|  |  |  |
| --- | --- | --- |
| **Workplace**  **Violence**  **Risk**  **Assessment**  UBC Enter department name  Click to enter date |  | **Developed by:**  **UBC Safety & Risk Services** |

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Introduction

UBC’s Workplace Violence Prevention Program is focused on creating safety for our workers and the community that studies, lives or visits the campus. The Workplace Violence Risk Assessment identifies and makes recommendations for improvements to personal security in areas where workplace violence is more likely to occur.

Risk Assessment Steps

The workplace violence risk assessment includes a number of steps. This information gathers through the process assists in identifying the hazards that may increase the risk of violence in the workplace.

|  |  |
| --- | --- |
| 1.0 | Review of WorkSafeBC Definition of Workplace Violence and Workplace Conduct; |
| 2.0 | Review of UBC related policies and procedures related to personal security; |
| 3.0 | Review reports of past violent or threats of violence incidents (this can include information from departmental files, Campus Security reports or the UBC Central Accident Incident Reporting System (UBC CAIRS); |
| 4.0 | Review risks for violence from other workplaces that do the same or similar types of work; |
| 5.0 | Collect information from employees regarding risks for violence; |
| 6.0 | Complete assessment for specific risk forms applicable to the workplace:  Select the risk applicable to your workplace:  Working alone or in isolation with the likelihood of dealing with an irate person.  Providing services directly to the public.  Handling, securing, protecting cash or valuables including narcotics and controlled substances.  Making decisions which may impact academic; employment status; or dealing with controversial personal matters.  Dealing with unstable/volatile individuals.  Patrolling or providing protective services and/or by-law enforcement.  Transporting people or goods.  Traveling to remote or hazardous locations. |

1.0 Review of WorkSafeBC Definition of Workplace Violence and Workplace Conduct

Violence from Person Other than a Worker:

WorkSafeBC defines Violence as the “*attempted or actual exercise by a person, other than a worker*, or any physical force so as to cause injury of the worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury” ([see Section 4.27 - Part 4 General Conditions of the Occupational Health & Safety Regulation](http://www2.worksafebc.com/Publications/OHSRegulation/Part4.asp?ReportID=17999)).

Worker to Worker Violence:

WorkSafeBC defines Workplace Conduct as “improper activity or behaviour that includes the *attempted or actual exercise by a worker towards another worker* of any physical force so as to cause injury, and includes any threatening statements or behaviour which gives the worker reasonable cause to believe he or she is at risk of injury and includes horseplay, practical jokes, unnecessary running or jumping or similar conduct ([see Section 4.24 - Part 4 General Conditions of the Occupational Health & Safety Regulation](http://www2.worksafebc.com/Publications/OHSRegulation/Part4.asp?ReportID=17996)).

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**Any incidents of violence between workers must be investigate and reported as Workplace Conduct.**

2.0 Review of UBC Related Policies & Procedures Related to Personal Security

University Safety Policy

UBC aims to eliminate unnecessary risks, injuries, and occupational diseases from UBC’s workplace. [See UBC Policy SC1: Occupational and Research Health and Safety](https://universitycounsel.ubc.ca/board-of-governors-policies-procedures-rules-and-guidelines/policies/)

Response to At Risk Behaviour

UBC strives to provide a welcoming environment in which all individuals can visit, work, and study without threat to personal safety or property, or disruption. [See UBC Policy SC13: Response to At-Risk Behaviour](https://universitycounsel.ubc.ca/board-of-governors-policies-procedures-rules-and-guidelines/policies/)

Respectful Environment Statement

The University of British Columbia envisions a climate in which students, faculty and staff are provided with the best possible conditions for learning, researching and working, including an environment that is dedicated to excellence, equity and mutual respect. The University of British Columbia strives to realize this vision by establishing employment and educational practices that respect the dignity of individuals and make it possible for everyone to live, work, and study in a positive and supportive environment, free from *harmful behaviours such as bullying and harassment*. [See Respectful Environment Statement](http://www.hr.ubc.ca/respectful-environment/files/UBC-Statement-on-Respectful-Environment-2014.pdf).

Student Code of Conduct – Non Academic Misconduct

The University respects the right of students to conduct their own personal lives. This Code governs conduct only to the extent necessary to protect the integrity and proper functioning of the academic and non-academic activities of the University, the peaceful and safe enjoyment of University facilities by other members of the University and the public, the freedom of members of the University to participate reasonably in the programs of the University and in activities in or on the University's premises, or to protect the property of the University or its members. [See Student Code of Conduct](http://www.calendar.ubc.ca/Vancouver/index.cfm?tree=3,54,750,0).

