

A WORKBOOK FOR EMPLOYERS AND WORKERS: PREVENTING VIOLENCE



WORK SAFE BC

WORKING TO MAKE A DIFFERENCE
worksafebc.com

About WorkSafeBC

WorkSafeBC (the Workers' Compensation Board) is an independent provincial statutory agency governed by a Board of Directors. It is funded by insurance premiums paid by registered employers and by investment returns. In administering the *Workers Compensation Act*, WorkSafeBC remains separate and distinct from government; however, it is accountable to the public through government in its role of protecting and maintaining the overall well-being of the workers' compensation system.

WorkSafeBC was born out of a compromise between B.C.'s workers and employers in 1917 where workers gave up the right to sue their employers or fellow workers for injuries on the job in return for a no-fault insurance program fully paid for by employers. WorkSafeBC is committed to a safe and healthy workplace, and to providing return-to-work rehabilitation and legislated compensation benefits to workers injured as a result of their employment.

WorkSafeBC Prevention Information Line

The WorkSafeBC Prevention Information Line can answer your questions about workplace health and safety, worker and employer responsibilities, and reporting a workplace accident or incident. The Prevention Information Line accepts anonymous calls.

Phone 604 276-3100 in the Lower Mainland, or call 1 888 621-7233 (621-SAFE) toll-free in British Columbia.

To report after-hours and weekend accidents and emergencies, call 604 273-7711 in the Lower Mainland, or call 1 866 922-4357 (WCB-HELP) toll-free in British Columbia.

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WorkSafeBC Publications

Many publications are available on the WorkSafeBC web site. The Occupational Health and Safety Regulation and associated policies and guidelines, as well as excerpts and summaries of the *Workers Compensation Act*, are also available on the web site: WorkSafeBC.com

Some publications are also available for purchase in print:

Phone: 604 232-9704

Toll-free phone: 1 866 319-9704

Fax: 604 232-9703

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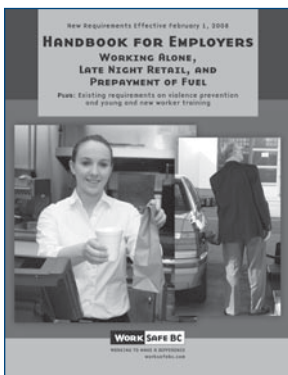
Introduction

Violence in the workplace can be a frightening experience for workers. This workbook provides helpful information to employers and workers on how to avoid violent situations. It also describes what workers should do if they find themselves in a violent or potentially violent incident or working alone or in isolation.

This workbook can be used as a tool for training workers in violence prevention procedures for the workplace. In the pages that follow, employers and workers should fill in the blank spaces with the appropriate procedures and information for workers to follow. The procedures and information steps should be specific to your worksite.

After the workbook is filled out, employers must ensure that workers are trained on and understand the steps outlined in the book. Once workers have been trained, have them sign the agreement at the back of this book stating that they have received proper training and understand each step in this book. Make sure any hazards in the workplace have been addressed and understood.

Keep this workbook in an area where workers can see it easily, and where it is available for them to review (for example, near the cash register, or on the counter where they often work).



This workbook is a companion to the WorkSafeBC publication *Handbook for Employers: Working Alone, Late Night Retail, and Prepayment of Fuel*. The handbook provides information about working alone, late night retail, and fuel prepayment requirements, and provides forms that can be filled out.

Introduction

For example, workers should complete a “Violent Incident Report” and a “Suspect and Vehicle Identification” form if an incident has occurred. You can find both forms in the *Handbook for Employers*, which also provides an inspection checklist and an action plan for employers to complete as part of a risk assessment of the worksite.

Make sure you are aware of all sections of the Occupational Health and Safety Regulation and the *Workers Compensation Act* that apply to you. You can find this information in the *Handbook for Employers*.

Forms - Safety and security feedback report

Safety and security feedback report

These reports of the following two pages available for staff to fill out when performing a risk assessment.

General information

Have you been the victim of violence or physical assault? Yes No

Have you been the subject of violence or physical assault, which has led to a change in your work environment?

