-risk situations. A plan could include: <ul style="list-style-type: none"> provision of a cell phone to maintain regular contact with office a buddy system meeting a client at a safer location, where possible 		

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"> • deferral of visit until proper safety measures can be met • wearing shoes at all times for home visits (for quick exit, if necessary) 		
CS9. Do you have procedures for workers to follow when dealing with aggressive or violent clients, customers, or members of the public?				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> • recommended actions and responses • when to call for assistance or go to a safe area 		
CS10. Are there other measures or procedures needed to protect workers from the risks of working in the community?				Measures and procedures will depend on the specific workplace.		
CS11. Are workers trained to recognize and deal with potentially violent people, situations, or high-risk locations?				Training could include: <ul style="list-style-type: none"> • how workers will be informed about potentially violent people, situations or 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 how to escape • appropriate responses to incidents, including defusing hostile or aggressive behaviours 		
CS12. Are workers trained in safety routines for parking, and leaving and returning to their vehicles?				Training could include: <ul style="list-style-type: none"> • being observant – look and listen • not slinging purses or bags over the shoulder or around the neck • carrying keys in hand • walking around the vehicle and checking the back seat before unlocking the vehicle • locking doors and keeping windows up • how to carry and store valuables • the dangers of reading or writing in parked vehicles 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
				<ul style="list-style-type: none"> • maintaining a full gas tank or filling up at well-lit and busy gas stations • how to choose a safe parking spot • looking for adequate light from street lamps 		
CS13. Are workers trained in safety routines for using public transportation?				Training could include: <ul style="list-style-type: none"> • being observant – look and listen • not slinging purses or bags over the shoulder or around the neck • carrying keys in hand • looking for adequate light from street lamps 		
CS14. Are workers and supervisors trained in all relevant measures and procedures for protecting themselves from workplace violence associated with working in a community-based setting?				Information, instruction, or training could include: <ul style="list-style-type: none"> • risks of workplace violence arising from their job or location • relevant measures and procedures 		

Assessment for Specific Risk: Mobile Workplace (MW)

This assessment can be useful to workplaces where workers are required to travel in a vehicle most of their workday with limited communication with their office. These workers could be salespeople, consultants, auditors contract accountants, etc., who travel to clients' premises. Examples of activities include:

- Working on the road – a vehicle is a “mobile office”
- Working in remote or unknown areas
- Situations in which the public has access to the worker in and outside of the vehicle

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)
MW1. Can workers call for immediate help when workplace violence occurs or is likely to occur while they are on the road?				Measures and procedures could include: <ul style="list-style-type: none"> • providing equipment to 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 <ul style="list-style-type: none"> • at all hours of operations • posted or otherwise readily available • establishing an internal code word or words to indicate that help is needed 		
MW2. Are vehicles used by workers regularly maintained?				Develop procedures to ensure vehicles used by workers are regularly maintained.		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
MW3. Are vehicles equipped with special security devices?				Consider the following measures: <ul style="list-style-type: none"> • Installing an alarm system in the vehicle • Installing a video camera in the vehicle • Making GPS available for those who want the system or providing GPS-equipped cell phones 		
MW4. Are workers working in remote or isolated locations?				Provide appropriate communications or individual security devices (telephone, two-way radio, alarm buttons, etc.) and ensure these devices will be available should a problem arise.		
MW5. 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"> • having workers leave the building in groups • arranging for security patrols • joining with neighbouring businesses to coordinate security 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
MW6. 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 risks of violence related to specific situations or clients.		
MW7. 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"> • 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 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
MW8. 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: <ul style="list-style-type: none"> • recommended actions and responses • when to call for assistance or go to a safe area 		
MW9. Do you maintain regular contact with workers who are in a mobile workplace?				Maintain regular contact with workers by: <ul style="list-style-type: none"> • providing cell phones or other communications or monitoring devices • establishing regular contact times or check-in points • designating a person to monitor contact with workers, and to follow up if contact is lost 		
MW10. Are there other measures or procedures needed to protect workers from the risks of a mobile workplace?				Measures and procedures will depend on the specific workplace.		
MW11. Are workers trained in safety routines for parking, and leaving and returning to their vehicles?				Training could include: <ul style="list-style-type: none"> • being observant – look and listen • not slinging purses or bags over the shoulder or around the neck • carrying keys in hand • walking around the vehicle and the checking back seat before unlocking the vehicle • locking doors and keeping windows up • how to carry and store valuables • the dangers of reading or writing in parked vehicles • maintaining a full gas tank or filling up at well-lit and busy gas stations • how to choose a safe parking spot • looking for adequate light from street lamps 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
MW12. Are workers trained to be aware of travel in potentially unsafe areas and of potentially violent situations?				Training could include: <ul style="list-style-type: none"> • how workers will be informed about potentially violent people, situations, or high-risk locations • areas that are remote, isolated, and/or unsafe • knowing where phone systems do not work • characteristics of aggressive or violent people and signs of escalation • recognition of potentially violent situations, including situations of sexual violence • recommended actions and reactions, including when to leave or escape 		
MW13. Are workers and supervisors trained in all relevant measures and procedures for protecting themselves from workplace violence associated with a mobile workplace?				Information, instruction, or training could include: <ul style="list-style-type: none"> • risks of workplace violence arising from their job or location • relevant measures and procedures 		