3.0 Review of Past Violent Incidents

|  |  |  |  |
| --- | --- | --- | --- |
| Violence Type | Enter current year | Enter previous year | Enter 2years previous |
| Threats | # of incidents | # of incidents | # of incidents |
| Assaults | # of incidents | # of incidents | # of incidents |
| Robbery | # of incidents | # of incidents | # of incidents |

**Note:** If the current year is 2020 then the previous year is 2019 and 2 years previous is 2018

4.0 Review Risks for Violence from other Similar Workplaces

Workplace #1

|  |
| --- |
| Enter name of similar workplace #1 |
| Enter information regarding incidents of violence |

Workplace #2

|  |
| --- |
| Enter name of similar workplace #2 |
| Enter information regarding incidents of violence |

5.0 Information from Workers Regarding Risk for Violence

Information collected from workers can be achieved through group discussions, individual meetings and/or surveys.

|  |
| --- |
| Enter information from workers regarding risk for violence |

6.0 Assessment for Specific Risks of Violence Applicable to the Workplace

See appendix 1

7.0 Personal Security Tips

See appendix 2

8.0 Emergency & Safety Resource Numbers

See Emergency & Safety Resource Document

Appendix 1

## Assessment for Specific Risk:

## 01 - Working Alone or in Isolation

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| **Complete this Specific Risk Assessment if Workplace Activities Include:** |
| * Working alone or in an isolated area away from other workers * Working in a remote area where there is public access * Working in a location where there is limited or no access to communication tools and other security devices * Working in a location where there is a high potential for assault or robbery |

Instructions:

1. Check the appropriate response under the physical environment/measures & procedures statement
2. Check and/or enter existing controls already in place
3. Enter the recommended controls or actions required
4. Enter who is responsible and date for the recommended control or action to be completed.

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

| **Physical Environment /**  **Measures & Procedures** | | **Existing Controls** | **Recommended Controls / Action** | **Person Responsible / Date of Completion** |
| --- | --- | --- | --- | --- |
| 1. Does the public have direct physical access to the workplace? | YES  NO  N/A | Counters and/or barriers prevent physical access to non-public areas  Equipment is in place to notify workers when someone enters the workplace  Reception areas are visible to other workers  Signs are posted for worker-only areas  Non-workers are accompanied in restricted areas  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 2. Can workers call for immediate help when required? | YES  NO  N/A | Equipment exists that can automatically summons assistance  Phones are pre-programmed to speed dial emergency numbers  Emergency numbers are posted by all phones  Internal code word(s) are in place to indicate that help is needed  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 3. Do workers work at times of increased vulnerability such as late at night or early morning? | YES  NO  N/A | Workers are trained in security procedures for opening & closing when alone  A check-in protocol or system is in place including process if worker does not respond  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 4. Are workers trained on the working alone procedures? | YES  NO  N/A | Workers are trained on working alone procedures  Designated person to monitor contact with workers is trained on working alone procedures and required documentation of each contact with the worker  Working alone procedures are regularly reviewed to ensure they address current risks  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 5. Are there regularly timed contacts with workers when they are working alone or in isolation? | YES  NO  N/A | Cell phones or other communications or monitoring devices are provided  Regular contact times or check-in points are in place  Designated person to monitor contact with workers, and to follow up if contact is lost  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 6. Are there procedures in place to identify high-risk individuals, situations or locations, and how to respond to aggressive or violent people? | YES  NO  N/A | Workers are trained in procedures to identify high risk situations and how to respond  Violence prevention measures are reviewed annually with workers  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |

Additional Information (if required):

|  |
| --- |
| Enter additional information |

## Assessment for Specific Risk:

## 02 - Providing Services Directly to the Public

|  |
| --- |
| **Complete this Specific Risk Assessment if Workplace Activities Include:** |
| Workplaces where workers are expected to have direct contact with the public, for example, in retail locations, office environments, health care services, and student services. 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 the public that have access to staff |

Instructions:

1. Check the appropriate response under the physical environment statement
2. Check or enter existing controls already in place
3. Enter the recommended controls or actions required
4. Enter who is responsible and date for the recommended control or action to be completed.

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

| **Physical Environment /**  **Measures & Procedures** | | **Existing Controls** | **Recommended Controls / Action** | **Person Responsible / Date of Completion** |
| --- | --- | --- | --- | --- |
| 1. Does the public have direct physical access to the workplace? | YES  NO  N/A | Counters and/or barriers prevent physical access to non-public areas  Equipment is in place to notify workers when someone enters the workplace  Reception areas are visible to other workers  Signs are posted for worker-only areas  Non-workers are accompanied in restricted areas  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 2. Can workers call for immediate help when required? | YES  NO  N/A | Equipment exists that can automatically summons assistance  Phones are pre-programmed to speed dial emergency numbers  Emergency numbers are posted by all phones  Internal code word(s) are in place to indicate that help is needed  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 3. Are there objects or equipment on counters in public areas that could be used to hurt people? | YES  NO  N/A | Public counters are free of equipment and clutter  Sharp and dangerous items are stored so that only workers have access to them  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 4. Are there designated rooms for meeting with clients? | YES  NO  N/A | Meeting room interior is visible to other workers  Meeting room is within hearing range of other workers  Meeting room is set up with an easy exit for workers in case of emergency  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 5. Are there procedures in place to identify high-risk individuals, situations or locations, and how to respond to aggressive or violent people? | YES  NO  N/A | Workers are trained in procedures to identify high risk situations and how to respond  Violence prevention measures are reviewed annually with workers  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |

