



## Safe Work Practice Title: Workplace Violence

<b>Operation</b>	Field Work – Workplace Violence
<b>Purpose</b>	To provide guidelines on how to handle aggravated members of the public and how to report incidents.

## Hazards

Public confrontations leading to assault	
Mental stress of handling confrontations	

## Certification/Education/Training

BCCF Orientation	Violent Incident Reporting Procedure
Hazard Assessment and Control Training	
Working Alone/Isolation Training	

## Equipment and Materials

Equipment	Materials	Safety Equipment
Cell Phone		InReach
		SafetyLine

## Safe Practices

- Do not enter onto private property without prior permission from the property owner.
- If you must work alone setup a check-in using SafetyLine, inReach devices or in negligible risk environments check-ins with family members.
- When possible schedule all work for the daytime hours.
- If you feel unsafe/uncomfortable conducting a task e.g. canvassing a house that is derelict, conducting a creel survey with belligerent fisherman than skip the people, place.

## Five Warnings Signs of Escalating Behavior & Response

Stage	Behavior	Response
<b>1</b>	Confusion: Behavior that indicates the person is bewildered or distracted. Person may seem unsure of what to do.	<ul style="list-style-type: none"> <li>• Listen to concerns.</li> <li>• Ask clarifying questions.</li> <li>• Supply facts.</li> </ul>



2	Frustration: Behavior will indicate resistance to information or reaction, impatience or a sense of defeat. May try to bait you into an argument.	<ul style="list-style-type: none"> <li>• Reassure person.</li> <li>• Be sincere in attempt to clarify</li> <li>• Disengage and report incident.</li> </ul>
3	Blame: Behavior will escalate. Person will try and find fault with your actions, accuse you, hold you responsible. Once a person has reached this stage the conversation can no longer continue in a civil manner.	<ul style="list-style-type: none"> <li>• Indicate an attempt to understand their point of view.</li> <li>• Don't argue with comments.</li> <li>• Don't offer a solution.</li> <li>• Disengage and report incident.</li> </ul>
4	Anger: Characterized by visible change in body posture. Actions may include pounding fists, pointing fingers, shouting. They may begin to move towards you.	<ul style="list-style-type: none"> <li>• Don't argue with comments.</li> <li>• Don't offer a solution.</li> <li>• Disengage and report incident.</li> </ul>
5	Hostility: Physical actions of threats which appear imminent. Acts of physical harm or property damage. Out of control behavior.	<ul style="list-style-type: none"> <li>• Don't argue with comments.</li> <li>• Don't offer a solution.</li> <li>• Disengage and report incident.</li> </ul>

If a person begins to move towards you in an angry/hostile manner. Calmly say "Stop" and put your hand out to create a physical barrier between yourself and the person. Many people when they are angry may not be aware that they were moving towards you. If the person continues to move towards you than you can be certain they are trying to physically hurt you.



If you are being attacked:

- Attempt to talk down the attacker.
- Attempt to dial 911, use the emergency features of SafetyLine and SOS button on your inReach; alert the attacker to your actions.
- Defend yourself.
- Make as much noise as possible.
- Do not turn your back on the individual.

Violent Incident Reporting Procedure

- Use the Violent Incident Report after being exposed to Stage 2-5 behavior. Send the Report to your Project Coordinator and the Safety Coordinator.
- If you have been physically assaulted you are encouraged to file a police report.



## Review

Date of Revision	Reviewed By	Comments