Assessment for Specific Risk: Working in High-Crime Areas (CA)

This assessment may help workplaces determine the risk of workplace violence where workers perform services in a fixed location in a high-crime area. A high-crime area is identified by police and insurance and real estate broker statistics. Examples of activities include:

- Working in areas where there is a high potential for assault, sexual assault, or robbery, based on police statistics
- Working in areas where there is a high potential for theft and/or property damage, based on insurance and realtor/broker statistics

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)
CA1. Have you surveyed the outside of the building and parking lots for possible hiding places?				Eliminate or minimize hiding places (cut shrubbery, change the design of garbage bins, etc.). Position security cameras in high-risk locations and continuously monitor them.		
CA2. Are there designated, well-lit, monitored walkways for workers?				Identify/designate safe entrance and exit walkways for workers.		
CA3. 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"> • providing equipment to 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 <ul style="list-style-type: none"> • 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)
CA4. Is public access to the workplace restricted?				Restrict public access to the workplace by: <ul style="list-style-type: none"> • providing a single entrance for clients or other visitors 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 		
CA5. Is there a system to verify the identity of persons delivering goods and services?				Measures and procedures could include: <ul style="list-style-type: none"> • conducting a visual (camera, window) and audio check before opening the receiving-area door • scheduling deliveries 		
CA6. 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"> • having workers leave the building in groups • arranging for security patrols • joining with neighbouring businesses to coordinate security 		
CA7. Do workers work in remote and isolated areas inside the building?				Maintain regular contact with workers by: <ul style="list-style-type: none"> • providing cell phones, walkie-talkies, or other communications or monitoring devices • establishing regular contact times • designating a person to monitor contact with workers, and to follow up if contact is lost 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
				Consider the following measures: <ul style="list-style-type: none"> • Avoiding having only one worker on shift, if possible, or having a buddy system during opening and closing hours • Shortening the business hours in remote or isolated areas, if possible • Joining your building or neighbouring businesses to coordinate security • Positioning cameras in high-risk locations and continuously monitoring them 		
CA8. Have you surveyed the interior of the building for possible hiding places?				Consider the following measures: <ul style="list-style-type: none"> • Locking storage rooms, washrooms, etc. to limit client/visitor access • Continuously monitoring potential hiding places (stairwells, etc.) 		
CA9. Are there any other risks associated with the physical environment and a high-crime area?				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)
CA10. 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 risks of violence related to specific situations or clients.		
CA11. Do you have procedures for workers to follow when dealing with strangers or intruders?				Develop and implement procedures, which could include: <ul style="list-style-type: none"> • 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 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
CA12. Do you have procedures for workers to follow when dealing with aggressive or violent clients or members of the public?				Develop and implement procedures, which could include: <ul style="list-style-type: none"> • recommended actions and responses • when to call for help or go to a safe area 		
CA13. Have you developed a working relationship with community crime-prevention groups?				Consider participating in community efforts to reduce crime (attend meetings, participate in awareness campaigns, volunteer for community activities or fund raisers, etc.).		
CA14. Do you provide safe transportation home very early or late at night?				Develop and implement procedures for providing safe travel home when workers are working very early in the morning or late at night (taxi service to worker's door, etc.).		
CA15. Are there other measures and procedures that would protect workers from the risks of working in high-crime areas?				Measures and procedures will depend on the specific workplace.		
CA16. Are workers trained in safety routines for parking, and for leaving and returning to their vehicles?				Training could include: <ul style="list-style-type: none"> • being observant – look and listen • not slinging purses or bags over the shoulder or around the neck • carrying keys in hand • walking around the vehicle and checking the back seat before unlocking the vehicle • locking doors and keeping windows up • how to carry and store valuables • the dangers of reading or writing in parked vehicles • maintaining a full gas tank or filling up at well-lit and busy gas stations • how to choose a safe parking spot • looking for adequate light from street lamps 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
CA17. Are workers trained in safety routines for using public transportation?				Training could include: <ul style="list-style-type: none"> • being observant – look and listen • not slinging purses or bags over the shoulder or around the neck • carrying keys in hand • looking for adequate light from street lamps 		
CA18. Are workers and supervisors trained in all relevant measures and procedures for protecting them from workplace violence associated with high-crime areas?				Information, instruction, or training could include: <ul style="list-style-type: none"> • risks of workplace violence arising from their job or location • relevant measures and procedures 		