Have you been affected by changes in conditions, equipment, materials, or work processes?

Do you have other forms related to work? Yes No Unknown

Have you submitted this form to your supervisor? Yes No Unknown

Handbook for Employers - Working Safely on Your Workplaces of Work

Forms - Violent incident report

Violent incident report

Every photograph of this form available to staff members who have been victims of violence at work or who to complete this report as soon as possible.

Identifying information

Name: _____

How and when did incident occur? _____

Location: _____

Reporting to: Security office Other person (specify): _____

Case #/Incident: _____

Initial: Partial Substantial Complete

Police: Contacted Not contacted

Witness: Present Not present (specify): _____

Have you been the victim of violence or physical assault? Yes No Unknown

Have you been affected by changes in conditions, equipment, materials, or work processes? Yes No Unknown

Have you submitted this form to your supervisor? Yes No Unknown

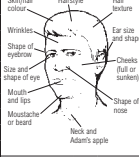

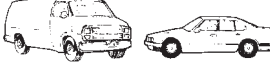
Have you other reports regarding this incident on file? Yes No Unknown

Have you other reports regarding this incident on file? Yes No Unknown

Handbook for Employers - Working Safely on Your Workplaces of Work

Suspect and vehicle identification

Keep photocopies of this form available for staff to fill out in the event of a violent incident.

SEX Male <input type="checkbox"/> Female <input type="checkbox"/>	AGE	HEIGHT	WEIGHT	RACE	Skin/hair colour Hair texture Hairstyle Wrinkles Stage of eyebrow Ear size and shape Cheeks (full or sunken) Stage of nose Mouth and lips Mustache or beard Neck and Adam's apple	Specific facial details you definitely remember What did the suspect say? Tool or weapon seen	
HAIR (colour/style)	General Appearance			HAT (colour/type)			
EYES (colour/glasses)				COAT			
COMPLEXION (skin colour, condition, etc.)				SHIRT/TOP		Colour	Make
JEWELLERY				PANTS/SKIRT	Body style	Damage/rust	
SCARS/MARKS				SHOES	Antenna	Bumper sticker	Wheel covers
TATTOOS				TIE	Direction of travel		

Employers

- Provide a safe and healthy workplace.
- Ensure that workers are adequately trained.
- Keep written records of training (who, what, when).
- Establish and maintain a comprehensive occupational health and safety program, including a written health and safety policy and an incident investigation procedure.
- Support supervisors, safety coordinators, and workers in their health and safety activities.
- Take action immediately when a worker or supervisor tells you about a potentially hazardous situation.
- Initiate an immediate investigation into incidents.
- Report serious incidents to WorkSafeBC.
- Provide adequate first aid facilities and services.
- Provide personal protective equipment where required.

MAKE SURE THAT . . .

- **Young and new workers** have been given proper training as stated in sections 3.22–3.25 of the Occupational Health and Safety Regulation (see page 34).
- **Workers working around propane** are adequately trained and certified in propane dispensing as stated by the B.C. Safety Authority (www.safetyauthority.ca)
- You **hold regular monthly safety meetings** to discuss safety issues in the workplace and obtain feedback and comments from workers on workplace safety issues and concerns. Employers must **keep a record of these meetings**.

Responsibilities

Supervisors

- Instruct workers in safe work procedures.
- Train workers for all tasks assigned to them, and check that their work is being done safely.
- Ensure that only authorized, adequately trained workers operate tools and equipment or use hazardous chemicals.
- Ensure that equipment and materials are properly handled, stored, and maintained.
- Enforce health and safety requirements.
- Correct unsafe acts and conditions.
- Identify workers with problems that could affect safety at the worksite. Follow up with interviews and referrals where necessary.
- Formulate health and safety rules and inspect the workplace for hazards.

Workers

- Know and follow health and safety requirements affecting your job.
- If you don't know how to do something safely, ask for training before you begin work.
- Work safely, and encourage your co-workers to do the same.
- Correct any unsafe conditions or immediately report them to your supervisor.
- Immediately report any injury to a first aid attendant or supervisor.
- Take the initiative. Make suggestions to improve health and safety.