Additional Information (if required):

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| --- |
| Enter additional information |

## Assessment for Specific Risk:

## 03 – Handling, Securing, Protecting Cash or Valuables including Narcotics & Controlled Substances

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| **Complete this Specific Risk Assessment if Workplace Activities Include:** |
| * Working at a cashier station in a fixed location * Making cash deposits * Handling or storing: * Valuable goods; * Narcotics/drugs in a laboratory or medical centre; and or * Restricted or controlled substances in a laboratory or medical centre that could be used for alternative purposes |

Instructions:

1. Check the appropriate response under the physical environment/measures & procedures statement
2. Check and/or enter existing controls already in place
3. Enter the recommended controls or actions required
4. Enter who is responsible and date for the recommended control or action to be completed.

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

| **Physical Environment /**  **Measures & Procedures** | | **Existing Controls** | **Recommended Controls / Action** | **Person Responsible / Date of Completion** |
| --- | --- | --- | --- | --- |
| 1. Does the public have direct physical access to the worker who is handling cash? | YES  NO  N/A | Cashier stations are visible to other workers and/or the outside  Counters and/or barriers prevent physical access to cash areas  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 2. Can workers call for immediate help when required? | YES  NO  N/A | Equipment exists that can automatically summons assistance  Phones are pre-programmed to speed dial emergency numbers  Emergency numbers are posted by all phones  Internal code word(s) are in place to indicate that help is needed  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 3. If there is cash on site, are there signs posted about the limited availability of cash on site? | YES  NO  N/A | Signage is posted at exterior entrances  Signage is posted near the cash register  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 4. Are locked drop/time lock safes used to limit the availability of cash in the register? | YES  NO  N/A | Cash is regularly deposited in a lock drop/time-locked safe  Written procedures are in place and workers trained on when to deposit cash in the lock drop/time-lock safe  Signage is posted to notify the public of the locked drop/time-locked safes  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 5. Do workers make cash deposits outside their immediate workplace? | YES  NO  N/A | Security patrols are used during deposits  Workers’ travel times and routes are varied  More than one worker is present when cash is being moved  A communication or security device is provided to summon for help if needed  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 6. Are security measure in place to restrict access when narcotics or controlled substances are on site? | YES  NO  N/A | Access is restricted to areas where narcotics or controlled substances are stored  Narcotics or controlled substances are stored in a locked room  Narcotics or controlled substances are stored in a locked cupboard, fridge, drawer in a steel cabinet, or equivalent  Narcotics or controlled substances storage cabinet is fastened to the floor and/or wall  Narcotics or controlled substances are stored in an alarmed room  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 7. Are there procedures in place to identify high-risk individuals, situations or locations, and how to respond to aggressive or violent people? | YES  NO  N/A | Workers are trained in procedures to identify high risk situations and how to respond  Violence prevention measures are reviewed annually with workers  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |

Additional Information (if required):

|  |
| --- |
| Enter additional information |

## Assessment for Specific Risk:

## 04 - Making Decisions which may impact Academic or Employment Status / Dealing with Sensitive or Controversial Personal Matters

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| --- |
| **Complete this Specific Risk Assessment if Workplace Activities Include:** |
| * Providing services to clients (staff, students or public) that are of a sensitive or controversial personal matter * Making decisions that may impact academic or employment status |

Instructions:

1. Check the appropriate response under the physical environment/measures & procedures statement
2. Check and/or enter existing controls already in place
3. Enter the recommended controls or actions required
4. Enter who is responsible and date for the recommended control or action to be completed.

