

<b>Title:</b>	Preventing Workplace Violence Safe Work Practice
<b>Adopted on:</b>	April 5, 2024
<b>Adopted by:</b>	City Manager
<b>Jurisdiction:</b>	Safety Coordinator
<b>Revision Date:</b>	April 5, 2024

---

## **1. JOBS AT RISK AND LOCATIONS**

Cashiers, administrative and recreation workers working at any of our facilities are at risk of a violent situation. Additionally, City workers are often targeted and verbally abused by citizens, facility users and general public.

## **2. DEALING WITH CUSTOMERS AND POTENTIALLY VIOLENT INDIVIDUALS**

### **2.1 All Customers**

- Keep active and alert at all times. Don't be a target.
- Greet everyone who enters the facility.
- Be friendly and look directly in their eyes.
- Get away from the sales counter when there are no customers.

### **2.2 Irate Customers**

- Focus on emotions first. Remain calm. This may help the customer settle down.
- Avoid escalating the situation.
- If you are alone and the customer continues to behave in an agitated manner, stop talking and wait until they realize you are not responding. When the customer pauses, ask the customer to return to the facility when your supervisor is available. Give an exact time.
- If the customer refuses to leave and becomes increasingly agitated or threatening, discreetly call the police for help or activate SOS on Working Alone App if applicable.

### **2.3 Suspicious Persons**

- Ask the customer standing next to a suspicious customer, "Are you together?" The customer will usually turn around to look at the other person. This may deter a potential thief.
- Keep looking directly at suspicious loiterers. When they leave the facility, fill out a suspect and vehicle identification report. The form is located COW HERD/Safety.
- If the suspects do not leave, discreetly call the police for assistance or activate SOS on Working Alone App if applicable.

## **3. FACILITY APPEARANCE, LIGHTING, ORGANIZATION AND SIGNAGE**

- The facility layout is designed to be attractive to customers and unattractive to thieves.
  - The service counter and cash register are located near windows to promote visibility inside and outside of the facility. If a robbery happens, someone is more likely to notice.
- Garbage disposal bins and parking lots must remain well lit. Report parking lot lighting issues to the Facility Manager.
- The following signs are provided and must be on display at all times:

- Minimum cash on premises.
- Video surveillance on premises.
- Video cameras must remain visible to customers at all times. Blocking cameras or obscuring the lens is prohibited.
- Report violent incidents to management as soon as they occur. Use the suspect and vehicle identification report to record incident details immediately after the incident. The report form is located on Cow Herd/Safety.
- All emergency phone numbers (police, fire ambulance and City of Weyburn Management Contacts) must be displayed prominently beside each phone.
- Managers and workers must ensure back doors or entries, other than the public entrance doors, are locked and can only be accessed by workers with a key or security card.

#### **4. DAILY TASKS TO PREVENT VIOLENT INCIDENTS**

##### **4.1 General**

- Identify escape routes and know how to exit in an emergency.
- Check outside lights each night to ensure they are on and working properly. Ask the facility manager or Maintenance Coordinator to fix defective lights immediately.
- Carry your cell phone and know the location of phones.

##### **4.2 Cash Handling**

- Keep the cash register fund to a minimum.
- Ask customers for exact change or the smallest bills possible.
- Remove \$50 and \$100 dollar bills from the cash register as soon as you receive them.

##### **4.3 Making Deposits**

Workers responsible for making deposits must observe the following rules:

- Deposits are only made during the day.
- The time the deposit is made must vary.
- Two workers must make the deposit. One person submits the deposit while the other watches for suspicious persons/activity.
- Do not take deposits home.
- If someone grabs the deposit, do not resist and do not chase the thief.

##### **4.4 Working Alone**

The City has established a comprehensive "Working Alone Program" that includes hazard assessments, safety measures, effective communication, training, and procedures to minimize risks and address emergencies when employees work alone. The Safe Work Procedure for Lone Worker App outlines the steps and guidelines for employees of our organization to use the SolusGuard Lone Worker App when working alone or in isolated areas.

