 <p>Capilano Students' Union</p>	Procedure No.	Approval Authority
	HR-02-P	General Manager
	Procedure Name	Approval Date
	Violence-free Workplace Procedures	April 26, 2017
	Responsible	Scheduled Review
	General Manager	April 2018

Policy Statement

The Capilano Students' Union recognizes the potential for violent acts or threats directed against our staff by persons other than Capilano Students' Union employees. Every effort has been made to identify the sources of such action, and procedures have been developed to eliminate or minimize the risks to staff.

The Capilano Students' Union management will ensure that all staff members are aware of the hazards and are trained in the appropriate actions to take for protection from acts or threats of violence. Workers must follow the procedures implemented for their protection, and immediately report all incidents of violence. Supervisors must ensure that workers are aware of these hazards, and that workplace violence procedures are followed.

Traveling to and from work

The employer cannot control the environment outside of the workplace. However, there are some tips and tricks that workers should follow in order to ensure that they are able to get to and from the workplace safely, and some of those precautions start before you've even reached the university campus.

If you drive to work...

Pre-arrival planning


1. Visualize where you are going to park when you arrive on campus.
2. Make sure you have enough fuel to get to and from the campus.
3. If you are traveling alone, put everything you need for work on the front seat beside you.
4. Visualize a back-up plan you can use if your arrival at work does not go as planned.

Arrival at your parking spot

1. Park in a well-lit area. As you enter the parking lot, keep the vehicle locked and windows rolled up.
2. As you enter the designated parking area, and before you leave your vehicle, take a look around the area for any suspicious persons. Have a back-up plan ready.
3. Prepare yourself to get out of the vehicle with everything you need before unlocking the vehicle door. Make sure that you have your key and/or access card, a whistle or some other personal alarm, and any other personal belongings. Avoid having to reach back into the vehicle for items once you have exited.
4. Make sure that the vehicle is locked and the windows are up when your vehicle is unattended.

Walking to the workplace

1. Proceed directly and quickly to the workplace.
2. Walk with your head erect, look alert, and scan your route.
3. Use main entrances as much as possible; avoid rear or secluded entrances.

 <p>Capilano Students' Union</p>	Procedure No.	Approval Authority
	HR-02-P	General Manager
	Procedure Name	Approval Date
	Violence-free Workplace Procedures	April 26, 2017
	Responsible	Scheduled Review
	General Manager	April 2018

Returning to your vehicle


1. Prepare yourself to leave the workplace with everything you need, such as keys for the office, the key to open your vehicle, and a whistle or some other personal alarm.
2. Use main entrances as much as possible; avoid rear or secluded exits.
3. Take a look around the area for any suspicious persons. Have a back-up plan ready.
4. Proceed directly and quickly to your vehicle.
5. Walk with your head erect, look alert, and scan your route.
6. If possible, avoid walking to your vehicle alone. Go with other workers, campus security, or some other escort. Provide the escort with a ride back to a safe, well-lit part of campus when you depart.
7. Remember that you can call campus security at (604) 984-1763 to access the SafeWalk program; if possible, you should wait inside a building to meet your escort from campus security. This program is offered by the university 24/7/365, so do not hesitate to make use of it.
8. If you must walk to your vehicle alone for whatever reason, pretend that you are being watched, and wave to an imaginary co-worker on the way to your vehicle. Once you are in your vehicle, ensure all doors are locked and the windows are up.

Public transit

1. Avoid isolated or poorly lit bus stops, if possible. You could also consider alternate transit routes that might include more open or more brightly-lit SkyTrain stations or bus stops, if possible.
2. Plan your arrival time at the bus stop to get there just before your bus arrives.
3. If you are alone or it's late at night, sit near the driver. If someone bothers you, tell the driver immediately.
4. Try to sit where you can see your upcoming bus stop as you arrive. If you see suspicious or menacing individuals at your stop, get off at the next stop instead.
5. When stepping off the bus, check to see if you are being followed. If you are, walk directly and quickly—without running or looking back—to a service station or store, and call 911.
6. If possible, plan to have someone meet you at your home bus stop.

If you are confronted

1. If attacked, scream—as loud and as long as possible—and run to the nearest well-lit area.
2. If someone grabs your purse, deposit bag, or any other personal property, do not resist and do not chase the robber. Call the police at 911 immediately after the incident and, once you are safe, and record the appearance and mannerisms of the offender. Only after the police have been contacted:

 <p>Capilano Students' Union</p>	Procedure No.	Approval Authority
	HR-02-P	General Manager
	Procedure Name	Approval Date
	Violence-free Workplace Procedures	April 26, 2017
	Responsible	Scheduled Review
	General Manager	April 2018

- a. Please contact campus security at (604) 984-1763.
- b. Please contact the general manager at (604) 317-0579.

Working alone


1. When working at the CSU Members Centre front desk alone, a staff member is expected to call the main office once during the morning half of the shift, and once during the afternoon half of the shift (so every 3 to 5 hours), to “check in” and to confirm that everything (and everyone) at the desk is alright. Fixed and regular check-in times of 11:00 a.m., and 2:30 p.m., are ideal.
2. If you are working alone in the administration office, please keep all doors to the office locked. Check through the door’s window before opening the door for guests. If a guest requesting access makes you feel nervous or unsafe, call campus security.
3. If there are no staff members working in the main office, then a staff member working alone at the CSU Members Centre front desk is expected, instead, to “check in” with the general manager. (The general manager can be reached, when not at the workplace, at (604) 317-0579.)
4. If a staff member is working alone at an evening event, that staff member is expected to contact one of the general manager (or designate) to “check in” at a predetermined time during the evening shift, and then once more when the shift has concluded and they are ready to head home.
5. Prominently display a notice indicating what emergency numbers to call for assistance.
6. If possible, do not open back doors and leave them open and unattended.

