

# WORKPLACE VIOLENCE

BEST PRACTICES & OSHA RESPONSIBILITIES



## MEET YOUR PRESENTER



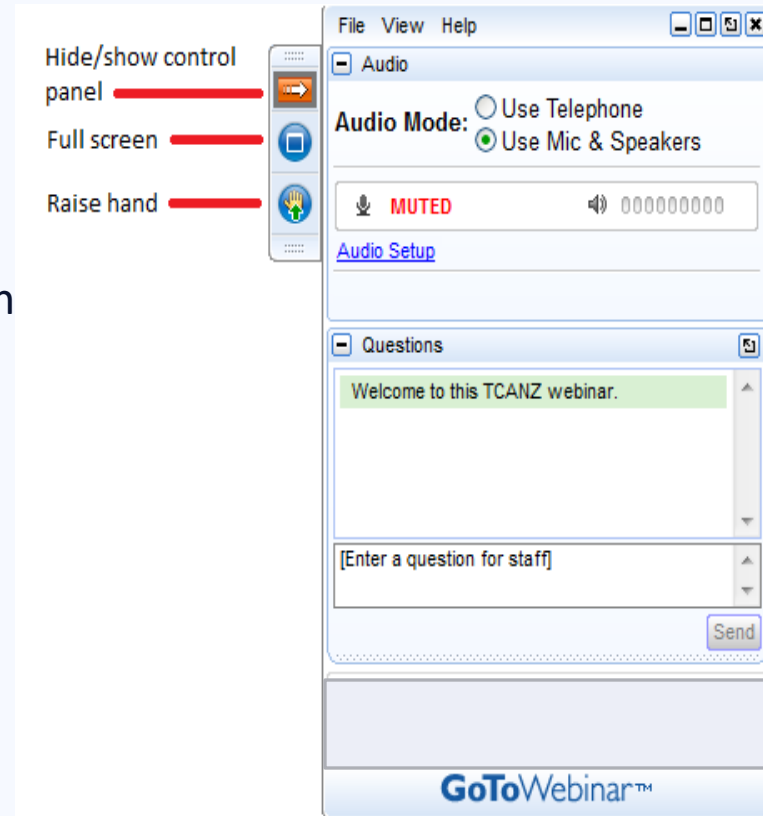
**REBECCA CAFFREY, CSP**

MANAGER, HEALTH & SAFETY SERVICES



# HOUSEKEEPING

- This presentation is being recorded and will be shared.
- Everyone will be muted to prevent background noise.
- Use the question button to log your question.



# WHAT DOES OSHA SAY?

## General Duty Clause:

*Employers are responsible for providing a safe and healthful workplace free from recognized hazards*

- *Assess your workplace*
- *Investigate Incidents*
- *Look at your policies*
- *Record injuries associated with violence*

## 4 Types of Workplace Violence

**TYPE 1**

**TYPE 2**

**TYPE 3**

**TYPE 4**



**CRIME SCENE - DO NOT CROSS**

## 4 Types of Workplace Violence

**TYPE 1**

**TYPE 2**

**TYPE 3**

**TYPE 4**



Criminal Intent- No business relationship

## 4 Types of Workplace Violence

**TYPE 1**

**TYPE 2**

**TYPE 3**

**TYPE 4**



Customers, clients, patients, students, inmates

## 4 Types of Workplace Violence

**TYPE 1**

**TYPE 2**

**TYPE 3**

**TYPE 4**



Current or former employees; Worker on worker

## 4 Types of Workplace Violence

**TYPE 1**

**TYPE 2**

**TYPE 3**

**TYPE 4**



Personal relationships

## Workplace Violence Facts

- Hundreds of fatalities, thousands of injuries yearly



## Workplace Violence Facts

- Hundreds of fatalities, thousands of injuries yearly
- Assault, bullying, and harassment



## Workplace Violence Facts

- Hundreds of fatalities, thousands of injuries yearly
- Assault, bullying, and harassment
- Human and financial costs
  - Suffering; Productivity, medical, legal



## Workplace Violence Ricks Factors

**Working alone**

**Working at night**

**Working in  
high-crime areas**

**Working where  
alcohol is served**

**Exchanging money  
with the public**

**Providing services  
and care**

**Working with  
unstable people**

**Workplace violence is often unpredictable and can happen in any business., there are some environments and occupations that are at higher risk.**

# RISK FACTORS

Occupations at a higher risk include healthcare workers, delivery drivers, law enforcement personnel, social service personnel, and customer service agents

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# Causes of Workplace Violence

## Triggers



## Causes of Workplace Violence

### Layoff



# Causes of Workplace Violence

## Termination



## Causes of Workplace Violence

### Bad behavior report



## Causes of Workplace Violence

### Poor performance review



## Causes of Workplace Violence

### Conflict with coworker



## Perceived unfairness



**Domestic Violence**



## Causes of Workplace Violence (cont.)

**Domestic violence**

**Substance abuse**



## Causes of Workplace Violence (cont.)

**Domestic violence**

**Substance abuse**

**Untreated mental illness**



## Causes of Workplace Violence (cont.)

**Domestic violence**

**Substance abuse**

**Untreated mental illness**

**Stressful life events**



## Causes of Workplace Violence (cont.)

Stressful situations



## Causes of Workplace Violence (cont.)



**Stressful situations**

**Substance abuse &  
mental illness**

## Causes of Workplace Violence (cont.)

A photograph showing a person in a dark hoodie from behind, holding a woman in a white coat by the shoulders. The woman has her hands behind her head, suggesting distress or fear. They are standing in front of a red brick wall. Three dark blue text boxes are overlaid on the left side of the image.

