



### Instructor Guide

#### Violence and Harassment

##### 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 shop that may result in violence.
- **Discuss** the different types of violence - physical (attempted or actual), psychological (harassment), and threatening statements or behaviour.
- **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, and clear lines of sight).
- **Discuss** the attitude that "it won't happen to me". Remind them that any episode of violence or harassment should be reported.
- **Make it real.** Tell at least two true stories of injuries from your experience or that of the crew, or use these examples:
  - A person entered a shop and yelled

at the hair stylist because he was dissatisfied with the service he had received. When the stylist tried to talk to him, the person struck her, knocking her to the ground.

- A salon worker was assaulted while cleaning up alone after dark. He sustained severe bruising and a mild concussion.

- **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](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](http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/take_care.pdf)