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

| **Physical Environment /**  **Measures & Procedures** | | **Existing Controls** | **Recommended Controls / Action** | **Person Responsible / Date of Completion** |
| --- | --- | --- | --- | --- |
| 1. Does the public have direct physical access to the workplace? | YES  NO  N/A | Counters and/or barriers prevent physical access to non-public areas  Equipment is in place to notify workers when someone enters the workplace  Reception areas are visible to other workers  Signs are posted for worker-only areas  Non-workers are accompanied in restricted areas  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 2. Can workers call for immediate help when required? | YES  NO  N/A | Equipment exists that can automatically summons assistance  Phones are pre-programmed to speed dial emergency numbers  Emergency numbers are posted by all phones  Internal code word(s) are in place to indicate that help is needed  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 3. Are there objects or equipment on counters in public areas that could be used to hurt people? | YES  NO  N/A | Public counters are free of equipment and clutter  Sharp and dangerous items are stored so that only workers have access to them  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 4. Are there designated rooms for meeting with clients? | YES  NO  N/A | Meeting room interior is visible to other workers  Meeting room is within hearing range of other workers  Meeting room is set up with an easy exit for workers in case of emergency  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 5. Is a notification system in place that alerts workers when a sensitive decision has been made that may increase risk to people in the immediate work area? | YES  NO  N/A | Procedures to identify, evaluate, and inform workers about the risk and possible triggers for violence are in place.  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 6. Are there procedures in place to identify high-risk individuals, situations or locations, and how to respond to aggressive or violent people? | YES  NO  N/A | Workers are trained in procedures to identify high risk situations and how to respond  Violence prevention measures are reviewed annually with workers  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |

Additional Information (if required):

|  |
| --- |
| Enter additional information |

## Assessment for Specific Risk:

## 05 - Dealing with Unstable / Volatile Individuals

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| --- |
| **Complete this Specific Risk Assessment if Workplace Activities Include:** |
| * Providing service to persons with physiological, psychological, or psychiatric conditions, or substance abuse issues * Providing service that involves physical contact with clients who may be unpredictable due to influences outside the workplace |

Instructions:

1. Check the appropriate response under the physical environment/measures & procedures statement
2. Check and/or enter existing controls already in place
3. Enter the recommended controls or actions required
4. Enter who is responsible and date for the recommended control or action to be completed.

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

| **Physical Environment /**  **Measures & Procedures** | | **Existing Controls** | **Recommended Controls / Action** | **Person Responsible / Date of Completion** |
| --- | --- | --- | --- | --- |
| 1. Does the public have direct physical access to the workplace? | YES  NO  N/A | Counters and/or barriers prevent physical access to non-public areas  Equipment is in place to notify workers when someone enters the workplace  Reception areas are visible to other workers  Signs are posted for worker-only areas  Non-workers are accompanied in restricted areas  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 2. Can workers call for immediate help when required? | YES  NO  N/A | Equipment exists that can automatically summons assistance  Phones are pre-programmed to speed dial emergency numbers  Emergency numbers are posted by all phones  Internal code word(s) are in place to indicate that help is needed  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 3. Are there objects or equipment on counters in public areas that could be used to hurt people? | YES  NO  N/A | Public counters are free of equipment and clutter  Sharp and dangerous items are stored so that only workers have access to them  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 4. Are there designated rooms for meeting with clients? | YES  NO  N/A | Meeting room interior is visible to other workers  Meeting room is within hearing range of other workers  Meeting room is set up with an easy exit for workers in case of emergency  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 5. Are there procedures in place to identify high-risk individuals, situations or locations, and how to respond to aggressive or violent people? | YES  NO  N/A | Workers are trained in procedures to identify high risk situations and how to respond  Violence prevention measures are reviewed annually with workers  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |

Additional Information (if required):

|  |
| --- |
| Enter additional information |

## Assessment for Specific Risk:

## 06 – Patrolling, Providing Protective Services and/or By-Law Enforcement

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| --- |
| **Complete this Specific Risk Assessment if Workplace Activities Include:** |
| * Patrolling or providing protective services and/or responding to security conditions * Enforcing by-laws or campus policies |

Instructions:

1. Check the appropriate response under the physical environment/measures & procedures statement
2. Check and/or enter existing controls already in place
3. Enter the recommended controls or actions required
4. Enter who is responsible and date for the recommended control or action to be completed.

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

| **Physical Environment /**  **Measures & Procedures** | | **Existing Controls** | **Recommended Controls / Action** | **Person Responsible / Date of Completion** |
| --- | --- | --- | --- | --- |
| 1. Can workers call for immediate help when required? | YES  NO  N/A | Equipment exists that can automatically summons assistance  Phones are pre-programmed to speed dial emergency numbers  Emergency numbers are available to all workers  Two way radios with direct contact to a dispatcher or co-workers are used  Internal code word(s) are in place to indicate that help is needed  Procedures in place for contacting 911  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 2. Do workers work at times of increased vulnerability, such as late at night or early morning? | YES  NO  N/A | Buddy system / minimizing number or employees working during higher-risk times  Procedures for responding to high risk  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 3. Are vehicles regularly inspected to ensure that they are in good working condition? | YES  NO  N/A | Vehicles are checked at the start and end of shift  Procedures exist for removing unsafe vehicles  Vehicles have scheduled regular maintenance  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 4. Is security communication equipment regularly inspected to ensure that they are in good working condition (radios, phones, GPS, etc.)? | YES  NO  N/A | Equipment is checked at the start and end of shift  Procedures exist for removing unsafe equipment  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 5. Is there regular contact with workers to check for their safety? | YES  NO  N/A | Cell phones/other communication or monitoring devices are provided to workers  Regular contact or check-in points in place  Designated person monitors contact with workers and follow up if contact is lost  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 6. Are there procedures in place to identify high-risk individuals, situations or locations, and how to respond to aggressive or violent people? | YES  NO  N/A | Workers are trained in procedures to identify high risk situations and how to respond  Violence prevention measures are reviewed annually with workers  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |

