TRAUMATIC EVENTS OR MATERIALS

CONTROL MEASURES

Control measures are specific actions or procedures that are put in place to manage or mitigate identified risks. They are reactive measures that are implemented after risks have been identified and assessed as part of the risk management process. Control measures are designed to reduce the likelihood or impact of risks, and they can take many forms, including administrative controls, engineering controls, and personal protective equipment.

Engineering Controls: Implement physical measures to minimize the risk of traumatic events or exposure to hazardous materials. This may include safety barriers, ventilation systems, or personal protective equipment.

Administrative Controls: Establish administrative measures to reduce the risk of traumatic events or materials. This can involve implementing work procedures, safety protocols, and training programs that promote safe practices and awareness.

Personal Protective Equipment (PPE): Provide appropriate personal protective equipment to employees who may encounter traumatic events or hazardous materials, such as gloves, masks, or protective clothing.

Hazard Identification and Reporting: Encourage employees to report potential hazards or traumatic events promptly. Establish a reporting system and ensure that employees are aware of the process for reporting incidents or concerns.

Regular Safety Inspections: Conduct routine safety inspections to identify and address potential hazards or unsafe conditions related to traumatic events or materials. Take prompt action to mitigate identified risks.

Security Measures: Implement security protocols to prevent or respond to potential acts of terrorism or violence. This may include access control systems, surveillance cameras, or security personnel.

Workplace Design: Consider the layout and design of the workplace to minimize the risk of traumatic events. This can involve well-lit areas, clear signage, and emergency exit routes that are easily accessible.

Ongoing Risk Monitoring and Review: Continuously monitor and review the effectiveness of risk management strategies and control measures in addressing traumatic events or materials. Make adjustments and improvements as necessary.

DO

Establish a systematic approach for managing the risks associated with violence and trauma in the workplace.

Engage in consultation with individuals who may potentially encounter violence or trauma while working.

Assign specific roles to individuals in the event of a violent incident, such as one person providing support to the affected worker, another contacting the police, and another redirecting the public.

Conduct research on various control measures, such as personal alarms, barriers at counters to deter aggression, and mirrors strategically placed to make offenders aware of their behaviour.

When dealing with situations where individuals need to be seen in enclosed areas, consult with employees to develop policies that ensure safe interactions, such as positioning worker desks near the door and installing emergency alarms on desks.

Initiate timely contact with any employee affected by traumatic events to assess their well-being and strongly encourage professional support.

Implement support services such as an Employee Assistance Program to offer support services to employees dealing with the effects of violence or trauma.

Ensure that all managers have a thorough understanding of the challenges and experiences faced by the workforce.

Develop inclusive policies that provide support and demonstrate how the organisation will safeguard workers from the potential risks associated with secondary trauma.

DO NOT

Require workers to operate independently in situations where there is a possibility of violence or trauma.

Fail to engage in consultation with the individuals performing the work or overlook the importance of consulting with workers when implementing measures to protect their well-being.

Disregard the potential risks of violence and trauma faced by workers.

Place the burden of coping and managing without managerial assistance or support solely on the workers.

Assume that workers will effectively manage secondary and vicarious trauma, despite research indicating otherwise.

Underestimate the potential psychological harm that can result from witnessing traumatic incidents.