Travelling to and from work

Driving to and from work

Before you leave for work, it is important to know the route you will take and what to do when you get to your workplace. You also need to plan for your trip home. Follow these tips:

- **DO** think about where the best place to park will be.
- **DO** lock your doors and roll up windows before you enter the parking lot.
- **DO** make sure you have enough gas to make it to and from work.
- **DO** make sure that you have everything you need for work before you leave your home.
- **DO** check for people who look out of place or suspicious before getting out of your vehicle.
- **DO NOT** walk to your car alone. If this is not possible, have someone watch you through a window. Wave at that person. If no one can watch you, fake it and wave anyway.
- **DO** keep everything you need on the front seat if you are travelling alone, so that these items are close to you and ready for when you get out. **Keep the key for your building ready**, and keep a whistle or alarm in hand, too.
- **TRY NOT** to reach into your vehicle with your back turned to the outside after stopping.



Try not to park in alleys, near large trees, or near tunnels. Park in open, well-lit areas near your workplace and workplace exits.

Travelling to and from work

Using public transit

- **DO** try to stay away from stops that are in poorly lit areas or far from other businesses or homes.
- **DO** sit near the driver. If someone bothers you, tell the driver.
- If you see suspicious or menacing people at your stop, **get off at the next stop** instead.
- If you are followed after leaving the bus, walk quickly and immediately to a service station or store. Don't run or look back.
Call 911.
- If you are able to, **have someone meet you** at your home bus stop.

If you are attacked, scream loud and long, and run to the nearest well-lit area. If someone grabs your purse, deposit bag, or any other item, **DO NOT FIGHT OR CHASE THE ATTACKER.** Call the police right away and describe the attacker.

Dealing with angry, difficult, or abusive members of the public

Dealing with angry or difficult customers

Retail staff will eventually have to deal with difficult or irate customers. Such customers may become aggressive, leaving you feeling threatened and vulnerable.



Defusing a situation

- **DO stay calm and respectful.**
Try to calm the angry customer.
- **DO** try not to make things worse. Find a way to **help the customer** keep from getting more upset.
- **DO** listen to the customer. Try to **understand the customer's feelings** so you can better understand how to fix the problem.
- **DO NOT argue, get angry, or touch the customer.**
- If the customer remains angry, then **ask for help**, or direct the customer to speak with your manager or boss.

Dealing with angry, difficult, or abusive members of the public

Dealing with abusive customers

Physical violence is not the only form of abusive behaviour. Abuse can also include

- Talking down to others, being rude, being offensive, insulting, making racist comments or other inappropriate comments
- Sexual advances
- Bullying
- Stalking or following

If the danger or abuse is from someone connected to your personal life, do not be afraid to call the police, especially if the situation gets worse, or has been getting worse.

NO form of abuse is acceptable. If someone is being abusive

1. **Tell the customer to stop.** Do this right away, before the behaviour continues.
2. **Tell the customer why the behaviour is inappropriate.** If the abuse continues, ask the customer to leave.
3. **Report the incident** to your boss or the person who deals with these situations.
4. If you believe the abusive person is following you, **call the police.**

Dealing with angry, difficult, or abusive members of the public

Dealing with loiterers

Loiterers are

- People who hang around outside the store asking for money or who sleep under the roof overhang
- Gangs or groups that meet at the storefront
- People who hang around inside the store
- Drug addicts who use the store area or washroom

If you encounter suspicious loiterers

- **Try not to make eye contact** with them. Prolonged eye-to-eye contact may be seen as a challenge and could make the situation worse.
- Report these people to your manager or employer.

Trying to talk to suspicious loiterers in order to remove them from the property or solve problems **may make things worse** and increase the risk of a violent situation. **DO NOT** deal with these situations alone.

Talk to your supervisor or employer, or call the police. Ask yourself if you would feel more comfortable in a **secure area**, and move there to watch the loiterers. When they leave, write a description for other workers so they can keep an eye out for these people, too.

Dealing with angry, difficult, or abusive members of the public

DO NOT argue with, threaten, or try to physically force the customer to pay.

