 <p>Capilano Students' Union</p>	Procedure Name	Procedure No.
	Safe Work Procedures for Reducing Workplace Violence	HR-02.1
	Created Under	Approval Date
	Violence-free Workplace Policy	August 23, 2019
	Responsible	Scheduled Review
	Executive Director	September 2020

Introduction

Per our [violence-free workplace policy](#), the Capilano Students' Union does not tolerate workplace violence, and believes that it is the responsibility of every person to not engage in violence or threats of violence. It is unfortunate that workers are expected to take steps, themselves, to defend from being assaulted or threatened. This expectation is inconsistent with the principles of the organization's [i <3 consent campaign](#).

This being said, the Capilano Students' Union is required, under section 4.30(3) of the [Occupational Health and Safety Regulation](#), to provide instructions to workers on how to reduce the risk of this kind of violence. We have prepared procedures to satisfy this requirement, and invite workers to review them within this regulatory context.

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 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.

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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.

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.

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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.

If you take public transit to work...

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 take active transportation to work...

1. While all road users are at risk of being the victim of “road rage,” cyclists are disproportionately at risk because they lack the protection of a vehicle’s frame in the event of an intentional collision. Take extra caution not to instigate a confrontation with a driver when cycling to or from work.
2. If you’re verbally confronted by a driver (even if they are wrong), do not argue. If possible, avoid a situation where you are required to engage with a frustrated driver at all. If a driver starts to get out of a vehicle to confront you, ride away to a place of safety.
3. If a driver becomes physically aggressive, and it is not possible to get to a safe place, do everything you can to prevent violence. Call 9-1-1 (even if you need to


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leave the call live and unattended), and attempt to keep your bicycle between you and the driver.

4. If a driver is pursuing you in a vehicle, use the small and nimble nature of the bicycle to your advantage, including through the use of alleyways, sidewalks, or even building lobbies that might be too difficult for a vehicle to navigate.

If you walk to work...

1. When walking to and from work, make sure that your work or house keys are easily accessible to you, so as to avoid any fumbling around for keys when you arrive at your destination, which could distract you from things that are happening in your surroundings.
2. Walk with confidence and purpose when you are walking alone. Walk facing traffic to stay visible. If you get lost on your way, do not give off the appearance of walking around aimlessly or confused – walk directly to the nearest restaurant, store, or service station to ask for directions.
3. When walking alone, trust your instincts. If you are aware that someone is following you, let them know that you are aware of their presence (whether by turning around and making eye contact, or verbalizing it). If you realize that you are being followed when on your way home, avoid walking directly home if possible, and instead head for somewhere public and safe.
4. Keep a whistle or loud personal alarm with you.
5. Avoid carrying multiple bags on your way to or from work, as this can hinder your ability to respond in the event that you are faced with an attacker while walking.
6. As much as is possible, use well-lit sidewalks or streets when walking to or from work. Avoid areas that could act as hiding spots, such as dark alleyways or forested trails.
7. Choose footwear that is comfortable, and that would allow you to run if necessary.


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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:
 - a. Please contact campus security at (604) 984-1763.
 - b. Please contact the executive director at (604) 317-0579.

Working alone

1. If a staff member is working alone at the CSU Members Centre, they are expected to regularly check in with the executive director or a supervisor to ensure safety and security. Safety checks may be conducted via phone or Slack and must occur at least once in the morning and once in the afternoon. 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 or executive office, please keep all doors 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 any worker is working alone at an event, that person is expected to contact the executive director (or designate) to “check in” at a predetermined time during the shift, and then once more when the shift has concluded and they are ready to head home.
4. Prominently display a notice indicating what emergency numbers to call for assistance.
5. If possible, do not leave back doors open and unattended.

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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 executive director 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.
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 executive director.
 - 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.

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- 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.
2. Listen carefully to what the robbers say, and obey them. Don't be a hero.

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- 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.

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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 executive director at (604) 317-0579.

Making deposits

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