Safely Managed and Responsible Team (S.M.A.R.T.)

Client and Public Confrontations

<table>
<thead>
<tr>
<th>SOME FACTORS TO CONSIDER</th>
<th>APPLICABLE SAFETY EQUIPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Violence</td>
<td>• Communication (radios/telephone)</td>
</tr>
<tr>
<td>• Being stranded or isolated</td>
<td>• Survival gear</td>
</tr>
<tr>
<td>• Harassment and Verbal abuse</td>
<td>• Vehicle</td>
</tr>
<tr>
<td></td>
<td>• First aid kit</td>
</tr>
</tbody>
</table>

PRIOR TO CLIENT CONFRONTATION (PLAN)

If prior assessment indicates potential for violence or confrontation avoid situation where possible! Do not proceed alone! Consider support from policing authority where appropriate.
Request PSA undertake risk assessment where client is known and risk uncertain.
Be aware of the issues for the areas you are working and who you may encounter.
If a blockade or information line is suspected, plan an alternate route if one is available.
Inspect personal survival gear and communication equipment.
Ensure you follow the staff monitoring system and ensure monitoring system is aware of circumstance. Change check-in timing and frequency if warranted.

DURING CONFRONTATION (DO)

Avoid the situation if practical! Do not engage with belligerent clients or members of the public.
Always maintain the safety of yourself and your co-workers as a first priority!
Know your rights; understand your right to know, right to participate and right to refuse unsafe work.
Maintain distance, be respectful of other opinions at all times.
Keep your distance and keep vehicle doors or other objects between yourself and point of concern.
Maintain an escape route, stay together or in eye and ear shot of the rest of your crew.
Before approaching, contact your staff monitoring system and explain your situation and create a short check-in time maximum 15 minutes.
Do not work alone in areas expected to be at risk!
Avoid confrontation and conflict with individuals. Leave the area as early as you can if you are faced with intimidation or threats. Do not respond in any way to such threats.
Assess the situation calmly and move to a safe location and report to your supervisor.
Do not cross blockades or information lines if this may isolate you. Will you be able to cross again to return? Will the situation change or escalate?
Provide your supervisor and the applicable manager the following information where safe and able to do so:
- location of the incident or blockade,
- time of your encounter,
- number of people involved,
- the stated purpose of the action or interaction,
- vehicle licence numbers or other identifying information.
If you are stranded behind a blockade in the field or in an office, notify your staff monitoring system, your supervisor and applicable manager and the RCMP where appropriate. Arrange for alternate transportation when required.
### MONITOR/INSPECT (CHECK)

All team members should continually monitor each other during interaction until all team members are in a safe area.
Gather as much information about concern and positions of parties as is safe to do.
If available, when safe, use video or audio equipment to record event.

### IMPROVE/CORRECT (ACT)

Undertake a debriefing on any incident to reflect on opportunity to improve safety for staff.
Share known information with others that may be exposed, (e.g. government organizations provincial and federal and clients, tenure holders, contractors).\(^1\)

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\(^1\) Primarily Employer Responsibility