

2010

Human Resources Services:
Health + Safety



**Workplace Violence
Prevention Program**

 <p>Confederation COLLEGE</p> <p>SAFETY PROGRAM</p>	Number:	# of Pages: 4
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	Approved By:	
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	Replaces:	New
WORKPLACE VIOLENCE PREVENTION PROGRAM		

1. Purpose

Further to the College's Health and Safety Management System, this document establishes a minimum standard for the identification, assessment and control of workplace violence. The responsibilities of members of the College community are outlined.

The objective of this program is to reduce the risk of: (1) physical injury to a worker due to workplace violence, (2) physical injury to a worker due to an incident of domestic violence occurring in the workplace, and (3) psychological injury to a worker arising from workplace violence, including attempted workplace violence and the threat of workplace violence. Specifically, this program is concerned with the following risk factors related to the hazard of workplace violence:

- the physical environment of the workplace, and
- the type of work or conditions of work, including:
 - working in a community-based setting (CS)
 - working with unstable or volatile clients (VC)
 - handling cash (HC)
 - mobile workplace (MW)
 - contact with clients (CC)
 - working in high crime areas (CA)
 - securing/protecting valuables (SV)
 - transporting people and/or goods (TG)
 - working alone or in small numbers (WA)

2. Definitions

"Workplace Violence", within the meaning of the *Ontario Occupational Health and Safety Act (OHSA)*, means (1) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, (2) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker, or (3) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

"Supervisor" means a person who has charge of an area, an activity, or workplace or authority over a worker, and may include leadhands or Coordinators.

"Worker" means a person who performs or supplies services for monetary compensation, and includes union and non-union workers, management and administrative workers; or a student.

3. Responsibilities

3.1. Workplace parties have responsibilities further to the *Occupational Health and Safety Act (OHSA)* and its regulations, as follows:

3.1.1 Employer.

The “employer” (i.e. the Board of Governors, and the President, as the representative of the employer) is responsible for the following, per section 25 of *OHSA*:

“(1) An employer shall ensure that,

(c) the measures and procedures prescribed are carried out in the workplace;

(2) Without limiting the strict duty imposed by subsection (1), an employer shall,

(a) provide information, instruction and supervision to a worker to protect the health or safety of the worker;”

(d) acquaint a worker or a person in authority over a worker with any hazard in the work and in the handling, storage, use, disposal and transport of any article, device, equipment or a biological, chemical or physical agent;

and, per section 26 of *OHSA*:

(1) In addition to the duties imposed by section 25, an employer shall,

(k) where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for the protection of a worker; and

(l) carry out such training programs for workers, supervisors and committee members as may be prescribed.

and, per section 32.0.4:

If an employer becomes aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace, the employer shall take every precaution reasonable in the circumstances for the protection of the worker.

and, per section 32.0.5:

(1) For greater certainty, the employer duties set out in section 25, the supervisor duties set out in section 27, and the worker duties set out in section 28 apply, as appropriate, with respect to workplace violence.

(2) An employer shall provide a worker with,

(a) Information and instruction that is appropriate for the worker on the contents of the policy and program with respect to workplace violence

(3) An employer’s duty to provide information to a worker under clause 25 (2) (a) and a supervisor’s duty to advise a worker under clause 27 (a) include the duty to provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if,

(a) the worker can be expected to encounter that person in the course of his or her work; and

(b) the risk of workplace violence is likely to expose the worker to physical injury.

3.1.2 Officers and Directors.

Officers (i.e. the President; the Vice-President, Academic; and the Vice-President, Student and Corporate Services; and Directors (i.e. members of the Board of Governors) are responsible for the following, per section 32 of *OHSA*:

“Every director and every officer of a corporation shall take all reasonable care to ensure that the corporation complies with,

(a) this Act and the regulations;”

3.1.3 Supervisors.

Supervisors (i.e. the President; the Vice-President, Academic; and the Vice-President, Student and Corporate Services; Deans, Directors, Managers, and any other person who has charge of an area, an activity, or workplace or authority over a worker) are responsible for the following, per section 27 of *OHSA*:

“(1) A supervisor shall ensure that a worker,

- (a) works in the manner and with the protective devices, measures and procedures required by this Act and the regulations; and*
- (b) uses or wears the equipment, protective devices or clothing that the worker’s employer requires to be used or worn.*

(2) Without limiting the duty imposed by subsection (1), a supervisor shall,

- (a) advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware;”*

and, per section 32.0.5:

- (1) For greater certainty, the employer duties set out in section 25, the supervisor duties set out in section 27, and the worker duties set out in section 28 apply, as appropriate, with respect to workplace violence.*

3.1.4 Workers.

Workers (i.e. all individuals who perform or supply services for monetary compensation by the College) are responsible for the following, per section 28 of *OHSA*:

“(1) A worker shall,

- (a) work in compliance with the provisions of this Act and the regulations;*
- (b) use or wear the equipment, protective devices or clothing that the worker’s employer requires to be used or worn;”*

3.2 In addition, the College’s *Health and Safety Management System*, identifies the following additional responsibilities of members of the College community, as follows:

3.2.1 Professors.

In their relationship to students, professors have responsibilities comparable to supervisors as defined in *OHSA*, and are responsible for the following:

“instructing students and executing training activities in such a manner that their own safety, and the safety of students or other workers is not placed at risk.”