Assessment for Specific Risk: Securing/Protecting Valuable Goods (SV)

This assessment is designed to help workplaces assess the risk of workplace violence where a worker’s principal job function includes protecting or securing valuable goods in transport and/or in a fixed location which, if left unprotected or unsecured, might become a target for theft or loss. Such workers include, but are not limited to, security guards. Activities may include:

- Working in the presence of cash, goods, or medications that may be readily sold or pawned
- Working in the presence of valuable portable goods, such as precious metals, vehicles, or electronics
- Transporting cash or valuable goods, especially to remote or isolated locations
- Protecting valuable goods in an area open to the public
- Intervening in a situation to prevent theft or loss
- Patrolling alone or at night, especially in remote or isolated locations

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)
SV1. 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"> • providing equipment to summon assistance, such as individual or fixed alarms (sounding or silent) or cell phones (pre-programmed to call emergency number) • providing GPS tracking devices or other locating devices • establishing an internal code word or words to indicate that help is needed • providing internal and external numbers for workers to call <ul style="list-style-type: none"> • at all hours of operations • posted or otherwise readily available 		
SV2. Are workers working in remote and isolated areas?				See SV1 and SV8. Consider a buddy system.		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
SV3. 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"> • rescheduling hours, if possible • adding workers or using a buddy system • providing appropriate communications or individual security devices for summoning assistance 		
SV4. Are vehicles used by workers regularly maintained?				Develop and implement procedures to ensure vehicles used by workers are regularly maintained.		
SV5. Is interior and exterior lighting adequate?				Discuss with the client the risks posed by inadequate lighting and consider providing workers with high-beam flashlights.		
SV6. Are there any other risks associated with the physical environment and securing/protecting valuables?				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)
SV7. 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 risks of violence related to specific locations or clients: <ul style="list-style-type: none"> • location (unsafe area, isolation, unlit parking area, poor lighting, unsafe building) • history of violence associated with activity/work location (robberies, etc.) 		
SV8. Do you maintain regular contact with workers who are securing or protecting valuables?				Maintain regular contact with workers by: <ul style="list-style-type: none"> • providing cell phones or other communications or monitoring devices • establishing regular contact times or check-in points • designating a person to monitor contact with workers and follow up if contact is lost 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
				(e.g., an operations room operator may contact the guard every hour via a dedicated radio system – ensure the supervisor contacts the guard, and the patrol guard notifies the supervisor, if either knows of a change in a scheduled patrol).		
SV9. Are there other measures or procedures needed to protect workers from the risks of securing or protecting valuables?				Measures and procedures will depend on the specific workplace.		
SV10. Are workers trained in safety routines for parking, and leaving and returning to their vehicles?				Training could include: <ul style="list-style-type: none"> • being observant – look and listen • not slinging purses or bags over the shoulder or around the neck • carrying keys in hand • walking around the vehicle and checking the back seat before unlocking the vehicle • locking doors and keeping windows up • how to carry and store valuables • the dangers of reading or writing in parked vehicles • maintaining a full gas tank or filling up at well-lit and busy gas stations • how to choose a safe parking spot • looking for adequate light from street lamps 		
SV11. Have workers received training in robbery prevention and response?				Consider establishing a robbery prevention and response program. Training could include: <ul style="list-style-type: none"> • techniques for preventing robberies • safe responses to robbery • no negative consequences to workers 		
SV12. Are workers trained to recognize and deal with potentially violent people, situations, or high-risk locations?				Training could include: <ul style="list-style-type: none"> • how workers will be informed about potentially violent people, situations, or locations • characteristics of aggressive or violent people 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
				<ul style="list-style-type: none"> • signs of behaviour escalation • recognition of potentially violent situations, including situations of sexual violence • recommended actions and reactions, including when to leave or how to escape • appropriate responses to incidents, including defusing hostile or aggressive behaviours 		
<p>SV13. In addition to the above, are workers and supervisors provided with information, instruction, and/or training to protect them from the risks of securing and protecting valuables?</p>				<p>Information, instruction, or training could include:</p> <ul style="list-style-type: none"> • risks of workplace violence arising from their job or location • relevant measures and procedures 		

