

**ix. Direct Contact With Clients Assessment**

This form is designed to assist managers, and supervisors in conducting a Workplace Violence Risk assessment associated with the activities carried out in their workplaces to respond to any identified risks.

The assessment must be maintained on file and updated yearly and as often as necessary.

You are not required to use all of any of the examples of controls. There may be other controls that are more suitable to your workplace’s circumstances and to controlling the risks of workplace violence that you identify.

**Date:** \_\_\_\_\_ **Completed By:** \_\_\_\_\_

<b>ACTIVITY:</b> Direct public contact	YES	NO	N/A	EXAMPLES OF CONTROLS	SUMMARIZE EXISTING CONTROLS	RECOMMENDED CONTROLS (identify person(s) responsible and expected completion dates)	DATE COMPLETED
Do clients have direct physical access to workers?				Consider the following measures: <ul style="list-style-type: none"> <li>• Making reception areas visible to other workers and to the outside</li> <li>• Having counters built wide enough or with barriers to prevent clients from having physical access to workers</li> </ul>			
Can workers call for immediate help when a workplace violence incident occurs or is likely to occur?				<ul style="list-style-type: none"> <li>• Provide equipment to summons assistance (alarms, pre-programmed phones etc.)</li> <li>• GPS tracking devices</li> <li>• Provide internal and external numbers for workers to call</li> <li>• Establish an internal code word or phrase that indicates you need assistance</li> </ul>			

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Is public access to the workplace restricted?				<ul style="list-style-type: none"> <li>• Provide single entrance for clients</li> <li>• Install security alarms on outside doors</li> <li>• Install chimes or other means of alerting staff when someone enters</li> <li>• Post signs for worker areas only</li> <li>• Use cards and keys to access worker only areas</li> <li>• Use reception with sign in and out procedures</li> <li>• Accompany non-workers in employee areas</li> <li>• Use CCTV and post signage indicating such</li> <li>• Lock public entrance and provide bell for staff notification</li> </ul>			
If a client became aggressive, are there any objects or equipment that could be used to hurt people?				<ul style="list-style-type: none"> <li>• Store sharp, heavy items so only workers can access them</li> <li>• Keep public counters free of equipment</li> </ul>			
Is the workplace clean, uncluttered, and have a welcoming atmosphere?				<ul style="list-style-type: none"> <li>• Post signs such as 'Welcome' and 'No Harassment Policy'</li> <li>• Ensure workers welcome clients and keep them informed of delays etc.</li> </ul>			

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Is there a place for workers to safely store their personal belongings?				<ul style="list-style-type: none"> <li>• Can workers secure personal valuables out of public sight?</li> </ul>			
Do workers work in remote locations or are isolated from other staff?				<ul style="list-style-type: none"> <li>• Avoid having only one worker per shift</li> <li>• Pair experienced with junior staff</li> <li>• Implement a buddy system</li> <li>• Shorten hours of operation in isolated locations</li> <li>• Monitor the workplace</li> <li>• Install panic buttons and ensure staff are trained on use and related procedures</li> <li>• Maintain regular contact with staff</li> <li>• Provide cell phones or other communication devices</li> <li>• Establish regular contact times</li> <li>• Ensure follow up with workers when contact is lost</li> </ul>			
Are workers and supervisors trained in all relevant measures and procedures for protecting themselves from workplace violence associated with public or client contact?				<p>Information, instruction, or training could include:</p> <ul style="list-style-type: none"> <li>• The risks of workplace violence arising from their job or location</li> <li>• Relevant measures and procedures</li> </ul>			

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<p>Do workers work at times of increased vulnerability, such as late at night, early in morning, or at very quiet times of the day?</p>			<p>Access higher risk times and the need for additional measures to protect the workers such as:</p> <ul style="list-style-type: none"> <li>• Having workers leave the building in groups</li> <li>• Arranging for security patrols</li> <li>• Joining with local businesses to coordinate security efforts and increase awareness of issues</li> </ul>			
<p>Do you have procedures to identify, evaluate, and inform workers about specific high-risk clients, situations, or locations?</p>			<p>Develop and implement procedures regarding the risk of violence related to specific situations or clients, including possible triggers for violence.</p>			
<p>Do you have procedures for workers to follow when dealing with aggressive or potentially violent clients or members of the public?</p>			<ul style="list-style-type: none"> <li>• Develop procedures and ensure staff have training where required</li> <li>• Is staff aware of when to call and how to call for assistance?</li> </ul>			