

safety matters

Not-for-Profit
Toolbox Talks for

From your safety partners at Robison & Co Ltd

The Risk of Violence While Helping Others

While not-for-profit organisations are working to help society, they are not immune to the danger of violence present in all workplaces. The risk of violence either involving an outsider or between two employees remains a serious safety and health issue – even in a not for profit organisation.

Identifying Your Risk

Although risk in not-for-profit organisations depends greatly on the type of activity being performed and cannot be easily generalised, characteristics of some activities in many not-for-profit and faith-based entities are particularly risky:

- Employees may be required to enter into high-crime areas
- Employees are sometimes exposed to violent, mentally unstable individuals
- Employees' work may be socially controversial, subject to potentially violent protest
- Working long hours with high incidence of burnout increases stress

Whether it stems from work-related disputes, domestic abuse or other personal issues, violence can occur inside or outside the workplace and can range from threats or verbal abuse to physical assaults. Tempers can flare and escalate to violent behaviour at any time. Violence can generally be divided into three categories:

- Pure criminal intent
- Client incidents, in which a client acts out violently towards an employee

- Worker to worker incidents stemming from work-related disputes, often involving managers or supervisors.

Staying Safe

At , we've taken steps to keep you safe on the job. As we emphasise in our Workplace Violence Prevention Programme, we do not tolerate threats, bullying, harassment or any other form of violence. However, keeping our workplace as safe as possible requires the commitment of all employees, including you.

Although nothing can guarantee that you will never be a victim of workplace violence, many incidents are preventable. Contribute to the safety measures and other efforts that we have in place by following these guidelines:

- Be aware of and report threatening behaviour, and be alert for other signs of aggression or violent behaviour.
- Take all threats seriously, without exception.
- Follow procedures established by our Workplace Violence Prevention Programme, including those for reporting incidents.
- Learn how to recognise, avoid or diffuse potentially violent situations by attending personal safety training programmes.
- Alert supervisors to any concerns about safety or security, and report all incidents immediately in writing.
- Avoid travelling alone to unfamiliar locations whenever possible.

We do our best to keep you safe with our Workplace Violence Prevention Programme. Help us by reporting any suspicious behaviour.

INSURANCE BROKERS

Robison
Challenging Convention

The content of this document is of general interest and is not intended to apply to specific circumstances. It does not purport to be a comprehensive analysis of all matters relevant to its subject matter. The content should not, therefore, be regarded as constituting legal advice and not be relied upon as such. In relation to any particular problem which they may have, readers are advised to seek specific advice. Further, the law may have changed since first publication and the reader is cautioned accordingly.

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Help Us Keep You Safe

Always stay alert and aware of any potentially dangerous behaviour. Make sure that you are effectively trained in conflict resolution and methods of handling potentially dangerous situations. Together, we can keep our workplace safe.