



TIPS

NO SURPRISES - Employee tips to help hospitality workers make smart, safe decisions in the face of violence

How can employers convince employees to exercise good judgement in a moment of crisis, to choose de-escalation over confrontation, and to value personal safety over heroism and ego by letting the criminal walk away? There is no easy answer, as one in five violent incidents occurred in the victim's workplace. An effective way to improve violence prevention programs for the workplace is to apply a criterion of "no surprises." Here some tips to help employees reduce the potential for violent situations.

Make the unexpected familiar

Talk about health and safety with your employer starting from day one: during orientation, in staff meetings and informally.

1. Share concerns and observations of risks with your employer.
2. Participate in discussions with co-workers and your employer to build confidence and clarify expectations.
3. Ask questions.

Reduce the risk

There are dozens of preventative measures that can be undertaken, from the obvious to the creative, which can help to discourage surprise attacks.

4. Before dark, park vehicles in well lit parking spots.
5. Keep keys and cell phones out, ready to use if necessary.
6. Scan the parking lot for strangers or people hanging around.
7. Check around and under your car and your back seat before getting in.
8. Be aware of your surroundings and other people when entering washrooms or other confined areas. Avoid confined or isolated areas, particularly after dark.
9. Use the buddy system, when possible.
10. Use main doors (not side or back doors) whenever possible.
11. Ensure that all lighting and locks are working properly.
12. Call your manager or others on a scheduled basis.
13. Notify your manager or police if anything strange or unusual occurs.

Manage Emotions When Confronted with Anger or Aggression

What comes naturally in a confrontation can be a rush of emotion that crowds out other, more appropriate reactions. You can't eliminate emotion, so why not prepare for the natural reactions that everyone experiences in a crisis?

14. Use calm body language, keeping hands unclenched.
15. Do not confront or challenge.
16. Speak simply, slowly and confidently.
17. Do not glare, stare or challenge.
18. Position yourself close to alarms and/or panic buttons.
19. Call police or security.
20. Do not be a hero; if you are being robbed, give the person all the cash and goods they want.
21. Keep the exchange short and smooth – don't delay.
22. Do not startle a thief. If there is someone in the back room, let the thief know.



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