

Rural Municipality of Lac Pelletier No. 107

POLICY STATEMENT ON VIOLENCE AND PREVENTION PLAN

Introduction

Rural Municipality of Lac Pelletier No. 107 employs 5 workers in 2 locations. The office location at 102 Warwick Street in Neville is open from 8:30 a.m. to 4:30 p.m. and the shop is not open to the public, but the employees work on average from 6:00 a.m. to 6:00 p.m. (unless on a modified work agreement or winter hours) and the two locations are considered low-risk for violent incidents under section 3-21 of *The Saskatchewan Employment Act* and section 3-26 of *The Occupational Health and Safety Regulations, 2020*.

Our Commitment to Safety

The management of Rural Municipality of Lac Pelletier No. 107 recognizes the potential for violent acts and threats towards its workers and is committed to protecting their health and safety.

The Municipal Council will ensure all workers are aware of violence hazards and are properly trained to protect themselves. Administering the policy and ensuring it is reviewed and updated is part of Administrator's regular duties. The review and updates will be done in collaboration with the Occupational Health and Safety Committee. Workers must follow the procedures established to reduce the risk of violence and must immediately report all incidents to the Administrator of the R.M. of Lac Pelletier No. 107.

Jobs at Risk and Locations

All employees are at low risk for Violence hazards.

Procedures and Policies

Dealing with Customers and Potentially Violent Individuals

All Customers

- Keep active and alert at all times. Don't be a target.
- Greet everyone who enters the office.
- Be friendly and look directly in their eyes.
- Get away from the counter when there are no customers.

Irate Customers

- Focus on emotions first. Remain calm. This may help the customer settle down.
- Avoid escalating the situation.
- If you are alone and the customer continues to behave in an agitated manner, stop talking and wait until they realize you are not responding. When the customer pauses, ask the customer to return to the office when a member of Council is available. Give an exact time.
- If the customer refuses to leave and becomes increasingly agitated or threatening, advise them you will notify the police for help.

Suspicious Persons

- Ask the customer if you can help them. Ask them to leave if they no longer need anything from the office.

Office Appearance, Lighting, Organization and Signage

The office layout is so you can observe customers at all times. This prevents thieves from hiding.

The following signs are provided and must be on display at all times: *No cash kept on premises.*
Video surveillance on premises.

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Video cameras must remain visible to customers at all times.

Report violent incidents to the Administrator as soon as they occur. Use the suspect and vehicle identification report to record incident details immediately after the incident. The report form is stored in a book located near the cash box.

All emergency phone numbers (police, fire and ambulance) must be displayed prominently beside each phone.

Workers must ensure back doors or entries, other than the front door, are locked and can only be accessed by workers with a key.

Daily Tasks to Prevent Violent Incidents

General

- Identify escape routes and know how to exit in an emergency.
- Check outside lights each night to ensure they are on and working properly. Fix defective lights immediately.
- Carry your cell phone.

Cash Handling

- Keep the cash drawer fund to a minimum.
- Remove \$50- and \$100-dollar bills from the cash register as soon as you receive them.
- Ensure the cash drawer goes into the safe at night and any amounts of cash for deposit are taken to the bank as soon as feasible.

Making Deposits

- Cash deposits to be taken to the bank as soon as feasible.
- If someone grabs the deposit, do not resist and do not chase the thief.

Working Alone

- If there is a person or a group of people who are suspicious, or irate, contact someone for help.
- If there is a violent incident, call for help.

Parking at Work

Arriving

- When driving alone, ensure everything you need is on the front seat.
- Scan the area for suspicious people when entering the parking area.

Parking

- Park in an open, well-lit area near the exit.
- Gather personal belongings. Have the building key and safety device (whistle) in hand and ready to operate.
- Scan the area for suspicious people before getting out of the vehicle.
- Exit the vehicle when safe to do so.

Returning to the vehicle

- Gather all your belongings and prepare to leave the office. If it is late at night have the keys for your vehicle in your hand when exiting the office.
- Have your whistle ready.
- Scan the area for other people.

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- Use the main entrance to exit. Lock the doors.
- Walk directly to your vehicle.
- Once in vehicle lock doors and windows.

What to Do During a Robbery

- Most robberies last less than two minutes. The longer a robbery takes, the more nervous a thief becomes. Do not resist or attempt to delay the thief. Obey their instructions.
- Do not be a hero. Do not fight or use weapons. These actions may jeopardize your safety or the safety of others.
- Remain calm. Give thieves the cash they want. Handle as if making a sale to a customer. Do not argue or attempt to stop them.
- Do not attempt to catch or capture a thief. Let them leave the office.
- Avoid startling a thief. Tell them if there is another worker in the back of the office so they will not be startled or react violently should the other worker appear unexpectedly.
- Avoid sudden or unexpected movements. Keep actions short and smooth and make sure the robber is aware of the movement.
- Observations are important. Make note of the following: Height, weight, hair colour and any identifying or visible features like tattoos, scars unique hair-cuts or visible piercing.
 - Type of clothing and colour.
 - Size and type of weapons.
- Pay attention to what is said and how. Unique aspects of speech like an accent or slang, slurred speech or difficulty speaking, etc. may help police.
- Observe each thief's height on the door strip as they exit.