This means that professors are responsible for:

- (a) ensuring that students work in the manner and with the protective devices, measures and procedures required by the Occupational Health and Safety Act and its regulations;*
- (b) ensuring that students use or wear the equipment, protective devices or clothing that the College requires to be used or worn; and*
- (c) advising a student of the existence of any potential or actual danger to the health or safety of the student of which the professor is aware;”*

3.2.2 Students.

Though they are not “workers” as defined in *OHSA*, Confederation College considers students to have rights and responsibilities comparable to those of “workers”, as outlined in *OHSA*, and responsible for the following:

- (a) act in compliance with the provisions of the Act and its regulations;*

(b) use or wear the equipment, protective devices or clothing that the College requires to be used or worn.

3.2.3 Contractors.

Contractors must comply with the requirements of *OHSA* and its regulations and with any policies, procedures or practices established by the College while performing any work on College property.

Contractors must ensure that their employees also comply with the provisions of *OHSA* and its regulations and with any policies, procedures, standards or programs established by the College.

4 Procedures

4.1 Identification of Hazards. All workers will complete the “Workplace Harassment / Workplace Violence Survey and Risk Assessment”. (In the case of students, considered by the College to be like workers under the *OHSA*, the results of the *Key Performance Indicators (KPI)* survey and the *First Year Intake Survey (FITS)* will be used.)

Supervisors will review summaries of the completed “Workplace Harassment / Workplace Violence Survey and Risk Assessment”, prior to completing Parts A and B of the “Managers’ Workplace Violence Identification Survey”.

The purpose of this activity is to identify actual or potential workplace violence risk factors in the physical environment of the workplace and in the work undertaken by workers reporting to the supervisor.

4.2 Assessment of Hazards. Supervisors will assess the hazards that have been identified in their employees’ “Workplace Harassment / Workplace Violence Survey and Risk Assessment” forms and in their “Managers’ Workplace Violence Identification Survey” forms, using the risk assessment tool on the last page of the “Managers’ Workplace Violence Identification Survey”.

4.3 Elimination or Control of Hazards. Supervisors will complete the “Workplace Violence Control Program” document.

Focusing first on the highest risks as identified in the “Managers’ Workplace Violence Identification Survey”, supervisors will determine which risk factors related to the hazard of workplace violence can be eliminated, and will undertake to eliminate those risk factors.

In the case of risk factors that cannot be eliminated, the supervisor will develop a control plan to reduce the identified risks of workplace violence, based on the results of the completed “Workplace Violence Control Program” document. The control plan will emphasize, in the following order, the use of: (a) engineering controls, (b) administrative controls, and (c) personal protective equipment and devices.

Administrative controls must include information, training and advice to workers of (1) the existence of any potential or actual danger to the health or safety of the workers due to workplace violence identified through the “Workplace Harassment / Workplace Violence Survey and Risk Assessment” forms and in the “Managers’ Workplace Violence Identification Survey” forms, and (2) the measures to control the risk factors as identified through the “Workplace Violence Control Program” document. All generic training related to the Workplace Violence Prevention Program will be accessed on-line through Blackboard, at the Health and Safety training portal.

5 Legislation and Guidelines

The following legislation and guidelines were used in the development of this safety program:

- *(Ontario) Occupational Health and Safety Act*
- Occupational Health and Safety Council of Ontario. (2010) *Developing Workplace Violence and Harassment Policies and Programs: What Employers Need to Know.*
- Occupational Health and Safety Council of Ontario. (2010) *Developing Workplace Violence and Harassment Policies and Programs: A Toolbox.*
- Colleges of Ontario Occupational Safety and Health Administrators. (2010) *Workplace Harassment and Violence: Bill 168 Amendments to the Occupational Health and Safety Act – A Guide for College OHS Administrators.*

5 Appendices.

“Workplace Harassment / Workplace Violence Survey and Risk Assessment”

“Managers’ Workplace Violence Identification Survey”

“Workplace Violence Control Program”

This survey and risk assessment is being undertaken further to recent amendments to the *Occupational Health & Safety Act*. The amendments under Bill 168 extend the meaning of a hazard to include “workplace harassment” and “workplace violence”. As with all hazards, it is the responsibility of the College and its supervisors to identify, assess and control these hazards. It is also the responsibility of all workers under the *Occupational Health & Safety Act* to report these hazards.

Information from this survey and risk assessment will be used to improve existing controls, and thus, to eliminate or reduce the exposure of all employees to these hazards.

With your assistance, we are working together to create a safe and healthy learning environment!

INSTRUCTIONS: This survey and risk assessment is not anonymous: we are looking for information that will help us to identify when and where actual and potential workplace harassment and workplace violence hazards exist; to assess the risk associated with the specific hazards that are identified; and to implement workplace-specific control programs to eliminate, or reduce, the exposure of all employees to those hazards.

IDENTIFICATION

- 1.1 **Name:** _____ 1.2 **Job Title:** _____
- 1.3 **Campus:** _____ 1.4 **Department / School:** _____
- 1.5 **I belong to the following employee group:** Faculty Support Administration
- 1.6 **I work:** Full-Time Part-Time
- 1.7 **I conduct my work primarily:**
- in an office, meeting room, classroom, lab, or shop, located in the following **building /room number:**

- outside an office, meeting room, classroom, lab or shop. **Describe where you work:**