Dealing with customers who refuse to pay

- **DO** stay calm and respectful.
- **DO** try not to make things worse. Find a way to help the customer keep from getting more upset.
- **DO** listen to the customer. Try to **understand the customer's feelings** so you can better understand how to fix the problem.
- **DO NOT** argue, get angry, or touch the customer.
- If the customer still refuses to pay, then **ask for help**, or direct the customer to speak with your manager or boss.
- If the customer leaves without paying, **write down a description** of the person, or fill out a copy of the Suspect and Vehicle Inspection form in the *Handbook for Employers*. Get details from anyone who saw the incident.

Theft and robberies



Gas and go

A “gas and go” happens when a person fills up a vehicle with gas and then drives away without paying for the gas. Gas and go’s can happen during the day or at night. To reduce the instances of gas and go’s, the Occupational Health and Safety Regulation requires employers to ensure that all customers prepay for all fuel being pumped into a motor vehicle. In the event that someone attempts to gas and go, follow these tips:

- **NEVER** chase after or fight someone doing a gas and go. Trying to stop someone could cost you your life.
- **DO** stay far away from the vehicle. If you are inside the store, **DO NOT** go outside.
- **DO write down the licence plate number** of the vehicle if you can see it. If you can’t see the licence plate, write down a description of the car. Make note of the colour, make, model, and things that stand out (such as stickers, dents, or damage). Then fill out a copy of the **Suspect and Vehicle Identification form** in the *Handbook for Employers*.
- As soon as possible once the vehicle has left the site, call the police and give them the information you wrote down.

Workers are NOT responsible for money lost during a gas and go.

DO NOT risk your life to chase after a thief.

Theft and robberies

Shoplifting

Shoplifters are people who steal items from stores while posing as customers.

Your life is worth more than anything in the store.

DO NOT chase after a shoplifter.

Spotting a shoplifter

Watch out for people who

- Look nervous or don't make eye contact
- Walk around without buying anything
- Leave the store and come back in
- Stay in a part of the store where it is difficult to see them
- Keep looking around to see if you are watching them

To prevent shoplifting

- Smile and say hello to everyone who comes into the store
- Ask customers who look suspicious if they need help
- If someone looks suspicious, make friendly eye contact with them
- Keep the store clean

If you think someone is shoplifting

- **DO NOT** accuse the person of stealing.
- **DO NOT** try to use your body to stop the person.
- **DO NOT** lock the door to keep the person from leaving. They might get angry and violent.
- Stay at least an arm's length away from the person.

Theft and robberies

- Give the person a chance to put the item back. Be sure you know what was taken and where they are hiding it, and then ask nicely, “Are you ready to pay for that?” or “Would you like a bag for that?”
- If you are scared or uncomfortable, **DO NOT** confront the person. Get help when it is safe. Tell your supervisor or employer or any other worker who can help you.
- **CALL THE POLICE** if you feel there is a chance you could get hurt or if expensive items are being stolen.

When the shoplifter leaves

- Unless you are trained to get involved without putting yourself or your co-workers in danger, **DO NOT chase or touch** the shoplifter.
- **Write down a description of the shoplifter’s shoes.** Many thieves and robbers will change their clothing afterwards, but not their shoes.
- Follow the steps below, but **don’t try to be a hero.**
- Fill out a copy of the **Suspect and Vehicle Identification form** found in the *Handbook for Employers*, and make sure to **note the date and time.**

Robberies

Preventing robberies

- Follow the same steps as in the Shoplifting section (see page 16).
- **Stay awake** and aware at all times.
- Know where all the **exits** are.
- **Know where to find telephones or help** outside of the store.
- Know where areas with **poor lighting** are. Report any burnt-out lights to your supervisor or manager.
- Try not to look directly at suspicious people. They may see this as a challenge, and the situation might become worse.
- Fill out a Suspect and Vehicle Identification form (available in the *Handbook for Employers*). If the suspicious person does not leave, CALL THE POLICE and ask for a patrol check.
- **DO say hello and be friendly** to everyone who comes into the store.
- If someone looks suspicious, ask the customer ahead of them in line, “Are you together?” The customer will usually turn around and look at the person. This may cause suspicious people to change their minds about a robbery.
- **DO keep only small amounts of money in the register.**
 - Take out all \$50 and \$100 bills from the cash register as soon as you receive them, and drop them into a locked safe or other cash drop box.
 - Put up signs stating, “Minimum cash kept on premises.”
 - Ask customers if they have exact change or the smallest bills possible.