Additional Information (if required):

|  |
| --- |
| Enter additional information |

## Assessment for Specific Risk:

## 07 – Transporting People or Goods

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| --- |
| **Complete this Specific Risk Assessment if Workplace Activities Include:** |
| * Transporting people or goods on public roadways * Working in situations where there is exposure to theft of goods that are being transferred |

Instructions:

1. Check the appropriate response under the physical environment/measures & procedures statement
2. Check and/or enter existing controls already in place
3. Enter the recommended controls or actions required
4. Enter who is responsible and date for the recommended control or action to be completed.

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

| **Physical Environment /**  **Measures & Procedures** | | **Existing Controls** | **Recommended Controls / Action** | **Person Responsible / Date of Completion** |
| --- | --- | --- | --- | --- |
| 1. Do passengers have physical access to drivers? | YES  NO  N/A | Cage, barrier/partition, or door with a glass shield installed to prevent direct access to driver  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 2. Can workers call for immediate help when required? | YES  NO  N/A | Equipment exists that can automatically summons assistance  Emergency numbers available to all workers  Two way radios with direct contact to a dispatcher or co-workers are used  Internal code word(s) are in place to indicate that help is needed  Procedures in place for contacting 911  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 3. Do workers work at times of increased vulnerability, such as late at night or early morning? | YES  NO  N/A | Buddy system / minimizing number or employees working during higher-risk times  Procedures for responding to high risk calls  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 4. Are workers transporting people or goods in remote and isolated areas? | YES  NO  N/A | Buddy system for travelling to remote areas  Communication or security devices (telephones, two-way radios, alarm button, etc.)  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 5. Are vehicles regularly inspected to ensure that they are in good working condition? | YES  NO  N/A | Vehicles are checked at the start and end of shift  Procedures exist for removing unsafe vehicles  Vehicles have scheduled regular maintenance  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 6. Is there regular contact with workers to check for their safety? | YES  NO  N/A | Cell phones/other communication or monitoring devices are provided to workers  Regular contact or check-in points in place  Designated person monitors contact with workers and follow up if contact is lost  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 7. Are there procedures in place to identify high-risk individuals, situations or locations, and how to respond to aggressive or violent people? | YES  NO  N/A | Workers are trained in procedures to identify high risk situations and how to respond  Violence prevention measures are reviewed annually with workers  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |

Additional Information (if required):

|  |
| --- |
| Enter additional information |

## Assessment for Specific Risk:

## 08 – Travel to Remote or Hazardous Locations

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| --- |
| **Complete this Specific Risk Assessment if Workplace Activities Include travel to:** |
| * Locations identified as hazardous by Foreign Affairs, etc. * Locations where there is a high risk of violence based on police statistics * Locations with a high risk for theft or property damage * Locations with limited or no access to communication tools or other security devices |

Instructions:

1. Check the appropriate response under the physical environment/measures & procedures statement
2. Check and/or enter existing controls already in place
3. Enter the recommended controls or actions required
4. Enter who is responsible and date for the recommended control or action to be completed.

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

| **Physical Environment /**  **Measures & Procedures** | | **Existing Controls** | **Recommended Controls / Action** | **Person Responsible / Date of Completion** |
| --- | --- | --- | --- | --- |
| 1. Are safe visit plans in place before workers visit high risk or remote locations? | YES  NO  N/A | Safe visit plans are developed for each worker who visits high risk or remote locations  Supervisor reviews the safe plan visit with workers prior to visiting high risk or remote locations  Safe visit plans are reviewed annually with workers to ensure plans are current  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 2. Can workers call for immediate help when required? | YES  NO  N/A | Equipment exists that can automatically summons assistance  Emergency numbers available to all workers  Two way radios with direct contact to a dispatcher or co-workers are used  Internal code word(s) are in place to indicate that help is needed  Procedures in place for contacting 911  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 3. Do workers work at times of increased vulnerability, such as late at night or early morning? | YES  NO  N/A | Buddy system / minimizing number or employees working during higher-risk times  Procedures for responding to high risk calls  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 4. Are workers provided with the safest route to travel? | YES  NO  N/A | A risk assessment has been conducted to identify high crime areas or remote locations and the safest route to travel including parking, walking, public transportation, and hotel recommendations  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 5. Are vehicles regularly inspected to ensure that they are in good working condition? | YES  NO  N/A | Vehicles are checked at the start and end of shift  Procedures exist for removing unsafe vehicles  Vehicles have scheduled regular maintenance  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 6. Is there regular contact with workers to check for their safety? | YES  NO  N/A | Cell phones/other communication or monitoring devices are provided to workers  Regular contact or check-in points in place  Designated person monitors contact with workers and follow up if contact is lost  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |
| 7. Are there procedures in place to identify high-risk individuals, situations or locations, and how to respond to aggressive or violent people? | YES  NO  N/A | Workers are trained in procedures to identify high risk situations and how to respond  Violence prevention measures are reviewed annually with workers  Other existing control  Other existing control | Recommended control  Recommended control  Recommended control  Recommended control | Person Responsible  Date of Completion |