- 2.1 I work primarily:**
- during normal business hours (Monday to Friday, 8:30 AM – 4:30 PM).
 - outside normal business hours (e.g. weekends, evenings, nights, etc.)
- 2.2 I arrive early at work when there are no colleagues, or few colleagues present:**
- | | | |
|--|--|--|
| <input type="checkbox"/> Never, or
almost never | <input type="checkbox"/> Monthly, or almost
monthly | <input type="checkbox"/> Weekly, or almost weekly
<input type="checkbox"/> Daily, or almost daily |
|--|--|--|
- 2.3 I stay late at work when there are no colleagues, or few colleagues present:**
- | | | |
|--|--|--|
| <input type="checkbox"/> Never, or
almost never | <input type="checkbox"/> Monthly, or almost
monthly | <input type="checkbox"/> Weekly, or almost weekly
<input type="checkbox"/> Daily, or almost daily |
|--|--|--|
- 2.4 I work alone or in isolated circumstances:**
- in a fixed location where there is limited or no access to communication tools (e.g. phones, etc.), or to security devices (e.g. urgent assistance buttons, etc.)
 - in a fixed location where there is a high potential of assault, sexual assault or robbery
 - in an isolated area within a worksite, away from other workers
 - in a remote worksite where the public has access
- 2.5 I work with unstable or volatile, or potentially unstable or volatile, individuals (e.g. employees; students; clients, customers or patrons; etc.):**
- providing a service to persons with physiological, psychological, or psychiatric conditions and/or substance abuse issues
 - providing a service that involves physical contact with clients who may be unpredictable due to influences outside the workplace
 - monitoring activities or enforcing regulations (e.g. smoking; parking; etc.)
 - providing decisions that may adversely affect the employee, student, client, customer or patron
- 2.6 I handle cash:**
- maintaining petty cash in a fixed location
 - working at a cashier station in a fixed location
 - making night deposits
- 2.7 I work in a mobile workplace:**
- working on the road in a vehicle that acts as my “mobile office”
 - working in remote / unknown areas
 - and the public has access to me inside and outside the vehicle
- 2.8 I have contact with clients:**
- 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
- 2.9 I work securing or protecting valuables:**
- 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 electronics
 - transporting cash or valuable goods especially through, or 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

DEFINITION: Under a recent amendment to the *Occupational Health & Safety Act*, “workplace harassment” means: “engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome”.

YOUR EXPERIENCE: WORKPLACE HARASSMENT

3.1 *In the last twelve months, have you ever EXPERIENCED workplace harassment (as defined above) while employed at the college? ("e.g. taunted in front of other staff by a co-worker on a weekly basis; repeatedly being called offensive names by a patron; etc.)*

- Yes No

If yes, who was the offender?

- Manager Student Member of the Public
 Staff Contractor Other: _____
 Faculty Client/Customer/Patron _____

If yes, did you report the incident(s):

- Yes No

If reported, how did you report the incident(s)?

- Verbally: in person or by phone In writing: in a letter, note or e-mail Both verbally and in writing

If reported, who did you report it to? (Select all that apply.)

- Supervisor / Manager Counselling Services A Union Representative
 Campus Security Human Resources Services Other: _____

3.2 *In the last twelve months, have you ever WITNESSED workplace harassment (as defined above) while employed at the college? ("e.g. circulation of a compromising photo of a colleague in hardcopy, as a poster in the lunchroom and posting of the photo to a social networking site; etc.)*

- Yes No

If yes, who was the victim of the workplace harassment?

- Supervisor / Manager Student Member of the Public
 Staff Contractor Other: _____
 Faculty Client/Customer/Patron

If yes, who was the offender?

- Supervisor / Manager Student Member of the Public
 Staff Contractor Other: _____
 Faculty Client/Customer/Patron

If yes, did you report the incident(s):

- Yes No

If reported, how did you report the incident(s)?

- Verbally: in person or by phone In writing: in a letter, note or e-mail Both verbally and in writing

If reported, who did you report it to? (Select all that apply.)

- Supervisor / Manager Counselling Services A Union Representative
 Campus Security Human Resources Services Other: _____

DEFINITION: Under the amendment to the *Occupational Health & Safety Act*, “workplace violence” includes: “a statement ... that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.”

YOUR EXPERIENCE: VERBAL OR WRITTEN THREATS OF WORKPLACE VIOLENCE

4.1 In the last twelve months, have you ever EXPERIENCED a verbal threat of physical injury, including threats by phone; or written threats (including threats conveyed electronically: e-mail, blog, etc.), here, while employed at the college? ("e.g. "If you don't get off my back, you'll regret it; etc.)

Yes No

If yes, who was the offender?

Supervisor / Manager Student Member of the Public
 Staff Contractor Other: _____
 Faculty Client/Customer/Patron

If yes, did you report the incident(s):

Yes No

If reported, how did you report the incident(s)?

Verbally: in person or by phone In writing: in a letter, note or e-mail Both verbally and in writing

If reported, who did you report it to? (Select all that apply.)

Supervisor / Manager Counselling Services A Union Representative
 Campus Security Human Resources Services Police
 Computer Services Other: _____

4.2 In the last twelve months, have you ever WITNESSED a verbal threat of physical injury, including threats by phone; or written threats (including threats conveyed electronically: e-mail, blog, etc.), here, while employed at the college? ("e.g. "If you don't get off my back, you'll regret it!"; etc.)

Yes No

If yes, who was the victim of the verbal or written threat of physical injury?

Supervisor / Manager Faculty Client/Customer/Patron
 Staff Student Member of the Public
 Contractor Other: _____

If yes, who was the offender?

Supervisor / Manager Student Member of the Public
 Staff Contractor Other: _____
 Faculty Client/Customer/Patron

If yes, did you report the incident(s):

Yes No

If reported, how did you report the incident(s)?

Verbally: in person or by phone In writing: in a letter, note or e-mail Both verbally and in writing

If reported, who did you report it to? (Select all that apply.)

Supervisor / Manager Counselling Services A Union Representative
 Campus Security Human Resources Services Police
 Computer Services Other: _____

DEFINITION: Under the amendment to the *Occupational Health & Safety Act*, “workplace violence” includes: “a ... behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.”