Assessment for Specific Risk: Transporting People and/or Goods (TG)

This assessment is designed to help workplaces determine the risk of workplace violence where workers transport people in taxis, buses, streetcars, or subways, and where workers transfer goods of all kinds in trucks and mid-size vehicles. Examples of activities include:

- Working in high-density traffic routes
- Working in areas where there is exposure to “road rage”
- Working in areas where there is limited or no access to communication tools
- Working in situations where the public has physical access to the driver/staff
- Working in situations where fare collection and the enforcement of fares is required
- Working in situations where there is exposure to theft of goods that are being transferred

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)
TG1. Do passengers have physical access to drivers?				Consider the following measures: <ul style="list-style-type: none"> • Removing direct access by installing a cage, barrier/partition, or door with a glass shield • Posting a sign to warn passengers of the outcomes if the driver is harassed (e.g., they will be denied access to service, the police will be called) 		
TG2. Do drivers carry large amounts of money?				Public transportation: <ul style="list-style-type: none"> • Encourage the use of tickets, tokens, or Smart Cards Truck drivers (transporting goods): <ul style="list-style-type: none"> • Increase the use of debit/credit cards for payment of goods • Carry little cash (establish a rule that money in excess of a set amount must be deposited at the bank) 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
				Taxi drivers: <ul style="list-style-type: none"> • Increase the use of debit/credit cards for fare payment • Carry little cash (establish a rule that money in excess of a set amount must be deposited at the bank) See the Assessment for Specific Risk: Handling Cash for more suggestions about deposits.		
TG3. Do workers work at times of increased vulnerability, such as late at night, early in the morning, during very long work hours, 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"> • rescheduling hours, if possible • adding workers or using a buddy system • providing appropriate communications or individual security devices for summoning assistance 		
TG4. Are workers transporting people or goods in remote and isolated areas?				See TG6 and TG9. Consider a buddy system.		
TG5. Are vehicles used by workers regularly maintained?				Develop and implement procedures to ensure vehicles used by workers are regularly maintained, such as: <ul style="list-style-type: none"> • daily, weekly, and monthly maintenance checklists • checking interior and exterior mirrors and replacing damaged mirrors • installing new large full-access mirrors in areas where it is required Where a vehicle is inoperable while passengers are present, notify them in a calm manner and immediately call for back up. Avoid confrontations.		
TG6. 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"> • providing equipment to summon assistance, such as individual or fixed alarms (sounding or silent) or cell phones (pre-programmed to call emergency number) • flashing lights, such as those used on taxis in some cities 		

