

## CONFLICT RESOLUTION:

An employee may need to intervene in a potentially hostile situation. The final outcome will depend to a large degree upon how the employee approaches the situation. In most cases, the contributing factors of customer hostility are beyond the control of the employee. The employee though, *can* control their response to the situation.

### Step 1 - Presence

- Your presence alone may be enough to cause a person to comply and behave appropriately. If not...it may be necessary to speak to the person and ASK for compliance. Do so in a polite and pleasant manner. Be non-confrontational.
- The manner of your approach is critical. Always identify yourself verbally. Your tone must be polite and professional.
- The person may comply.

*If they do not comply.....see STEP 2*

### Step 2 – Give reasons for compliance

- Reason with the person – tell them their behaviour is unacceptable; offensive; disruptive; unlawful; disrupting operations
- Give legal justification where appropriate, i.e. contrary to company policy; contrary to law (Canada Shipping Act, Criminal Code etc)
- State your authority to enforce policy / law.
- The person may comply.

*If they do not comply...see STEP 3*

### Step 3 – Create Options

- Provide the person with choices, but do not make it sound like a threat
- The person may comply.

*If they do not comply. See STEP 4*

### Step 4 – Confirm the person's intentions

- If the person still won't comply, confirm what you believe to be the person's final position based on their behaviour
- If the person persists, ask them as a last resort:
  - “Is there anything I can do or say to get your co-operation?”
- If you get a reasonable response, try to be helpful to ensure compliance but do nothing contrary to policy /unlawful.
- The person may comply.

*If they do not comply.....see STEP 5*

### Step 5 – Action

- Failure to get co-operation at this stage will require you to take action. You need to call your supervisor or the police.
- Advise the person of the action you plan to take. This will provide one last opportunity to comply.

## SUICIDE INTERVENTION:

### 1. DO NOT ENDANGER YOURSELF

Do not try to physically intervene as it may cause the person to resist the attempt. The employee's 1st priority is their own safety.

### 2. ESTABLISH RAPPORT – NOT EMPATHY

Empathy is not appropriate for crisis intervention situations. Developing a rapport is more important.

### 3. DEVELOP A FUTURE FOCUS

Attempt to get the person to focus on future events, which will tend to reduce the immediacy of the threat and to have the person consider other factors / solutions.

#### DO:

- Use a calm, low voice
- Use slow, non- threatening movements
- Make eye contact
- Watch non-verbal signs
- Acknowledge intent
- Tell them you will get help!

#### DO NOT:

- Handle alone
- Offer solutions
- Use humour
- Call their bluff
- Focus on past events
- Try to mediate
- Handle Alone!



#### Need Assistance?

**Contact:** Operations Security Center (OSC)

**Telephone:** 1-877-858-1888

**Email:** [osc@bcferries.com](mailto:osc@bcferries.com)

# Prevention of Violence in the Workplace

## Quick Reference Guide



## BC Ferries Commitment

BC Ferries is committed to a violence free workplace. Any violent act against employees on the job is unacceptable and illegal and will not be tolerated.

## BC Ferries Right to Refuse Passage:

BC Ferries reserves the right to refuse passage to any person who does not comply with the Conditions of Carriage or Rules and Regulations, and further reserves the right to refuse passage to any person who appears to be under the influence of alcohol or drugs, or whose conduct is deemed to be unsafe, unlawful, disruptive or objectionable.

## WorkSafeBC Definition of Workplace Violence

“The attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behavior which gives a worker reasonable cause to believe that he or she is at risk of injury.”

*Occupational Health and Safety Regulations Guidelines  
Part 4 Section 4:27*

## WORKPLACE VIOLENCE

Many people think of workplace violence as a physical assault. However, it is a much broader problem.

### Workplace violence includes:

- Threatening behaviour
- Verbal and written threats
- Physical attacks (pushing, spitting, biting etc.)

## POTENTIALLY HOSTILE NON-VERBAL INDICATORS

Agitated individuals who pose a potential concern to employees are often not able to conceal their physiological reaction.

Employees should be alert to the following physical warning signals. If two (2) or more are present, caution must be used.

- |                                |                 |
|--------------------------------|-----------------|
| • Throwing Items               | • Fidgeting     |
| • Short Attention Span         | • Glaring       |
| • Rapid / Suppressed Breathing | • Pacing        |
| • Crossed Arms                 | • Red Face      |
| • Personal Space Invaded       | • Tense Muscles |

## FARE EVASION

- It is an offence under the Criminal Code to fraudulently obtain transportation (i.e. surreptitiously entering a terminal/vessel; using a forged or invalid ticket or boarding pass).
- Any person who fails or who refuses to pay the prescribed fare shall be refused passage and ordered off the terminal or vessel.
- Regardless of the sailing, where there is an attempt at fare evasion by a passenger and/or vehicle, they are banned from travel for the day where the attempt at fare evasion occurred



## QUEUE/LANE JUMPING

- Unless there are unusual circumstances the practice is to place the customer at the end of the line. Passengers (vehicle and foot passengers) give up their spot by line jumping.

## REPORTING INCIDENTS

All incidents of violence must be reported verbally by the employee to:

- The Operations and Security Center (OSC); and
- The employee's direct Supervisor.

All incidents of violence must be documented by the Supervisor or Line Manager in an Initial Assessment Report (IAR).

*The following incidents must also be reported to the police:*

- Sudden deaths or incidents which result in serious injury to any person
- All suicides and attempts.
- Threats and assaults against employees by the public.
- Serious incidents and unlawful behaviour involving passengers which in the opinion of the supervisor require police intervention.

***In cases of assault, the decision to lay criminal charges is solely that of the employee who is the victim of the assault or threat. The employee should seek the advice of the attending police officer in this regard. The Company cannot lay charges on behalf of the employee, but actively encourages employees to pursue such matters to the full extent of the law and will fully support them throughout the process.***



## DEALING WITH EMOTIONALLY DISTURBED PERSONS

Emotionally disturbed people are unpredictable to deal with. Some techniques that may work for employees when engaging emotionally disturbed people include:

### Recognizing the need to provide the person with space:

- Consider where physical barriers are located.
- Have a planned escape route away from the situation.

### Always be prepared to take your time:

- Exercise patience – the person will appreciate it.

### Gather information from the person if possible:

- Try to find out about friends/relatives/doctor to contact.

### Do not make sudden moves:

- Remaining composed is critical which helps the other person to remain calm also.

### Talk softly and slowly:

- Use uncomplicated language, phrases and commands.
- Do not talk down to an Emotionally Disturbed Person.

### Listen to an Emotionally Disturbed Person:

- Allow a person to vent if necessary.
- Do not take anything they say personally.
- Remain personable and professional.

Persons who are suspected of being emotionally disturbed must be kept under discreet observation while on BC Ferries property. Persons who are suspected of being emotionally disturbed **and** who are acting in a threatening or suspicious manner should be immediately reported to the police and then kept under observation until the arrival of the police.

Employees must remember that some emotionally disturbed people may:

- Have a resentment towards authority figures,
- Be withdrawn from reality,
- Suffer from possible violent delusions, and
- Have unpredictable and changeable behavior.

