

## Employer Responsibilities

As an employer, you play a critical role in creating a safe and secure workplace, such as:

- Conducting annual risk assessments for risk of violence towards staff by reviewing:
  - Previous violent incidents in the workplace
  - Violent incidents in similar workplaces
  - Location and circumstances of work being completed
  - Changes to the workplace since the last assessment
- Providing clear safety protocols and emergency procedures, including an incident reporting procedure
- Ensuring compliance with regulations like WorkSafe BC's violence prevention guidelines
- Connecting with a Mental Health & Psychological Safety Consultant through People Working Well for more information.

## Resources and Training

Safety is a shared responsibility. Equip your team with the right resources:

- Workplace violence prevention policies
- Employee Assistance Programs (EAPs) for mental health support
- Training and consultations with Go2HR and CMHA BC
- WorkSafe BC Critical Incident Response Program

A safe team is a thriving team.  
Lead the way to a secure and  
supportive workplace.



## Empower Your Team Through Training

Give your employees the skills they need to handle challenges with confidence:

- **De-escalation Techniques:** Train staff to stay calm, validate concerns, and redirect tense situations
- **Personal Safety Tips:** Share strategies like positioning themselves safely and keeping access to exits
- **Emergency Protocols:** Clarify when and how to involve management, security, or police. Include steps for reporting, debrief, and action plans after an incident
- **Post-incident:** Seek mental health supports for all staff impacted by the incident

## Proactive Safety Measures

Prevent issues before they arise by taking these steps:

- Enhance physical safety features (e.g., barriers, cameras, exits).
- Implement and use check-in systems for staff working alone or late.
- Encourage open communication for reporting concerns.
- Debrief after incidents to improve protocols. Ensure appropriate supports are in place post-incident.
- Develop a Guest Misconduct Policy to set boundaries for unwanted behaviour, and post signs supporting respectful behaviour towards staff.