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"> • GPS tracking systems to allow fast access to supervisors and emergency services • providing internal and external numbers for workers to call <ul style="list-style-type: none"> • at all hours of operations • posted or otherwise readily available • establishing an internal code word or words to indicate that help is needed 		
TG7. Is there adequate lighting within and outside the vehicle?				<p>Ensure the brightness levels, glare, contrast, and shadows are maintained at levels that create appropriate surveillance conditions internally and externally.</p> <p>Ensure that all light fixtures work properly and are regularly serviced and maintained.</p>		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify person(s) responsible and expected completion dates, if possible)
TG8. Do you have procedures to identify, evaluate, and inform workers about specific high-risk clients, situations, or locations?				<p>Develop and implement procedures to identify, evaluate, and inform workers about risks of violence related to specific locations or clients.</p>		
TG9. Do you maintain regular contact with workers who are transporting people or goods?				<p>Maintain regular contact with workers by:</p> <ul style="list-style-type: none"> • providing cell phones or other communications or monitoring devices • establishing regular contact times or check-in points • designating a person to monitor contact with workers and follow up if contact is lost (e.g., an operations room operator may contact the driver every hour via a dedicated radio system) 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
TG10. Do you have procedures for workers to follow when dealing with aggressive or violent clients or others?				Develop and implement procedures, which could include: <ul style="list-style-type: none"> • recommended actions and responses • when to call for assistance or go to a safe area 		
TG11. Are passengers and clients notified of the vehicle's schedule (including arrival time)?				All transportation sectors: <ul style="list-style-type: none"> • Early notification can relieve passenger-client aggression caused by fear of missing a bus, streetcar, subway, or taxi, or the late arrival of goods. • If delays are expected, drivers should immediately notify passengers or clients (by announcement, on an electronic sign, or over the phone). Public transportation: <ul style="list-style-type: none"> • Post schedules to make it easy for public to view (e.g., at stations, at each stop, online) Truck drivers (transporting goods): <ul style="list-style-type: none"> • Notify client of the arrival day and time in advance, either by phone, letter, or email. • Call close to scheduled delivery time to notify client of delays, if necessary. Taxi: <ul style="list-style-type: none"> • Dispatcher should notify client of the anticipated arrival time and expected delays, if any. 		
TG12. Do you have a procedure regarding the correct response to fare disputes?				Procedures should: <ul style="list-style-type: none"> • clearly define when the driver should withdraw from the dispute (workers must not to put themselves in danger for the collection of the correct fare – do not leave the nature of the response to the individual driver's discretion) • rule out any negative consequences for failure to collect the correct fare 		
TG13. Are there other measures or procedures needed to protect workers from the risks of transporting people or goods?				Measures and procedures will depend on the specific workplace.		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(identify person(s) responsible and expected completion dates, if possible)</small>
TG14. Have workers received training in robbery prevention and response?				Consider establishing a robbery prevention and response program. Training could include: <ul style="list-style-type: none"> • techniques for preventing robberies • safe responses to robbery • no negative consequences to workers 		
TG15. Are workers trained to recognize and deal with potentially violent clients, situations, or high-risk locations?				Training could include: <ul style="list-style-type: none"> • how workers will be informed about potentially violent people, situations or 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 how to escape • appropriate responses to incidents, including defusing hostile or aggressive behaviours See the Canadian Urban Transit Association's Ambassador Training Program for Difficult and Dangerous Situations on Buses and Streetcars http://www.cutaactu.ca/en/transit_ambassador .		
TG16. In addition to the above, are workers and supervisors provided with information, instruction, and/or training to protect them from the risks of transporting people and/or goods?				Information, instruction, or training could include: <ul style="list-style-type: none"> • risks of workplace violence arising from transporting people and/or goods • relevant measures and procedures 		

Example Workplace Violence Policy

The management of _____ (*insert company name*) is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources. ***(The workplace may wish to insert the definition of workplace violence and to list the sources of workplace violence)***