**BE EXTRA CAREFUL
AFTER DARK AND
DURING SLOW
PERIODS OF WORK.**

- Every night at the beginning of your shift, before the other workers leave, check the outside lights to ensure they are working.
- Use only one cash register at night. Open the unused register and turn it up so everyone can see it is empty.
- Run an “empty register”— just \$5 bills and change.

Theft and robberies

In case of a robbery

- **PLAY IT SAFE!** Give up the money, and don't try to fight back. Even if you can't see a weapon, assume the robber has one.
- Stay cool and calm. **Act as if you were making a sale to a customer.**
- If you don't understand something the robber tells you to do, ask the robber to make it clear to you.
- The longer the robbery takes, the more nervous the robber becomes. **Keep it short,** and **let the robber get out fast.**
- **DO** tell the robber of any possible surprises.
 - **If you have to reach for something or move in any way, tell the robber.** Ask for directions.
 - If there is another worker in the back room, tell the robber.
 - Turn on the alarm system **ONLY** after the robbers leave—not while they are still in the store.
- **DO** continue to stay cool and calm.
 - **Be careful not to stare** or look closely at the robbers for too long, but try to see
 - What they look like
 - What they are wearing
 - Their height and weight
 - The type and colour of any weapons
 - **Listen carefully** to what they say.
 - **Check the robbers' height** on the height strip near the door when they leave.



Listen carefully to what the robbers say, and do what they ask. DON'T BE A HERO.

- **DO NOT FIGHT** with them. **Don't try to use a weapon.** **Don't risk your own safety or that of other workers.**
- **Give the robbers all the cash and merchandise they want.**
- **DO NOT CHASE** the robbers.

Theft and robberies



Workers should try to remember as many details as they can so they can fill out a Violent Incident Report.

- **Lock the main door**, and any other doors.
- As soon as the robbers leave, **write down a description of them**. Include their manner and any other characteristics you have noticed. Record this information on the Vehicle and Suspect Identification form found in the *Handbook for Employers*.

- **CALL THE POLICE.**

- **Call 911** if it is available in your area, or **keep the phone number for the police near the phone**.
- Tell the police
 - **Which way** the robbers went when they left
 - **The time** of the robbery
 - **The appearance** or look of the robbers, and any weapon or vehicle used
- **Stay on the phone** until the police tell you they have all the information they need.
- Take care of and **protect the crime scene**. Ask any witnesses to wait for police. Get names and addresses of witnesses. **Don't touch any evidence** or items on which the robbers may have left fingerprints.

Making bank deposits

- **DO** change the time during the day when you make deposits. Change the deposit time often.
- Avoid making bank deposits at night.
- Don't carry money in bags that make it obvious you're carrying cash or that are marked with the company logo.
- Make deposits with a co-worker, if possible. The co-worker should face away from the depository to keep an eye on other people in the area.



Employees can place large bills in a drop box to avoid keeping large sums of money in the cash register.

Working alone

Employees working alone in retail premises face a risk of violence. Employers must ensure that

If a worker is working alone at night, then written WORKING ALONE PROCEDURES MUST BE IN EFFECT. Workers must be trained in these procedures.

- Hazards to workers who work alone are identified, eliminated, or controlled before a worker is assigned to work alone
- Check-ins to ensure the well-being of the worker are made at reasonable intervals
- Workers are physically separated from the public by a locked door or barrier during late night hours (10 p.m. and 6 a.m.)
- Workers who are working late night hours are trained in money handling procedures

Identifying hazards

Employers who have workers assigned to work alone must ensure that all hazards to that worker have been identified. This can be done using the inspection checklist found in the *Handbook for Employers*. Hazards must be eliminated. If it is not practicable to eliminate the hazard, employers must control the hazard in a way that minimizes the risk from the hazard to the lowest possible level.

