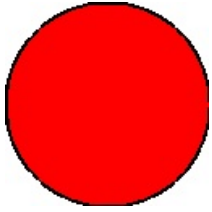
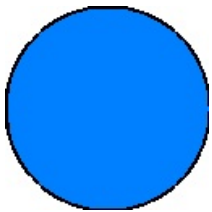


Hazard Mapping for Existing and Potential Workplace Violence/Harassment Hazards



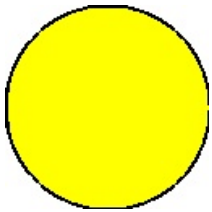
Work Interactions

- Dealing with the public, e.g., social workers, health care providers, human resources, reception
- Dealing with at-risk clients/family (history of violence, medications/substance abuse, dementia, difficulty in communicating)
- Disrespect / conflict with coworker or supervisor
- Harassment (conduct based on race, religion, colour, gender, marital status, political belief, disability, age, ancestry)
- Bullying (belittling remarks, gossiping, exclusion, intimidation, harsh/constant criticism, excessive yelling, undermining work production, setting impossible deadlines)
- Fear to have a dissenting voice
- Risk of domestic violence (internal/external)



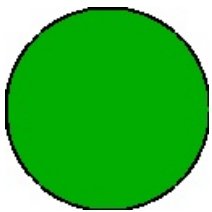
Working Alone

- Especially working at night or during early morning hours
- Travelling by car, bus or on foot between client residences
- Workers who stay behind after regular office hours or use weekends to catch up on work



Work Design

- Dispensing drugs
- Handling cash
- Long waiting lines
- Under staffing & excessive workload
- Crowded conditions can contribute to disagreements
- Young, inexperienced workers
- Intense organizational change
- No violence prevention/respectful workplace policy or policy not enforced
- Workers who do not have training in violence/harassment prevention
- No option of external mediation to resolve conflict (if requested)
- Ineffective management



Physical Work Environment

- Layout of work area, e.g., blocked escape exit
- Working in private residences or hotels especially if located in high crime neighbourhoods.
- Inadequate building or parking lot security
- Poor lighting
- Uncontrolled access to or between buildings

Hazard Mapping

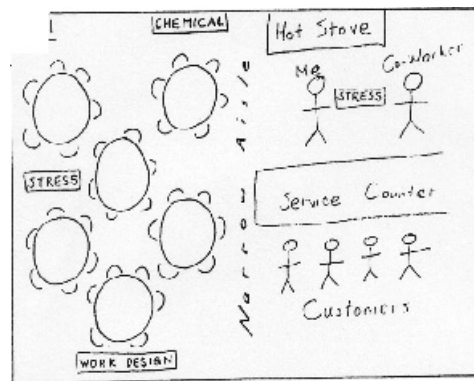
1. A tool to help workers identify hazards in the workplace. Most important to be done by the people who actually do the job. Works well when done in groups of 2-3 who work in the same workplace/area.
2. Draw a picture of your workplace, office, workstation, machine you work on. . . whatever. Draw stick people identifying staff and clients
3. Workplace Violence/Harassment hazards have been grouped into four categories:

Work Interactions
Working Alone
Work Design
Physical Work Environment

4. Each hazard is identified by a colour. Once you have drawn your map, and identified some hazards, put a corresponding coloured dot on the map where the hazards occur.
5. Share your map with everyone, telling us about the workplace and what your dots mean.
6. Think of which hazards would be a priority and solutions you can think of to remedy the problem. Choosing solutions: try to find solutions that deal with the hazard at the source of the problem. (Source Along the Path At the Worker)

February 2011

Example: Food Service Area



Example: Security