What to Do After a Robbery

- Call for help, but only when it is safe to do so. Dial 911 immediately after the thief leaves.
- Provide police with the following information:
 - If anyone is injured at the scene.
 - The direction the thieves took when they left.
 - Vehicle description, if any.
 - What the robbers looked like and clothing description.
 - What kind of weapons they used, if any.
 - What time the robbery occurred.
- Stay on the phone until the police arrive or tell you it is okay to hang up.
- Protect the crime scene. Be careful not to damage any fingerprints left by the thieves. Do not touch anything that may be evidence.
- Ask witnesses to wait for the police. Get their name and addresses.

Reporting Violent Incidents

Complete a suspect and vehicle identification report and a violent incident report as soon as you can after the incident. The forms can be found in a book stored near the cash drawer.

Report a violent incident and provide the completed forms to the Administrator.

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Investigating Violent Incidents

All violent incidents will be investigated by the Occupational Health and Safety Committee (OHC), the occupational health and safety representative, or workers where there is no OHC or representative.

The OHC, representative or workers will make recommendations for corrective actions to prevent similar incidents from recurring.

The employer/Administrator will document deficiencies and the appropriate changes will be made.

Workers in affected areas will be informed of the results of the investigation and of any changes in the policy and prevention plan that result.

If changes require worker re-training, the training will be provided by the employer.

Seeking Medical Aid for Injury and Post-Traumatic Stress

Medical aid and counselling are available to any worker who is a victim of violence. An offer of medical aid and counselling will be made by the Municipality. The offer will be documented and every effort will be made to ensure the worker understands this offer at that time.

Workers have a right to refuse medical aid and/or counselling at any time.

If a worker seeks medical aid or counselling, injury reports must be filed with the Saskatchewan Workers' Compensation Board (WCB). The worker must submit a W1 form and the employer must submit an E1 form. These forms are available on the WCB's website at www.wcbsask.com.

Commitment to Provide Training

The municipality provides a trainer competent in violence avoidance techniques. The trainer teaches all current, new and inexperienced workers how to:

- Prevent and minimize the risk of violence.
- Recognize potentially violent situations.
- Respond to violent incidents and obtain emergency assistance.
- Document, report and investigate incidents of violence.

To successfully complete training, all workers must demonstrate knowledge of:

- The nature and extent of the risks they may face at work.
- The safety equipment and procedures that must be used to work safely & prevent violence.
- The recent and past incidents of violence which occurred in the office.
- Current and newly identified risks and how to avoid or prevent recurrences of violence.

After training is provided, each worker must sign a record of training and instruction.

No Loss of Pay or Benefits

Municipality will ensure victims of violent incidents do not lose pay or other benefits for visiting a physician or other health care specialist for treatment or counselling during work hours.

Availability of Policy Statement and Prevention Plan

Administrator will ensure workers receive a copy of this policy statement and prevention plan during orientation and training.

Administrator will ensure all workers know a copy is stored in the cupboard next to the cash drawer where they can easily find and read it.

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Revisions

Administrator will ensure the policy is reviewed every three years and when there are events in the workplace that require changes.

Administrator will ensure workers are consulted when this policy is reviewed.

Administrator will ensure the original policy and revised versions are dated.

Administrator will ensure workers are informed of revisions to the policy and retrained on the revised elements of the policy.

Violence and Prevention Plan adopted by resolution of Council on March 19, 2024.

Reeve – Murray Spetz

Administrator – Sandra Krushelniski

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Worker Survey

General Information:

Have you ever been victim of violence in the workplace? _____

If yes, what was the nature of the incident (eg: verbal threats, hitting, offensive correspondence)?

Who was the offender (eg: customer, co-worker, contractor)? Provide names if known.