Check-ins

The person, people, or company chosen to check in must keep a record of check-ins. Also, a check at the end of a shift must be done. This last check can be done and recorded by the next worker coming on shift. The working alone procedures must be in writing and developed in consultation with the affected worker(s). See the *Handbook for Employers* for a sample check-in procedure.

Locked door or barrier

The locked door or barrier must:

- Prevent physical contact with the worker: a barrier or locked door must prevent any person-to-person contact.
- Prevent access to the worker: a barrier or locked door must prevent any person from entering into the worker's workspace.

Money handling procedures

Safe money handling procedures should include both money handling and making bank deposits. For more information, see the *Handbook for Employers*.

Working alone

Answer the questions below in detail so that workers understand the check-in procedure at this worksite.

If the employer's policy is to have at least two people on site at all times, then write this down in this section. Make sure that the assessment for working alone is complete. If one of the workers is not available for the shift (due to illness, etc.), and you choose or are not able to have a second worker for the shift, then you **must** have a check-in procedure for that worker.

What is the check-in procedure at this workplace?

Who checks in? (*The employer? A call-in service? A nearby business? Someone else?*)

How often?

How is the check-in done? (*By phone? By driving past? By waving through the window? By another method?*)

How are check-ins recorded?

What happens if the check-in system fails or if check-ins are not recorded?

Working alone



*Always wear a **high-visibility vest** when working near moving vehicles (and anytime outside).*

Other rules and safety procedures

Rules or procedures employers can put in place to ensure worker safety include

- Provide panic alarm necklaces for workers to wear at all times while on shift. This is the best method for workers to get emergency help.
- Do not use the telephone for unnecessary calls when working alone.
- Keep back doors locked, and do not open them except in an emergency.
- Always wear a high-visibility vest when working near moving vehicles (and anytime outside).
- If workers smoke, they must go to a safe and well-lit outdoor area.

Working alone

Dealing with assaults

Tips for dealing with assaults include

- If you are attacked, **scream** as loud and as long as possible, and run to a neighbouring store or the nearest bright area. Keep calling for help.
- If someone grabs your purse, wallet, other personal items, or a deposit bag, **DO NOT** fight or chase the person.
- **CALL THE POLICE** immediately after any incident, and record the appearance and mannerisms of the attacker or robber.

Young or new workers

British Columbia's 350,000 young workers make up almost 16 percent of the provincial labour force. More than half of work-related incidents occur during a young worker's first six months on the job, with almost 20 percent occurring during the first month. In 2005, more than 9,000 young workers were injured on the job. Regardless of their age, all new workers have five to seven times the risk of sustaining a workplace injury during their first month on the job.

Effective July 26, 2007, all employers must ensure that a young or new worker is given health and safety orientation and training about safe work procedures and how to recognize hazards on the job before the young or new worker begins work.

Young workers are those under the age of 25. New workers are those who are

- New on the job, or
- Returning to a workplace where the hazards have changed during the worker's absence, or
- Relocating to a new workplace with different hazards

As an employer you must document all workers' orientation and training.

The new sections of the Occupational Health and Safety Regulation, sections 3.22 to 3.25 (see next page), detail 13 topics that must be included in the orientation and training. Additional training must be provided if the employer observes that a young or new worker is not able to perform work tasks or work processes safely, or if a young or new worker requests additional training. The aim of these new regulations is to reduce the injury rate for young and new workers.



Young or new workers

Young or new workers: regulatory requirements

Effective July 26, 2007, the Occupational Health and Safety Regulation was amended to increase protection for young workers or new workers. The new sections are as follows:

Section 3.22 Definitions

In sections 3.23 to 3.25 a “new worker” means any worker who is

- a. new to the workplace,
- b. returning to a workplace where the hazards in that workplace have changed during the worker’s absence
- c. affected by a change in the hazards of the workplace, or
- d. relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker’s previous workplace;

“Young worker” means any worker who is under 25 years of age.