Additional Information (if required):

|  |
| --- |
| Enter additional information |

Appendix 2

University of British Columbia

**WORKPLACE VIOLENCE PREVENTION PROGRAM**

*Personal Security in the Workplace*

**GENERAL SECURITY TIPS**

**Personal Security**

These general precautions will help you feel and be safe.

What information is important to enhance personal security in the workplace?

* Know the location of the nearest phone, alarm and exits.
* Have emergency numbers posted by the phone.
* When possible, do not work alone.
* If you are working alone or in isolation, your supervisor is required to develop a Working Alone Safety Plan with checks at regular intervals.

What information is important to enhance personal security outside the workplace?

* Trust your instincts. If a situation feels threatening, leave and/or seek assistance.
* Walk with someone else whenever possible. Use Safewalk.
* Stay in busy, well-lit areas. Do not take shortcuts through low-traffic areas.
* Use caution when stopping to give strangers information or directions, especially at night.
* If you suspect you are being followed, change directions, cross the street and go to a busy, well-lit area. Report the incident to the police immediately.
* Park your car or bicycle in a busy, well-lit area. If this is not possible, or if you are returning to your vehicle late at night, call Safewalk, or have someone accompany you.
* Be alert as you return to your vehicle. If someone is hanging around – leave. Have your keys ready as you approach. Lock your door and keep your windows rolled up.

What should you do if you feel threatened?

* Trust your feelings.
* Put distance between yourself and the other person.
* Use assertive verbal language and strong body language.
* Get the attention of others – YELL!

What should you do if you witness a crime?

* Call 911 and then Campus Security.
* Do not place yourself in danger by attempting to apprehend or interfere with a suspect.
* Get a good description of the suspect. Note physical characteristics, clothing, direction and mode of travel.
* Note the license plate number as well as the make and colour of any vehicle which may be involved.

**Strangers in Your Workplace**

UBC is private property that is open to the public

* Do not confront them.
* Do not block their exit route.
* Use a customer service approach and ask if you can help them find a room or person they are looking for.
* If they appear to be suspicious, take note of their appearance and contact Security

If you are alone in the building:

* If the stranger persists in speaking to you, say you are "meeting Mr. Smith in room 123 and you must hurry."
* If the person insists on asking you questions, you may want to say "Mr. Jones in room 456 would be better able to answer your questions."
* Lead the stranger to believe that there are other people in the building.
* You could say "I'm meeting Security for an escort and they're waiting for me. I have to go."
* If possible, take note of their appearance or the suspicious incident and pass this information along to Security when safe to do so.

**Working Alone or in Isolation**

* If a colleague is working in a different office, have a system where you check on each other.
* If there is no one else working in your building, consider a "contact" off campus.
* Phone home or a friend every so often.
* If your contact doesn't hear from you as planned, they should first call your office.
* If there is no answer, they can call Security.
* Security will check your office and building.
* You should also tell your contact where you have parked so that Security can check to see if your car is still there.

**VIOLENCE PREVENTION & RESPONSE**

**Active Shooter**

An active shooter is a person actively shooting at people, usually at random, in a confined or populated area. In most cases, there is no pattern or method to their actions. Active shooter situations evolve quickly and can be over in 10 to 15 minutes. Refer to www.ubc.ca for all updates in the event of an incident occurring.  
  
If faced with an active shooter incident, there are THREE things you can do that make a difference. RUN, HIDE, FIGHT.

What to do if there is an active shooter is in your building?

* If you determine it is safe, **RUN (get out)**! This is your first and best option.
* Leave your belongings behind.
* Advise others not to enter the danger zone.
* Call Police – 911 as soon as it is safe to do so.

What to do if evacuation from your building is not safe?

* If evacuation is not possible, find a place to **HIDE**
* Lock and/or barricade the door.
* Turn off or silence your cell phone, including the vibrate feature.
* Hide behind large objects if possible.
* Stay low, below window level and be quiet.
* Close curtains or blinds where possible.
* Await instruction or escort from law enforcement (if unsure, they will have a key)

What to do if your life is in danger?

* As a last resort, and only if your life is in danger; **FIGHT**.
* Attempt to incapacitate the shooter.
* Act with physical aggression.
* Improvise weapons.
* Commit to your actions.
* Once the shooter is incapacitated, call Police – 911.