YOUR EXPERIENCE: NON-VERBAL THREATS OF WORKPLACE VIOLENCE

5.1 In the **last twelve months**, have you ever EXPERIENCED a non-verbal threat of physical harm in person, here, while employed at the college? ("e.g. someone shaking a fist at you; throwing objects in your vicinity; striking someone's desk; repeated vandalism of your property, such as a vehicle, on campus; etc.")

- Yes No

If yes, who was the offender?

- | | | |
|---|---|---|
| <input type="checkbox"/> Supervisor / Manager | <input type="checkbox"/> Student | <input type="checkbox"/> Member of the Public |
| <input type="checkbox"/> Staff | <input type="checkbox"/> Contractor | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Client/Customer/Patron | |

If yes, did you report the incident(s):

- Yes No

If reported, how did you report the incident(s)?

- | | | |
|--|--|---|
| <input type="checkbox"/> Verbally: in person or by phone | <input type="checkbox"/> In writing: in a letter, note or e-mail | <input type="checkbox"/> Both verbally and in writing |
|--|--|---|

If reported, who did you report it to? (Select all that apply.)

- | | | |
|---|---|---------------------------------------|
| <input type="checkbox"/> Supervisor / Manager | <input type="checkbox"/> Human Resources Services | <input type="checkbox"/> Police |
| <input type="checkbox"/> Campus Security | <input type="checkbox"/> A Union Representative | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Counselling Services | | |

5.2 In the **last twelve months**, have you ever WITNESSED a non-verbal threat of physical harm in person, here, while employed at the college? ("e.g. someone shaking a fist at another person; throwing objects in the vicinity of another person; striking someone's desk; repeated vandalism of someone's property, such as a vehicle, on campus; etc.")

- Yes No

If yes, who was the victim of the threat of physical harm?

- | | | |
|---|---|---|
| <input type="checkbox"/> Supervisor / Manager | <input type="checkbox"/> Student | <input type="checkbox"/> Member of the Public |
| <input type="checkbox"/> Staff | <input type="checkbox"/> Contractor | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Client/Customer/Patron | |

If yes, who was the offender?

- | | | |
|---|---|---|
| <input type="checkbox"/> Supervisor / Manager | <input type="checkbox"/> Student | <input type="checkbox"/> Member of the Public |
| <input type="checkbox"/> Staff | <input type="checkbox"/> Contractor | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Client/Customer/Patron | |

If yes, did you report the incident(s):

- Yes No

If reported, how did you report the incident(s)?

- | | | |
|--|--|---|
| <input type="checkbox"/> Verbally: in person or by phone | <input type="checkbox"/> In writing: in a letter, note or e-mail | <input type="checkbox"/> Both verbally and in writing |
|--|--|---|

If reported, who did you report it to? (Select all that apply.)

- | | | |
|---|---|---------------------------------------|
| <input type="checkbox"/> Supervisor / Manager | <input type="checkbox"/> Human Resources Services | <input type="checkbox"/> Police |
| <input type="checkbox"/> Campus Security | <input type="checkbox"/> A Union Representative | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Counselling Services | | |

DEFINITION: Under the amendment to the *Occupational Health & Safety Act*, “workplace violence” includes: “the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker” and “an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker”.

YOUR EXPERIENCE: WORKPLACE VIOLENCE

6.1 In the last twelve months, have you ever EXPERIENCED a physical assault or attack here, while employed at the college?

- Yes No

If yes, who was the offender?

- Supervisor / Manager Student Member of the Public
 Staff Contractor Other: _____
 Faculty Client/Customer/Patron

If yes, did you report the incident(s):

- Yes No

If reported, how did you report the incident(s)?

- Verbally: in person or by phone In writing: in a letter, note or e-mail Both verbally and in writing

If reported, who did you report it to? (Select all that apply.)

- Supervisor / Manager Human Resources Services Police
 Campus Security A Union Representative Other: _____
 Counselling Services

6.2 In the last twelve months, have you ever WITNESSED a physical assault or attack here, while employed at the college?

- Yes No

If yes, who was the victim of the physical assault or attack?

- Supervisor / Manager Student Member of the Public
 Staff Contractor Other: _____
 Faculty Client/Customer/Patron

If yes, who was the offender?

- Supervisor / Manager Student Member of the Public
 Staff Contractor Other: _____
 Faculty Client/Customer/Patron

If yes, did you report the incident(s):

- Yes No

If reported, how did you report the incident(s)?

- Verbally: in person or by phone In writing: in a letter, note or e-mail Both verbally and in writing

If reported, who did you report it to? (Select all that apply.)

- Supervisor / Manager Human Resources Services Police
 Campus Security A Union Representative Other: _____
 Counselling Services

YOUR REFLECTIONS:

Are there particular circumstances or issues that are of concern to you with respect to the following:

a. Workplace Harassment:

b. Verbal or Written Threats of Workplace Violence:

c. Non-Verbal Threats of Workplace Violence:

d. Physical Workplace Violence:

ADDITIONAL COMMENTS:

PART A: 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:

Physical Environment	YES	NO	N/A	Examples of Controls	Existing Controls	Recommended Controls
Outside building and parking lot				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				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		
Reception and waiting areas				Clear sightlines Means of communication Signage (re: hours) No heavy or sharp objects		
Public counters				Widened service desks Barriers (e.g., unbreakable screens) Silent, concealed alarms		
Interior design, hidden areas (utility rooms, etc.), and lighting				Restricted public access Clear sightlines Locked doors Mirrors Angled corners		
Stairwells and exits				Exit signs Good lighting No obstructions Panic bars to allow escape Requirements of Fire Code and Building Code		
Elevators and washrooms				Clear sight lines Restricted public access Communication devices or alarms Locks that can be accessed by security		

