

Responsibilities of Managers and Supervisors

You play a critical role in creating a safe and secure workplace. Here's where to start:

- Conduct regular risk assessments to identify potential hazards.
- Provide clear safety protocols and emergency procedures, including an incident reporting procedure.
- Ensure compliance with regulations like WorkSafe BC's violence prevention guidelines.
- Visit Canadian Centre for Occupational Health & Safety (CCOHS) for other resources.

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, and include information in post-show debriefs as appropriate.
- Develop an Audience or Patron Code of Conduct to set boundaries for unwanted behaviour, and post signage and program notes supporting respectful behaviour towards workers.

Empower Your Crew Through Training

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

- **De-escalation Techniques:** Train box office staff, stage members, festival crew and others who interact directly with audience members, 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 supervisors, security, or police. Include steps for reporting, debrief, and action plans after an incident.
- **Post-incident:** Ensure appropriate follow-up and access to mental health resources for all crew impacted by the incident

Resources and Training

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

- Workplace violence prevention policies.
- Union-provided supports and services.
- Training and consultations with Actsafe and CMHA BC.
- WorkSafe BC Critical Incident Response Program.
- BC 211 and Here2Talk
- Get Support from People Working Well

A safe team is a thriving team.

Lead the way to a secure and supportive workplace.