



Instructor Guide

Violence, Harassment and Working Alone

Topic Overview (why the topic is important to the students)

Violent incidents can occur without warning. The incidents can be between a customer and a worker, between workers (not defined in the Regulation as Violence, but considered “Improper activity or behaviour”), or between a worker and the employer. Often the incidents take the form of verbal harassment, which may not have physical consequences, but can cause anxiety and depression for the worker. Serious violent incidents are rare, but can be severe, such as head injuries, gun shot or knife wounds, broken bones, or death.

Demonstration and Discussion Topics

- **Discuss** the situations in the kitchen that may result in violence.
- **Discuss** the different types of violence - physical (attempted or actual), psychological (harassment), and threatening statements or behavior.
- **Distribute** the student handout.
- **Use** the student handout as your discussion guide.
- **Discuss** how injuries can occur if violent interactions aren't defused or avoided.
- **Explain** what can be done in the workplace to minimize the risk of violence (e.g., no cash on site, pleasant demeanor, security cameras, good lighting, clear lines of sight).
- **Make it real.** Tell at least two true stories of injuries from your experience or use the following examples:
 - A person entered a kitchen and yelled at the kitchen staff because he was dissatisfied with the meal he had received. When the chef tried to talk to him, the person struck the chef, knocking him to the ground.
 - A kitchen worker was assaulted while cleaning up alone after dark. He sustained severe bruising and a mild concussion.
- **Discuss** the attitude that “it won't happen to me”. Remind them that an injury can and will happen if they take shortcuts or are careless.
- **Instruct** the students to identify and report any safety concerns about potential violent situations.
- **Answer** any questions or concerns they might have.
- **Set a good example** by working safely at all times.

Resources

- Violence in the Workplace
http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/workingalone.pdf
- Take Care
http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/take_care.pdf