Do you feel safe from violence at work? _____

If no, why? _____

Likelihood of Violence

Do you think violence is more likely to occur on certain days? _____

If yes, why and which days? _____

Do you think violence is more likely to occur at certain times of the day? _____

If yes, why and when? _____

Violence Prevention

What do you think could be done to minimize the risk of violence? _____

Are there situations on the job where you feel particularly vulnerable? _____

If yes, what are they? _____

Violence Prevention Training

Have you received workplace violence prevention training? _____

If yes, what kind of training did you receive? _____

Submit this survey to the Administrator of the Municipality

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Risk Assessment Checklist

Potential Risk Factors	Yes	No	N/A
Do employees acknowledge customers with a friendly greeting, smile and make eye contact?			
Are workers trained to recognize potentially violent situations?			
Are workers trained to safely handle irate customers, suspicious persons, shoplifters and thieves?			
Are violence prevention techniques built into daily tasks (e.g., cash handling and deposits, parking lot safety)?			
Are workers trained on what to do during a robbery?			
Are workers trained on post robbery procedures (e.g., reporting to police, suspect identification, their rights to medical aid without loss of pay)?			
Do workers know they have a right to medical aid without loss of pay or benefits after a robbery?			
Do workers have a copy of the most recent version of the policy and know where a copy is located if they need to read it?			
Are workers informed and retrained when elements of the policy have changed?			
Office Appearance, Lighting, Organization and signage	Yes	No	N/A
Are workers and customers visible to potential witnesses outside?			
Is shelving low (e.g., five feet) so workers can see customers at all times?			
Do mirrors or video surveillance monitors help employees see the whole office?			
Are cash registers at the front of the office near windows?			
Are garbage bins and parking lot areas well lit?			
Are the video surveillance cameras visible to customers?			
Is there signage to indicate a small amount of cash and video surveillance on the premises?			
Is public access to washrooms controlled?			
Is access to employee-only areas locked?			
Are backdoors and side entries locked and only accessible to workers with keys or security cards?			
Are there door alarms to alert workers when someone enters the office?			
Are emergency numbers and contact information close to the cash registers and office phones where workers can quickly access the information?			
Is the height strip at the front door in place and clearly visible from the cash register?			
Handling Money and Deposits	Yes	No	N/A
Is there a procedure for cash handling and deposits? (If no, develop one).			
Is it standard practice to keep as little cash in the till as possible?			
Are large bills put into a drop box, safe, or strong room that is out of sight?			
Do workers make deposits at night or alone?			
When workers make deposits together, do they face in opposite directions to keep an eye on the surroundings?			
Does the time and routine for making deposits vary from day to day to make it less predictable?			
Do workers transport cash in a bag that has the company logo or otherwise makes it obvious that they are carrying cash?			
Opening and Closing	Yes	No	N/A
Do your written procedures for opening and closing emphasize personal safety?			
Travelling To and From Work	Yes	No	N/A
Are evening or night parking spaces near the workplace available for employees?			

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Regular Checks of Policy	Yes	No	N/A
Do you conduct risk assessments for violence every three years and revise your policy accordingly?			
Do you revise your policy when there are significant changes to the workplace design and work procedures?			
Do you investigate violent incidents?			
Do you accept recommendations from the OHC, representative and/or workers, take corrective action and update your policy accordingly?			
Do you provide workers with an up-to-date copy of the policy and retrain them on its revised elements?			
Do you retrain workers on the revised elements in the policy?			

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Written Check-In Procedures

Follow the Municipalities Work Alone Policy.

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Record of Training and Instruction

Record of Training and Instruction Form:

When you sign the record, you are acknowledging that the employee has attended training about your workplace violence prevention procedures conducted by the R.M. of Lac Pelletier #107.

Training may include:

- The content of the policy statement on violence and prevention plan in the workplace.
- The risks of violence identified at the R.M. of Lac Pelletier #107.
- Appropriate action to be taken.
- Reporting requirement whenever incidents of violence occur.
- How to fill out a violent incident report and a suspect and vehicle identification report form.

Date (mm/dd/yy)	Printed Name	Trainer's Signature	Supervisor's Signature

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Violent Incident Report

1. General Information:

Date of incident: _____ Time: _____ a.m. p.m.

Name of employee: _____ Job Title: _____

Shift: _____ Office/department/section:

Location of incident (select all that apply):

Parking Lot Office Stockroom Counter/Reception area Other

Type of incident (select all that apply):

Verbal Threat Pushed Scratched Bitten Struck Other _____

Police called: yes no

Advise of right to consult a medical professional: yes no

Medical attention/first aid obtained: yes no

WCB form completed: yes no

Please describe the incident:

2. Witness Information:

Name: _____ Phone Number: _____

Name: _____ Phone Number: _____

Name: _____ Phone Number: _____

3. Suspect Information:

Customer Current Employee Former Employee Delivery Person

Other _____

Name and contact information of suspect (if known):

Was the suspect involved in previous incidents? yes no

4. Please provide any other information you think is relevant:

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Suspect and Vehicle Identification Report

1. General Appearance:

Gender: _____ Age: _____ Height: _____
Weight/build: _____ Hair (color/type): _____ Complexion: _____
Race: _____ Scars/marks: _____ Tattoos: _____
Jewelry: _____ Hat: _____ Coat: _____
Shoes: _____ Shirt/tie: _____ Pants/skirt: _____

2. Facial Features:

Hair texture/style Skin/hair color Shape of eyebrows Shape/size of eyes Shape of nose Mouth/lips Moustache/beard Wrinkles Ear shape/size cheeks Neck/Adam's apple	Include specific features you remember:
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3. What did the suspect say?

4. Tool or weapon seen?

Color: _____ Make: _____
Model: _____ License Plate: _____
Body Style: _____ Damage/rust: _____
Bumper sticker: _____ Wheel covers: _____
Direction of travel: _____