1. Notify your supervisor or manager about all incidents, even if there is no injury.

2. Seek first aid or medical attention (if required) as soon as possible. If you need to leave your work area, tell your supervisor. Make sure you say that the incident happened at work.

3. Report the incident as soon as possible, using the employee incident reporting process for your worksite (i.e. call centre, electronic or paper employee incident report), even if there is no injury.

4. Start a WorkSafeBC claim for medical treatment and/or missed time from work. Complete a WorkSafeBC Form 6, online (www.worksafebc.com) or by Teleclaim (1-888-967-5377).

5. Tell your BCNU representative on the Joint OH&S Committee about the incident.

6. Participate in the incident investigation with your BCNU representative on the Joint OH&S Committee.

7. Ask to attend workplace violence training.

After a traumatic incident, seek critical incident response and critical incident stress debriefing (CISD), even if you think you don’t need it. CISD can significantly reduce your chances of developing post-traumatic stress disorder (PTSD) if provided in a timely manner, optimally within 24-72 hours following the incident. Places to access CISD include your employer, Workplace Health, the Employee and Family Assistance Program, and WorkSafeBC.

Delivering safe patient care means working in a safe and healthy environment. www.bcnu.org