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to ***(the workplace may wish to list to who this policy applies to, especially if it applies to persons other than workers, such as visitors, clients, delivery persons, volunteers, etc.)***. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. ***(The workplace may wish to specify and expand upon the components of the workplace violence program here.)***

_____, (*insert company name*) as the employer, will ensure that this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information that they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. ***(The workplace may wish to provide more information about how to report incidents, and may wish to emphasize that there will be no negative consequences for reports made in good faith.)***

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible. ***(The workplace may wish to provide more information about how incidents and complaints will be investigated and/or dealt with.)***

Signed: _____ President/CEO Date: _____

The workplace harassment policy should be consulted whenever there are concerns about harassment in the workplace.

Example Workplace Harassment Policy

The management of _____ (*insert company name*) is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace (*The workplace may wish to list the sources of workplace harassment*). Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors, and workers are expected to uphold this policy, and will be held accountable by the employer (*If the policy applies to other people in the workplace, they should also be listed*).

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace – a comment or conduct that is known or ought reasonably to be known to be unwelcome (*The workplace may wish to list examples of unacceptable behaviour*).

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but it does not have to (*The workplace may wish to include information about what constitutes discriminatory harassment under Ontario's Human Rights Code*).

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace (*The workplace may wish to include examples of work functions that would generally not be considered workplace harassment*).

Workers are encouraged to report any incidents of workplace harassment (*The workplace may wish to provide more information about how to report incidents and may wish to emphasize there will be no negative consequences for reports made in good faith*).

Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible (*The workplace may wish to provide more information about how incidents of harassment will be investigated and/or dealt with*).

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal of Ontario on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise any other legal avenues that may be available.

Signed: _____ President/CEO Date: _____

The workplace violence policy should be consulted whenever there are concerns about violence in the workplace.

Recognizing Domestic Violence in the Workplace

It is in your best interests to be able to recognize the signs of domestic violence. What follows are some signs that may be noticed in the workplace.

The victim may:

- try to cover bruises;
- be sad, lonely, withdrawn, and afraid;
- have trouble concentrating on a task;
- apologize for the abuser's behaviour;
- be nervous when the abuser is in the workplace;
- make last-minute excuses or cancellations;
- use drugs or alcohol to cope; or
- miss work frequently or more often than usual.

The abuser may interfere with the victim while at work by:

- repeatedly phoning or emailing the victim;
- stalking and/or watching the victim;
- showing up at the workplace and pestering co-workers with questions about the victim (Where is she? Who is she with? When will she be back?, etc.);
- displaying jealous and controlling behaviours;
- lying to co-workers (she's sick today, she's out of town, she's home with a sick child, etc.);
- threatening co-workers (if you don't tell me, I'll...);
- verbally abusing the victim or co-workers;
- destroying the victim's or the organization's property; or
- physically harming the victim and/or co-workers.

The abuser may attempt to prevent the victim from getting to work by:

- interfering with transportation by hiding or stealing the victim's car keys or transportation money;
- hiding or stealing the victim's identification cards;
- threatening deportation in a situation where the victim was sponsored;
- failing to show up to care for children; or
- physically restraining the victim.

To find out more about what you can do to help a worker who is the victim of workplace violence, see the Domestic Violence section of *Developing Workplace Violence and Harassment Policies and Programs: What Employers Need to Know* http://www.labour.gov.on.ca/english/hs/wvps_guide/index.php

Creating a Safety Plan

Safety planning is a way to increase the victim's safety. By examining possible steps that victims of domestic violence – and those around them – can take to minimize the risk of violence, you can increase safety in your workplace.

Safety plans look at the steps that can be taken at different points in time or in various situations (when at work, while living with the abuser, getting ready to leave the abuser, leaving the abuser, after leaving the abuser, and protecting children and family pets). Creating a safety plan requires experience in risk and threat assessments, so you may want to connect with services in your community to get expert help with completing the plan.

Below, you will find information on the general features of a safety plan, as well as where to go for help with creating one.