Assault tips when working alone

1. If attacked, scream—as loud and as long as possible—and run to a neighbouring university department (such as the library), or the nearest well-lit area, and continue calling for help.
2. If someone grabs your purse, deposit bag, or other personal property, do not resist and do not chase the thief. Stolen things can be replaced, but we cannot replace you!
3. Call the police at 911 immediately after any incident and, once you are safe, record the appearance and mannerisms of the offender. Only after the police have been contacted:
 - a. Please contact campus security at (604) 984-1763.
 - b. Please contact the general manager at (604) 317-0579.

Dealing with irate students or members of the public

1. Focus on the emotions first. Remain calm, and try to calm the other person.
2. Avoid escalating the situation. Find ways to help the irate customer to save face.

 <p>Capilano Students' Union</p>	Procedure No.	Approval Authority
	HR-02-P	General Manager
	Procedure Name	Approval Date
	Violence-free Workplace Procedures	April 26, 2017
	Responsible	Scheduled Review
	General Manager	April 2018


3. Listen carefully, and try to put yourself in the customer's shoes, so you can better understand how to resolve the problem.
4. If you cannot calm the person, ask for help.
 - a. Escalate the situation to one of the resource staff or, if unavailable, the general manager.
 - b. If the situation continues to escalate, and you feel that there is a risk that the irate person might imminently become violent, contact campus security at 604.983.1763.

Preventing robberies

1. Make the CSU Members Centre attractive to our members, and unattractive to robbers.
 - a. Keep the CSU Members Centre clean, tidy, and well-lit.
 - b. Keep active and alert. Don't be a target.
 - c. Get away from the desk when there are no members to serve.
2. Keep alert at all times.
 - a. Identify your escape routes.
 - b. Know the location of telephones or assistance nearby.
 - c. Be aware of areas with poor lighting.
3. Avoid looking directly at suspicious loiterers. Prolonged eye-to-eye contact, especially if there is a group involved, may be interpreted as a challenge, and could escalate the situation. Fill out a description sheet; if you are concerned about loiterers who do not leave, contact campus security and ask them to conduct a patrol of the CSU Members Centre.
4. Greet everyone who enters the CSU Members Centre. Be friendly, and briefly make eye contact.
5. Keep the cash register fund to a minimum. Remove all \$50 and \$100 bills from the register as soon as you receive them, and post signs advertising that there is "minimum cash kept on premises." Wherever possible, ask members to provide exact change or the smallest bills possible.
6. Take extra precautions after dark and during slow periods.
 - a. Check each night to see that outside lights are turned on and working.
 - b. Display the unused register drawer, tipped up, after the cash register has been closed.

If a robbery occurs


1. Remain cool and calm. Handle the entire procedure as if you are making a sale to a member. Most robberies last under two minutes. The longer a robbery takes, the more nervous the robber becomes, so keep it short and smooth.

 <p>Capilano Students' Union</p>	Procedure No.	Approval Authority
	HR-02-P	General Manager
	Procedure Name	Approval Date
	Violence-free Workplace Procedures	April 26, 2017
	Responsible	Scheduled Review
	General Manager	April 2018

2. Listen carefully to what the robbers say, and obey them. Don't be a hero.
 - a. Don't fight. Don't use weapons. Don't jeopardize your own safety or that of other workers.
 - b. Give the robbers all the cash and merchandise they want.
 - c. Don't delay or argue.
3. Tell the robbers of any possible surprises.
 - a. Tell the robbers, in advance, if you must reach for something or move in any way. Ask them for their directions.
 - b. Tell the robbers if another employee is on their way, so they will not be startled.
 - c. Call 911 after the robbers have left, not while they are still in the CSU Members Centre.
4. Continue to remain cool and calm.
 - a. Be careful not to stare or fix your gaze too long on the robbers, but observe what they look like, what they are wearing, their size, and the type and colour of weapons. Listen carefully to what they say.
 - b. Immediately after the robbers have left, record their appearance, mannerisms, and any distinguishing characteristics on a description sheet.
5. Do not chase robbers.
 - a. Call the police.
 - b. Keep emergency numbers near the phone.
 - c. Tell the police:
 - i. The direction robbers took when they left
 - ii. The time of the robbery
 - iii. The appearance of the robbers, and any weapon or vehicle used.
 - d. Stay on the phone until the police tell you they have all the information they need.
6. Protect the crime scene. Ask any witnesses to wait for the police. Get names and addresses. Don't touch the evidence.
7. Only after the police have been contacted:
 - a. Contact campus security at (604) 984-1763.
 - b. Contact the general manager at (604) 317-0579.

Making deposits

1. Avoid making night deposits.
2. Vary the times of deposits.

 <p>Capilano Students' Union</p>	Procedure No.	Approval Authority
	HR-02-P	General Manager
	Procedure Name	Approval Date
	Violence-free Workplace Procedures	April 26, 2017
	Responsible	Scheduled Review
	General Manager	April 2018

3. Do not make the deposits alone.
4. When making deposits with a co-worker or trusted friend, have them face the other way to keep an eye on everything while you make the deposit.
5. When transferring deposits to or from the administration office to any other location on campus, do not go alone. Ask a coworker to accompany you, and carry the cash or change in a bag, backpack, or something else so that you are inconspicuous.