- Lone Workers must check-in on the SolusGuard Lone Worker App at the beginning of their shift, or throughout their shift whenever they may be alone, working on a high risk task or a remote area.
- Use the emergency response button on SolusGuard App to call for help if:
  - There is a person or a group of people who are suspicious or irate.

- There is a violent incident when safe to do so or when the person has left the facility.
- Do not empty the garbage at night.
- Do not attend a tax enforcement property alone.

## **5. PARKING AT WORK**

### **5.1 Arriving**

- When driving alone, ensure everything needed is on the front seat.
- Drive into the parking lot with vehicle doors locked and windows rolled up.
- Scan the area for suspicious persons when entering the parking lot.
- Park in an open, well-lit spot near an exit that is visible from within the facility as much as possible.
- Gather personal belongings (lunch, shoes, etc). Have the building key and safety devices (whistle or emergency response transmitter) in hand and ready to operate.
- Scan the area for suspicious persons before getting out of the car.
- Exit the vehicle when ready and safe.

### **5.2 Exiting Vehicle and Walking to the Facility**

- Do not reach back into the vehicle or linger beside it after exiting.
- Lock the vehicle and walk quickly and directly to the facility.
- Use the main entrance. Avoid back doors or secluded entrances as much as possible.

### **5.3 Returning to the Vehicle**

- Gather all belongings and prepare to leave the facility. If it is late at night have the keys for your vehicle in hand when exiting the facility.
- Have your cell phone ready to use.
- Scan the area for other people prior to leaving the facility.
- Use the main entrance to exit. Avoid rear doors or secluded exits.
- If closing, lock the doors.
- Walk directly and quickly to your vehicle. If possible, leave with other workers.
- Alert other workers in the facility of your departure. Exit while other workers watch you walk to your vehicle.
- Once in your vehicle, lock all doors and keep windows up.

## **6. WHAT TO DO DURING A ROBBERY**

- Most robberies last less than two minutes. The longer a robbery takes, the more nervous a thief becomes. Do not resist or attempt to delay the thief. Obey their instructions.
- Do not be a hero. Do not fight or use weapons. These actions may jeopardize your safety or the safety of others.
- Remain calm. Give thieves the cash or items they want. Handle as if making a sale to a customer. Do not argue or attempt to stop them.
- Do not attempt to catch or capture a thief. Let them leave the facility.
- Avoid startling a thief. Tell them if there is another worker in the back of the facility so they will not be startled or react violently should the other worker appear unexpectedly.

- Avoid sudden or unexpected movements. Keep actions short and smooth and make sure the robber is aware of the movement.
- Observations are important. Make note of the following:
  - Height, weight, hair colour and any identifying or visible features like tattoos, scars unique hair-cuts or visible piercing.
  - Type of clothing and colour.
  - Size and type of weapons.
  - Pay attention to what is said and how. Unique aspects of speech like an accent or slang, slurred speech or difficulty speaking, etc. may help police.
- 

## **7. WHAT TO DO AFTER A ROBBERY**

- Call 9-1-1 after the robbers have left.
- Call for help, but only when it is safe to do so. Activate the SolusGuard SOS alarm and dial 911 immediately after the thief leaves.
- Provide police with the following information:
  - If anyone is injured at the scene.
  - The direction the thieves took when they left.
  - Vehicle description, if any.
  - What the robbers looked like and clothing description.
  - What kind of weapons they used, if any.
  - What time the robbery occurred.
- Stay on the phone until the police arrive or tell you it is okay to hang up.
- Protect the crime scene. Be careful not to damage any fingerprints left by the thieves. Do not touch anything that may be evidence.
- Ask witnesses to wait for the police. Get their names and addresses.

## **8. REPORTING VIOLENT INCIDENTS**

- Complete a suspect and vehicle identification report and a violent incident report as soon as you can after the incident. The forms can be found on Cow Herd/Safety
- Report a violent incident and provide the completed forms to the Manager