

Toolbox Talk — Instructor Guide for Hair Stylists

Violence and Harassment Topic Overview

Violent incidents can occur without warning, especially in the service industry. Violence can be physical harm or threat of physical harm. Harassment can be any unwelcome comment or conduct that is unsettling. The incidents can be between a customer 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, depression, and strain on the mental health of the worker. Serious violent incidents are rare, but can be severe, such as head injuries, gun shot or knife wounds, broken bones, or death.

Demonstration and **Discussion Topics**

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- Discuss the different types of violence physical (attempted or actual), psychological (harassment), and threatening statements or behaviour.
- ☐ **Distribute** the student handout.
- ☐ **Review** the safety tips.
- ☐ **Discuss** how injuries can occur if violent interactions aren't defused or avoided.
- ☐ **Explain** what can be done in the workplace to minimize the risk of violence (e.g., no cash on site, pleasant demeanor, security cameras, good lighting, and clear lines of sight).

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- Discuss the attitude that "it won't happen to me". Remind them that any episode of violence or harassment should be reported.
- ☐ Make it real. Tell at least two true stories of injuries from your experience or that of the crew, or use these examples:
 - A person entered a shop and yelled at the employee because they were dissatisfied with the service they had received. When the employee tried to talk to them, the person struck employee, knocking them to the ground.
 - A salon worker was assaulted while cleaning up alone after dark. They sustained severe bruising and a mild concussion.
- ☐ **Instruct** the students to identify and report any safety concerns about potential violent situations.
- ☐ Encourage them to **ASK** questions.
- ☐ **Set a good example** by working safely at all times.

Resources

☐ Violence in the Workplace

www.worksafebc.com/publications/health and safety/by topic/assets/pdf/workingalone.pdf

□ Take Care

www.worksafebc.com/publications/health and safety/by topic/assets/pdf/take care.pdf

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