What to do when law enforcement arrives?

* Keep your EMPTY hands raised and visible.
* Remain calm and follow instructions.
* Avoid pointing or yelling.
* The first police officers to arrive will not respond to or aid those who are injured. They will go directly to the shooter.
* Know that help for the injured is on its way.
* The area is a crime scene. Police may secure all witnesses until identified and questioned.

How to receive Active Shooter Preparedness training?  
  
We offer a variety of [Emergency Preparedness training workshops](https://srs.ubc.ca/training-and-general-education-courses/emergency-preparedness-training/). Offered on-line or in a small group setting, you’ll have the opportunity to learn more about active shooter situations and UBC’s approach to maximize campus safety.

**Bomb Threats**

Threats can be received by phone, note, letter, email or other electronic means. Most bomb threats are made by persons who want to create an atmosphere of general anxiety and panic. All such threats must be taken seriously and handled as though an explosive is in the building. If you receive a bomb threat contact RCMP - 911 immediately, and then Security.

Phone Threat:

* Remain calm, listen carefully to what the caller is saying and write it down. Keep the caller talking and obtain the following information:
* Where is the bomb?
* When will it explode?
* What does it look like?
* What kind of bomb is it?
* Did you place the bomb? Why?
* What is your name?
* Where are you calling from?
* Record the details such as time of call, whether caller was male or female, any distinctive voice characteristics (accent, manner, speech, whether voice was familiar), whether there were background noises or reference to local issues.
* When the caller hangs up
* Call 911 for the Police
* Call Security
* Be prepared to give your name, phone number, and exact location with details of the threat.
* Do not hang up until you are released by the authority talking to you.
* Inform your Supervisor.
* Do not spread word of the threat as this should be handled by the authorities.

Written Threat:

* Immediately report the incident to your supervisor.
* Do not raise a general alarm.
* Call Security and the Police
* Save all material for forensic examination by Police, including the envelope or container, and avoid unnecessary handling.

**Communicating with a Potentially Violent Person**

Tips for Verbal Communications:

* Focus your attention on the other person to let them know you are interested in what they have to say.
* Do not glare or stare, which may be perceived as a challenge.
* Remain calm and try to calm the other person. Do not allow the other person's anger to become your anger.
* Remain conscious of how you are delivering your words.
* Speak slowly, quietly and confidently.
* Speak simply.
* Avoid communicating a lot of technical and complicated information when emotions are high.
* Listen carefully. Do not interrupt or offer unsolicited advice or criticism.
* Encourage the person to talk. Do not tell the person to relax or calm down.
* Remain open-minded and objective.
* Acknowledge the person's feelings. Indicate that you can see he or she is upset.

Tips for non-verbal behaviour and communication:

* Use calm body language - relaxed posture with hands unclenched, attentive expression.
* Arrange yourself so that your exit is not blocked.
* Position yourself at a right angle rather than directly in front of the other person.
* Give the person enough physical space… this varies by culture, but normally 1-2 metres is considered an adequate distance.
* Get on the other person's physical level. If they are seated try kneeling or bending over, rather than standing over them. Do not pose a challenging stance. Such as:
  + standing directly opposite someone;
  + putting your hands on your hips;
  + waving your arms;
  + crossing your arms.
* Do not make sudden movements which can be seen as threatening.

**Identifying and Dealing with Potentially Threatening Situations or Individuals**

Be alert and assess the threat. There is no set technique for dealing with highly agitated or potentially hostile people. Everyone in the scenario reacts differently to the situation. Anger can be a prelude to violence. To ignore the anger of an individual is to ignore the threat to personal safety.

Notify your supervisor of any threatening behaviour. When obvious signs of anger are not evident (shouting, swearing, threats, etc.) then staff should be alert to subtle signs including:

* rapid respiration
* pupils dilated
* fixed stare
* bunching up of the body
* white knuckle effect
* voice or complexion change

Never argue with an individual. Empathy will go a long way towards ensuring your safety. As well, it might buy you some time.

Tools to Assist in Calming Potentially Aggressive Behaviours:

* Distance – Personal space is the area around a person in which s/he feels safe; about 2 to 3 feet.
* Maintain an open stance – slightly turn your body at an angle to the other person. Keep your hands open and in plain view. This stance is less threatening. Do not cross your arms or point your finger
* Calm and in control – If another person yells at you, the automatic reaction is to raise your voice too. This tends to cause the other person to become even angrier.
* Listen and respond with empathy – Listen to what is being said and validate feelings. Most (but not all) persons will calm down once they get what is bugging them off their chest.
* Try to use the person’s name if you know it – People respond to their name.