Physical Environment	YES	NO	N/A	Examples of Controls	Existing Controls	Recommended Controls
Public meeting rooms, interview, treatment or counselling rooms				Clear sight lines Communication devices or alarms Furniture layout Weighted furniture Extra exit		
Isolated areas				Clear sight lines Means of communication Mirrors Angled corners Restricted access		
Location of cash, goods, and medicines				Locked and hidden storage		
Workplace location (shared building, neighbouring businesses, neighbourhood)				Security tours Cameras Secured grounds		
Are individual security devices necessary to protect workers?				Individual security devices could include: <ul style="list-style-type: none"> • personal alarms • cell phones • two-way radios • GPS tracking devices or other locating devices 		
If used in your workplace, are security systems and individual security devices tested?				If used in your workplace: <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?				For emergency purposes, a safe area (for example, a safe room, the business next door, etc.) should be identified. If using a safe room, it should: <ul style="list-style-type: none"> • have clear entry • have a lock that can be used from the inside, but which can also be accessed by security • have a means of summoning immediate assistance 		
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: <ul style="list-style-type: none"> • risks of workplace violence arising from their job or location • other relevant measures and procedures 		

PART B: Risk Factor Selection Tool

Use this tool to identify risks specific to your workplace. Complete this part after reviewing your employees' *Workplace Harassment / Workplace Violence Survey and Risk Assessments*. If a specific risk exists in your workplace, complete the assessment for that specific risk: see the *Workplace Violence Control Program* document.

If your workplace is subject to more than one of the specific risks below, prioritize or rank them, using the process outlined on the next page.

Job / Department/ Location:

Completed by:

Date:

Specific Risks Associated with the Type of Work or Conditions of Work (Based on the risk factors outlined by National Institute for Occupational Safety and Health (NIOSH))		Risk Exists Yes or No If Yes, complete relevant Specific Risk Assessment Chart	Level of Risk H= High M = Moderate L = Low		
Work includes:	Examples of Activities or Situations		H	M	L
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 				
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 				
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 night deposits 				
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 				
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 that have access to staff 				
Working in high crime areas (CA)	Working in areas where there is a: <ul style="list-style-type: none"> • High potential of assault, sexual assault, or robbery based on police statistics • High potential of theft and/or property damage based on insurance and realtor/broker statistics 				
Securing or protecting valuables (SV)	<ul style="list-style-type: none"> • Working in presence of cash, goods or medications that may be readily sold or pawned • Working in 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 				

Specific Risks Associated with the Type of Work or Conditions of Work (Based on the risk factors outlined by National Institute for Occupational Safety and Health (NIOSH))		Risk Exists Yes or No If Yes, complete relevant Specific Risk Assessment Chart	Level of Risk H= High M = Moderate L = Low		
Work includes:	Examples of Activities or Situations		H	M	L
Transporting people or goods (TG)	<ul style="list-style-type: none"> 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 there is exposure to theft of goods that are being transferred 				
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 of 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 				

Ranking or prioritizing the risk factors is one way to help determine which are the most serious safety hazards and therefore those that 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 one simple or single way to determine the level of risk. Ranking hazards requires knowledge of workplace activities, urgency of 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
High	One or more potential risks regularly place the employee at risk and/or the risk is severe . <input type="checkbox"/> Regularly = Part of the normal work routine/assignment <input type="checkbox"/> Severe = Potential for fatal or critical injury
Moderate	One or more potential risks occasionally place the employee at risk and/or the risk is moderate . <input type="checkbox"/> Occasionally = Recognized part of work activities occurring on an infrequent basis <input type="checkbox"/> Moderate = Potential for lost time/medical aid required
Low	One or more potential risks rarely place the employee at risk and/or the risk is minimal . <input type="checkbox"/> Rarely = Not a normal part of the work routine <input type="checkbox"/> Minimal = Potential for first aid required

Having reviewed your employees' *Workplace Violence Survey and Risk Assessments* and completed Parts A and B of the *Managers' Workplace Violence Identification Survey*, complete the assessments for the specific work-related risks that you identified in Part B of the *Managers' Workplace Violence Identification Survey*:

- Working in a community-based setting (CS)
- Working with unstable or volatile clients (VC)
- Handling cash (HC)
- Mobile workplace (MW)
- Contact with clients (CC)
- Working in high crime areas (CA)
- Securing/protecting valuables (SV)
- Transporting people and/or goods (TG)
- Working alone or in small numbers (WA)

This assessment focuses on the nature of the work and the conditions of work. Each section focuses on one specific work-related risk factor. There are spaces for you to note the controls that are already in place to address that risk factor, 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.

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

This assessment assists workplaces where workers are expected to work in the community and provide services in private homes and dwellings. Examples of activities include:

- *Traveling alone in the community*
- *Working in a client's personal dwelling*
- *Limited or no access to communication tools and other security devices*

Job / Department/ Location:	Completed by:	Date:
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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
CS1. Can workers summon immediate assistance when workplace violence occurs or is likely to occur?				See the general assessment for suggested controls.		
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. This could include: <ul style="list-style-type: none"> ▪ who will be present during the visit ▪ who will answer the door ▪ presence of animals ▪ potential for any violence ▪ parking location ▪ street lighting 		
CS4. 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.		
CS5. Are there any other risks associated with the physical environment and working in the community?				See the physical environment section of the general 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 responsibility and 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, presence of weapons or pets.		
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"> ▪ cell phone to maintain regular contact with office ▪ buddy system ▪ meeting a client at a safer location (where possible) ▪ deferral of visit until proper safety measures can be met ▪ wear shoes at all times for home visits (for quick exit if needed) 		
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 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 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
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 escalation of behaviour ▪ 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 		
CS12. 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 vehicle and checking back seat before unlocking vehicle ▪ locking doors and keeping windows up ▪ carrying and storing valuables ▪ reading or writing in parked vehicles ▪ full tank of gas or filling up at well-lit and busy gas stations ▪ how to choose a safe parking spot ▪ adequate light from street lamps 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
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 ▪ adequate light from street lamps 		
CS14. Are workers and supervisors trained in all relevant measures and procedures for protecting them 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: Working with Unstable or Volatile Clients (VC)