A safety plan:

- identifies actions to increase the worker safety;
- is prepared in advance based on the possibility of further violence;
- needs to be created with the affected employee as she knows the abuser's patterns of behaviour, the higher-risk times, and the resources available to her;
- suggests actions that the worker and employer can take – it doesn't dictate absolute steps;
- recognizes that the abuser's behaviour cannot be controlled, but that the plan may increase the worker's safety, her co-workers' safety, or the safety of her children; and
- is fluid – it needs to be reviewed regularly and revised as needed to respond to changes.

A workplace safety plan generally will look at:

- increased security measures for the victim while at work or travelling to and from work (panic buttons, caller i.d., door security, code words, photo of abuser supplied to security, escorts to car or public transportation)
- record-keeping options for possible police evidence (e.g., threatening voice mails or emails)
- emergency contact person if the employer is unable to reach the worker
- alternative work arrangements to adjust the worker's schedule or location in order to increase the worker's safety

Services that provide safety planning include:

- The **Assaulted Women's Helpline** at 1-866-863-0511 and TTY 1-866-863-7868. They offer anonymous and confidential crisis support for abused women in Ontario in 154 languages. Service representatives discuss the warning signs of abuse and give practical advice on safety planning and other community resources.
- Shelters at www.shelternet.ca or 416-642-5463. They provide information for abused women, their family, friends, and colleagues on a variety of topics, including finding shelter and safety planning.
- Shelters for abused women. Their phone numbers can be found in your community telephone listings. They provide emergency shelter and support services to women and their children in various stages of their abusive relationship, including safety planning.

Examples of safety plans:

- Creating a Safety Plan: www.cleonet.ca/resources/973
- Safety Planning: www.springtideresources.net/resources/show.cfm?id=136
- Safety Planning for Women who are Abused:
<http://www.neighboursfriendsandfamilies.ca/eng/safetyplanningforwomen.php>

What if the Abuser and the Victim Belong to the Same Workplace?

In some cases of domestic violence, the victim and the abuser will work in the same organization. Keeping the victim safe will require the employer to respond effectively to the worker who is abusive. It is important to hold the abuser accountable for any unacceptable behaviour in the workplace.

In some instances, the violence may appear mutual, but there is usually one person who is exerting power and control over the other to cause fear. Victims may act defensively or reactively to the violence. Keep this dynamic in mind as you address domestic violence in the workplace.

Some steps that an employer can take to respond to a worker who is abusive and who works in the same organization as the victim include:

- providing information on the Employee Assistance Program (EAP) or community counselling;
- following disciplinary steps that hold the abuser accountable for any unacceptable behaviour and ensuring that the victim and co-workers are protected;
- setting up alternative work arrangements so the abuser does not have access to the victim;
- calling the police to investigate and requesting restraining orders that keep the abuser away from the workplace and the victim; and
- ensuring that co-workers do not try to intervene physically to prevent or stop the violence themselves, and that police or counsellors are involved.

For further information on dealing with abusers, see the following resources:

1. "How to Talk to Men": The Centre for Research and Education on Violence Against Women and Children, Neighbours, Friends and Families. www.neighboursfriendsandfamilies.ca/eng/talktomen.php
2. "Recognize. Respond. Refer: What to Do when Abuse at Home Comes to Work": Liz Claiborne. http://www.loveisnotabuse.com/c/document_library/get_file?p_l_id=45693&folderId=72612&name=DLFE-6.pdf

Resources

■ Ontario Health and Safety Associations

<http://www.preventiondynamics.com>

Health and Safety Association for Government Services

Tel: 416-250-2131

Toll-free: 1-877-250-7444

www.hsags.ca

- education
- municipalities
- community and healthcare

Infrastructure Health and Safety Association

Tel : 905 212-7933

www.ihsa.ca

- aggregates
- construction
- electrical and utilities
- natural gas
- transportation
- ready-mix concrete

Safe Workplace Promotion Services Ontario

1-888-478-6772

www.ossa.com

- farm sector
- industrial sector
- service sector

Workplace Safety North

Tel: 705-474-7233

Toll-free: 1-888-730-7821

www.workplacesafetynorth.ca

- mining
- forestry
- pulp and paper

Occupational Health Clinics for Ontario Workers, Inc.