Section 3.23 Young or new worker orientation and training

(1) An employer must ensure that before a young or new worker begins work in a workplace, the young or new worker is given health and safety orientation and training specific to that young or new worker’s workplace.

(2) The following topics must be included in the young or new worker’s orientation and training:

- a. The name and contact information for the young or new worker’s supervisor;
- b. The employer’s and young or new worker’s rights and responsibilities under the *Workers Compensation Act* and this Regulation including the right to refuse to perform unsafe work;
- c. Workplace health and safety rules;

Young or new workers

- d. Hazards to which the young or new worker may be exposed, including risks from robbery, assault or confrontation;
- e. Working alone or in isolation;
- f. Violence in the workplace;
- g. Personal protective equipment;
- h. Location of first aid facilities and means of summoning first aid and reporting illnesses and injuries;
- i. Emergency procedures;
- j. Instruction and demonstration of the young or new worker's work task or work process;
- k. The employer's health and safety program, if required under section 3.1 of this Regulation;
- l. WHMIS information requirements as set out in Part 5, as applicable to the young or new worker's workplace;
- m. Contact information for the occupational health and safety committee or the worker health and safety representative, as applicable to the workplace.

Section 3.24 Additional orientation and training

An employer must provide a young or new worker with additional orientation and training if

- a. Workplace observation reveals that the young or new worker is not able to perform work tasks or work processes safely, or
- b. Requested by the young or new worker.

Section 3.25 Documentation

An employer must keep records of all orientation and training provided under sections 3.23 and 3.24.

In case of emergency

- If you, a co-worker, or a customer is injured at this workplace
 - **Call 911**
(or the local emergency phone number: _____)
 - **Call the supervisor/employer**
 - Name: _____
 - Contact phone number: _____
- The **first aid kit** in this workplace is located

WorkSafeBC Offices

Visit our web site at WorkSafeBC.com.

Abbotsford

2774 Trethewey Street V2T 3R1
Phone 604 276-3100
1 800 292-2219
Fax 604 556-2077

Burnaby

450 – 6450 Roberts Street V5G 4E1
Phone 604 276-3100
1 888 621-7233
Fax 604 232-5950

Coquitlam

104 – 3020 Lincoln Avenue V3B 6B4
Phone 604 276-3100
1 888 967-5377
Fax 604 232-1946

Courtenay

801 30th Street V9N 8G6
Phone 250 334-8765
1 800 663-7921
Fax 250 334-8757

Kamloops

321 Battle Street V2C 6P1
Phone 250 371-6003
1 800 663-3935
Fax 250 371-6031

Kelowna

110 – 2045 Enterprise Way V1Y 9T5
Phone 250 717-4313
1 888 922-4466
Fax 250 717-4380

Nanaimo

4980 Wills Road V9T 6C6
Phone 250 751-8040
1 800 663-7382
Fax 250 751-8046

Nelson

524 Kootenay Street V1L 6B4
Phone 250 352-2824
1 800 663-4962
Fax 250 352-1816

North Vancouver

400 – 224 Esplanade Ave. W. V7M 1A4
Phone 604 276-3100
1 888 875-6999
Fax 604 232-1558

Prince George

1066 Vancouver Street V2L 5M4
Phone 250 561-3700
1 800 663-6623
Fax 250 561-3710

Surrey

100 – 5500 152 Street V3S 5J9
Phone 604 276-3100
1 888 621-7233
Fax 604 232-7077

Terrace

4450 Lakelse Avenue V8G 1P2
Phone 250 615-6605
1 800 663-3871
Fax 250 615-6633

Victoria

4514 Chatterton Way V8X 5H2
Phone 250 881-3418
1 800 663-7593
Fax 250 881-3482

Head Office / Richmond

Prevention Information Line:

Phone 604 276-3100
1 888 621-7233 (621-SAFE)

Administration:

6951 Westminster Highway
Phone 604 273-2266

Mailing Address:

PO Box 5350 Stn Terminal
Vancouver BC V6B 5L5

After Hours

Health & Safety Emergency

604 273-7711
1 866 922-4357 (WCB-HELP)