This assessment assists workplaces where workers are providing service or products to persons with physiological, psychological, psychiatric condition and substance abuse issues. Examples of activities include:

- 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

Job / Department/ Location:	Completed by:	Date:
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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and 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 question on restricting non-worker access within the workplace for more information.		
VC2. Can workers summon immediate assistance when workplace violence occurs or is likely to occur?				See the general assessment for suggested controls.		
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 to worker only 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
				<p>areas</p> <ul style="list-style-type: none"> ▪ 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 that could be used to hurt people?				<p>Consider the following measures:</p> <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 ▪ Use alternatives to sharp and/or dangerous items where applicable (e.g., using plastic utensils instead of metal utensils) 		
VC5. Are there designated rooms for meeting with clients?				<p>Set up rooms specifically for meetings with the public:</p> <ul style="list-style-type: none"> ▪ install windows in the door or some other way for workers outside to see inside the meeting room ▪ design rooms so that they are within hearing range of reception area or other workers ▪ set up room with an easy exit for workers in case of emergency <p>If no designated meeting rooms exist, set up offices so that workers can exit the office first.</p>		
VC6. Is there a place in which workers can safely store their personal belongings?				<p>Provide workers with a secure area to lock their personal belongings out of sight of the public.</p>		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
VC7. Do workers work at times of greater vulnerability, such as late at night, early in the morning or at very quiet times of the 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 co-ordinate security 		
VC8. Are there any other risks associated with the physical environment and a mobile workplace?				See the physical environment section of the General 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 responsibility and 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.		
VC10. 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 assistance 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 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 		
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.		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
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 escalation of behaviour ▪ 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 		
VC14. Are workers and supervisors trained in all relevant measures and procedures for protecting them 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: Handling Cash (HC)

This assessment is designed to assist workplaces to 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 cashier station in a fixed location
- Making night deposits

Job / Department/ Location:	Completed by:	Date:
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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and 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"> ▪ use wide counters or tables at customer service stations/desks ▪ if necessary, install a barrier to cover the booth and only have small opening to exchange the cash ▪ raise the counter to keep till (cash register) out of sight and to limit access 		
HC2. Can workers summon immediate assistance when workplace violence occurs or is likely to occur?				See the general assessment for suggested controls.		
HC3. Do workers use locked drop safes/time-lock safes?				Consider the following measures: <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/time-lock safes ▪ posting a sign notifying the public of the locked drop safes/time-lock safes 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
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>f there is more then one till, locate them away from each other but close enough that they are within view</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 or bushes do not block the view from within the workplace – keep 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 level that is not hazardous ▪ ensuring that all light equipment is periodically serviced and maintained 		
HC6. 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 to worker only areas ▪ using reception desks and sign-in procedures ▪ accompanying non-workers when in restricted 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
				<p>areas</p> <ul style="list-style-type: none"> ▪ 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 		
HC7. Do workers work in remote locations or isolated areas?				<p>Consider the following measures:</p> <ul style="list-style-type: none"> ▪ avoiding having one employee on shift where possible ▪ developing procedures that have experienced workers paired with more junior/new workers, where possible ▪ implementing a buddy system during opening and closing hours ▪ if possible, shortening the business hours in remote/isolated areas ▪ monitoring the workplace ▪ install panic buttons in several places that workers are aware of. Workers should have easy access them, but the 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 ▪ designating a person to monitor contact with workers, and to follow-up if contact is lost 		
HC8. If applicable, are there signs and printed notices posted regarding the limited availability of cash at the workplace?				<p>Post signs and printed notes at the front entrance and near the till to inform the public of limited cash availability.</p>		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
HC9. If applicable, are there exit doors for cashiers to make a safe exit if necessary?				Consider providing more than one exit door to a safe area, such as an area occupied by other workers or the exterior of building.		
HC10. Does the workplace contain or sell sharp and/or dangerous items?				Consider the following measures: <ul style="list-style-type: none"> ▪ if possible, do not carry sharp and/or dangerous items ▪ sharp and dangerous items should be stored near the cash register and locked in a cabinet 		
HC11. Do workers work at times of greater vulnerability, such as late at night, early in the morning or at very quiet times of the 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 co-ordinate security 		
HC12. 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 co-ordinate security ▪ providing appropriate communications or individual security devices for summoning assistance. See the general assessment for more information on summoning assistance 		
HC13. Are there any other risks associated with cash handling and the physical environment?				See the physical environment section of the General Assessment for some other aspects of the physical environment that should be assessed.		