Administrative and Design Tools to Reduce the Potential for Aggressive Behaviours:

* Try not to make appointments at the end of the day or week.
* Try to meet in an open space or at a large table
* If you must meet in your office:
  + Have two workers part of the meeting.
  + Keep the door to the interview room ajar if possible.
  + Keep a solid object between you and the individual (such as a table or desk).
  + Keep your desk top clear of any objects which might be used as a weapon.
  + Chairs for the client should not have wheels. Chairs for the worker should have wheels and space to roll back or away
  + Give yourself the option of leaving.

Planning ahead:

* Arranging an office emergency alert system can provide you with assistance if required.
* Learn the "yes or no" technique. This is simply a system whereby your co-workers telephone you asking questions that can be answered yes or no. Some examples are:

|  |  |
| --- | --- |
| **Q.** Are you okay? | **A.** Yes! |
| **Q.** Do you want another staff member to attend your office? | **A.** Yes. |
| **Q.** Do you want us to call Security? | **A.** Yes. |
| **Q.** Should I call back in a couple of minutes? | **A.** No. |

**Robbery**

Armed robbery is a theft carried out with violence or threat of violence. Never jeopardize your safety or the safety of others by trying to protect money or other assets. Give the robber what is wanted.

Prevention:

* Cash-control process
  + A cash limit should be adopted and signs should be posted at entry doors and cash registers
  + Extra cash or large bills should be placed in a safe
  + Money should be deposited as often as practical
  + Look outside to see if there are suspicious persons lingering before leaving the store with a deposit
  + Vary the route, times, and method of bringing cash out of the store
  + Use plain bags - don’t look like you are carrying money bags
* Visibility
  + Employees should be able to see out in order to observe suspicious persons
  + Passers-by being able to see the cashier area may deter a potential robbery
  + There should be ample lighting both throughout the business
  + Signs or shelves should be placed so as not to obscure visibility
* Operating procedures
  + Greet every person who enters the business
  + Have more than one employee in the store at all times
  + If possible, have two persons open and close the store
  + Rear and side doors should be kept locked at all times
  + Employees should be asked to use the main entrance
  + Provide robbery prevention training for all staff. Remember to train new staff before starting work.

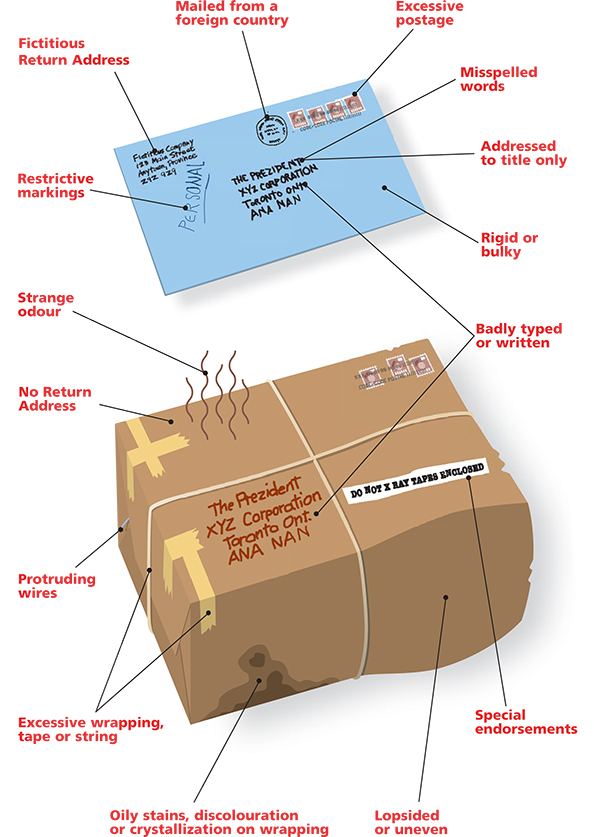
Response:

* Cooperate and do exactly what the robber asks
* Be as polite and accommodating as possible
* Tell the robber in advance if you need to make any move, especially one that they don’t expect
* Do not try to use an alarm, unless you can do so safely without any obvious movement
* Do not try to be a hero; money can be replaced, a life cannot

After the Robbery:

* Lock the doors immediately and make sure no one leaves the building until the police arrive
* One person call police 911 (the person most familiar with details) and follow the dispatcher’s instructions
* Get medical attention for anyone injured.
* Notify Security and your management.
* Write down mental notes you made during robbery. Do not discuss incident. Close the area off. Do not touch anything.
* Utilize services of Critical Incident Stress professionals such as Police, Victim Services, and Counselling Services.

**Suspicious Letter or Parcel**

UBC Campus Mail is the initial receiver of all UBC mail. They receive training in recognizing suspicious packages and letters

* If you do receive something suspicious, immediately advise your supervisor, Campus Security & RCMP if appropriate
* Do not handle, shake, smell or taste under any circumstances
* Isolate the area if required
* Wash hands with soap and water
* Do not operate cellular phones within 30 metres of the object