Phone: (416) 449-0009

1-888-596-3800

<http://www.ohcow.on.ca>

Workers Health and Safety Centre (WHSC)

Phone: (416) 441-1939

1-888-869-7950

<http://www.whsc.on.ca>

■ Other Occupational Health and Safety Contacts

Institute for Work and Health

<http://www.iwh.on.ca>

Ministry of Labour

<http://www.labour.gov.on.ca/>

Workplace Safety and Insurance Board

<http://www.wsib.on.ca>

Canadian Centre for Occupational Health and Safety

<http://www.ccohs.ca/oshanswers>

■ For Human Rights

Ontario Human Rights Commission

<http://www.ohrc.on.ca>

(416) 314-4500

Ontario Human Rights Legal Support Centre

<http://www.hrlsc.on.ca>

Tel: (416) 314-6266

Toll Free: 1-866-625-5179

■ For Domestic Violence

Ontario Women's Directorate

<http://www.citizenship.gov.on.ca/owd/>

■ Ministry of Labour Publications

A Guide to the Occupational Health and Safety Act

<http://www.labour.gov.on.ca/english/hs/pubs/ohsa/index.php>

Workplace Violence and Harassment: Understanding the Law

<http://www.labour.gov.on.ca/english/hs/pubs/wpvh/index.php>

MOL Factsheet: *Protecting Workers From Workplace Violence and Harassment*

http://www.labour.gov.on.ca/english/hs/sawo/pubs/fs_workplaceviolence.php

Violence and Harassment Website

<http://www.labour.gov.on.ca/english/hs/pubs/workplaceviolence.php>

■ Ontario Human Rights Publications

Guide to Your Rights and Responsibilities Under the Human Rights Code

<http://www.ohrc.on.ca/en/resources/Guides/GuideHRcode2>

Guidelines on Developing Human Rights Policies and

Procedures <http://www.ohrc.on.ca/en/resources/Policies/gdpp>

■ OHSCO Publications

Domestic Violence Doesn't Stop When Your Worker Arrives at Work: What Employers Need to Know to Help

http://www.osach.ca/products/free_resource.shtml

Domestic Violence Doesn't Stop When You go to Work: How to get Help or Support a Colleague who may Need Help

http://www.osach.ca/products/free_resource.shtml

■ Canadian Centre for Occupational Health and Safety (CCOHS) Publications

Bill C-45 – Overview

<http://www.ccohs.ca/oshanswers/legisl/billc45.html>

Violence in the Workplace Prevention Guide

<http://www.ccohs.ca/products/publications/violence.html>

■ Domestic Violence/Safety Plan Resources

The Assaulted Women's Helpline

Phone: 1-866-863-0511

TTY 1-866-863-7868

<http://www.awhl.org>

Shelternet

Phone: 416-642-5463

<http://www.shelternet.ca>

Community Legal Education Ontario

www.cleonet.ca/resources/973

Springtide Resources

www.springtideresources.net/resources/show.cfm?id=136

Neighbours Friends and Families

<http://www.neighboursfriendsandfamilies.ca/>

<http://www.kanawayhitowin.ca/index.php>

Acknowledgements

This document is part of the Occupational Health and Safety Council of Ontario's Workplace Violence Prevention Series. It was developed in partnership with the members of the Occupational Health and Safety Council of Ontario (OHSCO). Supporting members include:

- Health and Safety Association for Government Services (HSAGS)
- Safe Workplace Promotion Services Ontario (SWPSO)
- Infrastructure Health and Safety Association (IHSA)
- Workplace Safety North
- Institute for Work & Health
- Occupational Health Clinics for Ontario Workers, Inc.
- Ontario Ministry of Labour
- Workers Health and Safety Centre
- Workplace Safety and Insurance Board (Ontario)

The Ontario Women's Directorate, part of the Ontario Ministry of Citizenship and Immigration, was also involved in the development of this document.