Measures and Procedures	Yes	No	N/A	Examples of Control Options	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
HC14. 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.		
HC15. Are there procedures for opening and closing hours?				Develop and implement procedures for opening and closing hours.		
HC16. 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 assistance or go to a safe area 		
HC17. 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, which could include: <ul style="list-style-type: none"> ▪ recommended actions and responses ▪ when to call for assistance or go to a safe area 		
HC18. 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.		
HC19. 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 vehicle and checking back seat before unlocking vehicle ▪ locking doors and keeping windows up ▪ carrying and storing valuables ▪ reading or writing in parked vehicles ▪ full tank of gas or filling up at well-lit and busy gas stations ▪ how to choose a safe parking spot 		

Measures and Procedures	Yes	No	N/A	Examples of Control Options	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
				<ul style="list-style-type: none"> ▪ adequate light from street lamps 		
HC20. Have workers received training in robbery prevention and response?				<p>Consider establishing a robbery prevention and response program.</p> <p>Training could include:</p> <ul style="list-style-type: none"> ▪ techniques for preventing robberies ▪ safe responses to robbery ▪ no negative consequences to workers 		
HC21. Are workers and supervisors trained in all relevant measures and procedures for protecting them from workplace violence associated with handling cash?				<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: Mobile Workplace (MW)

This assessment assists with workplaces where workers are required to travel in a vehicle most of their workday with limited communication with their office. .
Examples of activities include:

- 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:
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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
MW1. Can workers summon immediate assistance when workplace violence occurs or is likely to occur, when on the road?				See the general assessment for suggested controls.		
MW2. Are vehicles used by workers regularly maintained?				Develop procedures to ensure vehicles used by workers are regularly maintained.		
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 provide GPS-equipped phones 		
MW4. Are workers working in remote or isolated locations?				Provide appropriate communications or individual security devices (e.g., 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 greater vulnerability, such as late at night, early in the morning or at very quiet times of the 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 co- 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
				ordinate security		
MW6. Are there any other risks associated with the physical environment for a mobile workplace?				See the physical environment section of the General 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 responsibility and completion dates, if possible)
MW7. 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.		
MW8. 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 assistance or go to a safe area 		
MW9. 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 assistance or go to a safe area 		
MW10. 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 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
MW11. 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.		
MW12. 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 vehicle and checking back seat before unlocking vehicle ▪ locking doors and keeping windows up ▪ carrying and storing valuables ▪ reading or writing in parked vehicles ▪ full tank of gas or filling up at well-lit and busy gas stations ▪ how to choose a safe parking spot ▪ adequate light from street lamps 		
MW13. 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 		
MW14. Are workers and supervisors trained in all relevant measures and procedures for protecting them 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: Contact with Clients (CC)

This assessment can assist with fixed location workplaces where workers are expected to provide a product or service to clients. 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

Job / Department/ Location:	Completed by:	Date:
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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and 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.		
CA2. Can workers summon immediate assistance when workplace violence occurs or is likely to occur?				See the general assessment for suggested controls.		
CC3. Does the workplace have a clean, uncluttered, welcoming atmosphere?				Consider the following measures: <ul style="list-style-type: none"> ▪ providing an informal, tidy entry area. ▪ posting signs such as “welcome” and “no harassment policy” signs. ▪ ensuring workers welcome clients and keep them informed of appointment delays, etc. 		
CC5. 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 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (Identify responsibility and completion dates, if possible)
				<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 to 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 		
CC6. Where clients could become aggressive or violent, are 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 		
CC7. 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 		
CC8. Is there a place for workers to safely store their personal belongings?				<p>Provide workers with a secure area to lock up their personal belongings out of sight of the public.</p>		
CC9. Are workers working in remote or isolated location within the building?				<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 ▪ 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 responsibility and completion dates, if possible)
				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 		
CC10. Do workers work at times of greater vulnerability, such as late at night, early in the morning or at very quiet times of the 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 co-ordinate security 		
CC13. Are there any other risks associated with the physical environment and contact with the public?				See the physical environment section of the General 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 responsibility and completion dates, if possible)
CC14. 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.		
CC15. 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 assistance or go to a safe area 		
CC16. 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 assistance or go to a safe area 		
CC17. 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.		
Are workers and supervisors trained in all relevant measures and procedures for protecting them from workplace violence associated with contact with 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 in High Crime Areas (CA)

This assessment is designed to assist workplaces to assess the risk of workplace violence where workers perform services in a fixed location that is located in a high crime area. Examples of activities include:

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

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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and 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 (e.g., cut shrubbery, change design of garbage bins). Position cameras in specific high-risk locations and continuously monitor.		
CA2. Are there designated, well-lit, monitored walkways for workers?				Identify/designate safe entrance and exit walkways for workers.		
CA3. Can workers summon immediate assistance when workplace violence occurs or is likely to occur?				See the general assessment for suggested controls.		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and 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 to 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 		
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 greater vulnerability, such as late at night, early in the morning or at very quiet times of the 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 co-ordinate security 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
CA7. Do workers work in remote and isolated areas inside the building?				<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 ▪ designating a person to monitor contact with workers, and to follow-up if contact is lost <p>Consider the following measures:</p> <ul style="list-style-type: none"> ▪ avoid having one employee on shift or have a buddy system during opening and closing hours ▪ if possible, shorten the business hours in remote/isolated areas ▪ consider joining with your building or neighbouring businesses to co-ordinate security ▪ position cameras in specific high-risk locations and continuously monitor 		
CA8. Have you surveyed the interior of the building for possible hiding places?				<p>Consider:</p> <ul style="list-style-type: none"> ▪ locking storage rooms, washrooms, etc. to limit client/visitor access ▪ continuously monitoring potential hiding places (e.g., stairwells) 		
CA9. Are there any other risks associated with the physical environment and a high-crime area?				See the physical environment section of the General 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 responsibility and completion dates, if possible)
TG10. 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 assistance or go to a safe area 		
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 assistance or go to a safe area 		
CA13. Have you developed a working relationship with community crime-prevention groups?				Consider participating in community group efforts to reduce crime (e.g., attend meetings, participate in awareness campaigns, volunteer for community activities or fund raisers).		
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 (e.g. taxi service to worker's door).		
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.		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
CA16. 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 vehicle and checking back seat before unlocking vehicle ▪ locking doors and keeping windows up ▪ carrying and storing valuables ▪ reading or writing in parked vehicles ▪ full tank of gas or filling up at well-lit and busy gas stations ▪ how to choose a safe parking spot ▪ adequate light from street lamps 		
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 ▪ 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 Valuables (SV)

