



**You're Worth It**  
WSSC



# HAIR STYLISTS TOOLBOX TALK

## VIOLENCE AND HARASSMENT



Working in the service industry often places you directly with the public, this can be wonderful, but it also increases possibility of violent incidents in the workplace. Violent incidents can occur without warning. The incidents can be between a customer or criminal and a worker, between workers, or between a worker and the employer. Often the incidents take the form of verbal harassment, which may not have physical consequences, but can cause anxiety and depression for the worker. Serious violent incidents are rare, but can be severe.



## SAFETY TIPS

1. Make sure you're aware of people who are likely to come to your workplace (for example, customers or former co-workers) and who have threatened violence to workers in the past.
2. If possible, try to put space between yourself and angry customers: a counter top, a display case, furniture, etc.
3. Remain calm, and try to calm the other person.
4. Avoid escalating the situation. Find ways to help angry customers find possible solutions.
5. Listen carefully and try to put yourself in the other person's shoes, so you can better understand how to solve the problem.
6. If you cannot calm the person, ask for help.
7. Do not resist if there is a threat of violence.
8. If the threat of violence is detected remove yourself from the situation.
9. Report harassment to your supervisor or employer, and violence (threats or actual) to the police.

## EXAMPLES OF HAZARDS

- Angry customers, particularly money transactions
- Co-workers
- Employer
- Criminals



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# Stay Safe

## FROM VIOLENCE AND HARASSMENT

### If you are working alone:

1. Know where emergency phone numbers are posted.
2. Your supervisor should contact you periodically to ensure you're okay, whether in person, or by another means.
3. Consider using a personal alarm.
4. If possible, do not open back doors or leave them open and unattended.
5. Avoid emptying garbage at night, especially if the dumpster is in a secluded spot or back alley.
6. Avoid making bank deposits at night.
7. If attacked, scream — as loud and long as possible — and run to a neighbouring business, residence, or the nearest well-lit area and continue calling for help.
8. If someone grabs your wallet/purse, tools, or other personal property, DO NOT resist and DO NOT chase the thief.
9. Call the police immediately after any incident and record the appearance and mannerisms of the offender.



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