This assessment is designed to assist workplaces to assess the risk of workplace violence where a worker's principle 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. Examples of activities include:

- Working in presence of cash, goods or medications that may be readily sold or pawned
- Working in 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

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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Control	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
SV1. Can workers summon immediate assistance when workplace violence occurs or is likely to occur?				See the general assessment for suggested controls.		
SV2. Are workers working in remote and isolated areas?				See summoning assistance and maintaining contact questions. Consider a buddy system.		
SV23. Do workers work at times of greater vulnerability, such as late at night, early in the morning or at very quiet times of the 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. See the general assessment for more information on summoning assistance 		

Physical Environment	Yes	No	N/A	Examples of Control	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
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 physical environment section of the General 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 responsibility and 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 (e.g., robberies) 		
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 to follow-up if contact is lost (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.		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
SV10. 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 vehicle and checking back seat before unlocking vehicle ▪ locking doors and keeping windows up ▪ carrying and storing valuables ▪ reading or writing in parked vehicles ▪ full tank of gas or filling up at well-lit and busy gas stations ▪ how to choose a safe parking spot ▪ 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 ▪ signs of escalation of behaviour ▪ recognition of potentially violent situations, including situations of sexual violence ▪ recommended actions and reactions, including when to leave or escape ▪ appropriate responses to incidents, including defusing hostile or aggressive behaviours 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
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?				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: Transporting People and/or Goods (TG)

This assessment is designed to assist workplaces to assess the risk of workplace violence where workers/drivers transport goods of all kinds in trucks and mid-size vehicles. Examples of activities include:

- 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

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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
TG1. Do passengers have physical access to drivers?				Consider: <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 driver is harassed (e.g., access to service will be denied, police will be called) 		
TG2. Do drivers carry large amounts of money?				Truck drivers (transporting goods): <ul style="list-style-type: none"> ▪ increase the use of debit/credit cards for payment of goods ▪ should carry little cash. Establish a rule that money in excess of a set amount must be deposited at the bank 		

<p>TG3. Do workers work at times of greater vulnerability, such as late at night, early in the morning, very long hours, or at very quiet times of the day?</p>			<p>Assess higher risk times and the need for additional measures to protect workers, such as:</p> <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 (See the general assessment for more information on summoning assistance) 		
<p>TG4. Are workers transporting people or goods in remote and isolated areas?</p>			<p>See summoning assistance and maintaining contact questions. Consider a buddy system.</p>		
<p>TG5. Are vehicles used by workers regularly maintained?</p>			<p>Develop and implement procedures to ensure vehicles used by workers are regularly maintained:</p> <ul style="list-style-type: none"> ▪ develop a daily, weekly, monthly checklist ▪ check on interior and exterior mirrors ▪ replace damaged mirrors ▪ install new large full-access mirrors in areas where it is required <p>Where a vehicle is inoperable while passengers are present, notify them in a calm manner and immediately call for back up. Avoid confrontations.</p>		

TG6. Can workers summon immediate assistance when workplace violence occurs or is likely to occur?				See the general assessment for suggested controls. Additional controls could include: <ul style="list-style-type: none"> ▪ flashing lights, such as those used on taxis in some cities ▪ GPS tracking systems to allow fast access to supervisors and emergency services 		
TG7. Is there adequate lighting within and outside the vehicle?				Ensure the brightness levels, glare, contrast and shadows are maintained at level that creates natural surveillance internally and externally. Ensure that all light fixtures work properly and are regularly serviced and maintained.		
TG8. Are there any other risks for drivers associated with the physical environment?				See the physical environment section of the General 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 responsibility and completion dates, if possible)
TG9. 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.		
TG10. Do you maintain regular contact with workers who are transporting people or goods?				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 (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 (identify responsibility and completion dates, if possible)
TG11. 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 		
TG12. Are clients notified of the vehicle's schedule (arrival time)?				All transportation sectors: <ul style="list-style-type: none"> early notification can relieve client aggression caused by fear of late arrival of goods Truck drivers (transporting goods): <ul style="list-style-type: none"> notify client in advance of the arrival day and time either by phone, letter or email call close to scheduled delivery time to notify client of delays 		
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.		
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 escalation of behaviour recognition of potentially violent situations, including situations of sexual violence recommended actions and reactions, including when to leave or escape appropriate responses to incidents, 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
				including defusing hostile or aggressive behaviours		
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 		

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

This assessment can assist workplaces where workers are expected to work at a fixed workplace where they are working alone or with very few other workers at a workplace. 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 a high potential of 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

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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
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?				See the general assessment for suggested controls.		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and 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 to 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 		
WA5. Do workers work at times of greater vulnerability, such as late at night, early in the morning or at very quiet times of the 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 co-ordinate security 		
WA5. Are there any other risks associated with physical environment and working alone?				See the physical environment section of the General 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 responsibility and completion dates, if possible)
WA6. Do you have procedures for opening, closing, or securing the workplace prior to starting and at the end of the shift?				Develop and implement procedures for opening, closing, or securing the workplace prior to starting and at the end of the shift. 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 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 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, 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 		

Measures and Procedures	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (identify responsibility and completion dates, if possible)
				<ul style="list-style-type: none"> ▪ walking around vehicle and checking back seat before unlocking vehicle ▪ locking doors and keeping windows up ▪ carrying and storing valuables ▪ reading or writing in parked vehicles ▪ full tank of gas or filling up at well-lit and busy gas stations ▪ how to choose a safe parking spot ▪ adequate light from street lamps 		
<p>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?</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 		