**Stressful situations**

**Substance abuse & mental illness**

**Other crimes**

## Causes of Workplace Violence (cont.)



**Stressful situations**

**Substance abuse & mental illness**

**Other crimes**

**Random acts**

## Effects of Workplace Violence

**Victims**

**Witnesses**

**Bystanders**

**CROSS POLICE LINE DO NOT CROSS POLICE LINE DO NOT**

**POLICE**

## Harassment and Bullying



**Bullying:** Mistreatment, threats, verbal abuse, humiliation

## Harassment and Bullying



**Harassment:** Directed at protected groups

## Harassment and Bullying



**Harassment:** From coworkers, customers, clients, patients, others

## Harassment and Bullying



**Report if you are the victim of bullying or harassment.**

**If you witness: encourage the victim to report.**

**You can report yourself as a witness.**

**Report to Manager or Director of Operations**

PREVENTING WORKPLACE VIOLENCE

## Harassment and Bullying



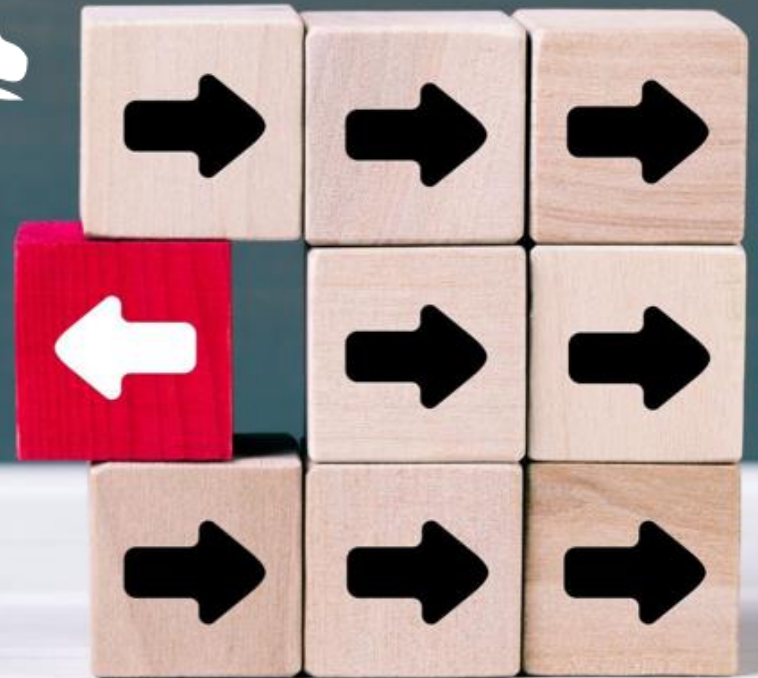
Treat others with respect

## Recognize Behavior Warning Signs

What leads to workplace violence almost always starts small and is a process that comes with warning signs.

These warning signs, by themselves, do not indicate that a person will become violent.

However, when coupled with other signs, these behaviors may indicate the potential for violence.



## Recognize Behavior Warning Signs

Workplace violence warning signs often include:

- Threats
- Unreasonable behavior
- Intimidation and Control Oriented
- Paranoid
- Angry, Argumentative, and Lacks Impulse Control
- Irresponsible
- Antisocial Behaviors
- Vindictive
- Bizarre & weird behavior
- Desperation
- Obsessive-compulsive behaviors
- Substance abuse
- Chronic depression

## Spot the Signs

### **Potential for violence:**

- Threatening to get even
- Blaming others
- Talking about weapons
- Holding grudges

### **Immediate threat:**

- Threatening words or moves
- Rising voice level
- Using abusive language

## Defusing Potentially Violent Situations

**DO:**

Remain calm

Be respectful

Report it



## Defusing Potentially Violent Situations

**DON'T**

Argue

Respond with anger



## Prevention Strategies & Controls



### Implementing Prevention Controls

- Engineering controls
- Workplace security
  
- Administrative controls
  - Reporting procedures
  - Conflict resolution strategies
  - Zero-Tolerance Policy
  - Employee Assistance Program
  - Emergency Action Plan
  - Training

## Prevention Strategies & Controls- Workplace Security

- Cameras and alarms

Security cameras on  
outside of building and  
throughout facility



## Prevention Strategies & Controls- Workplace Security



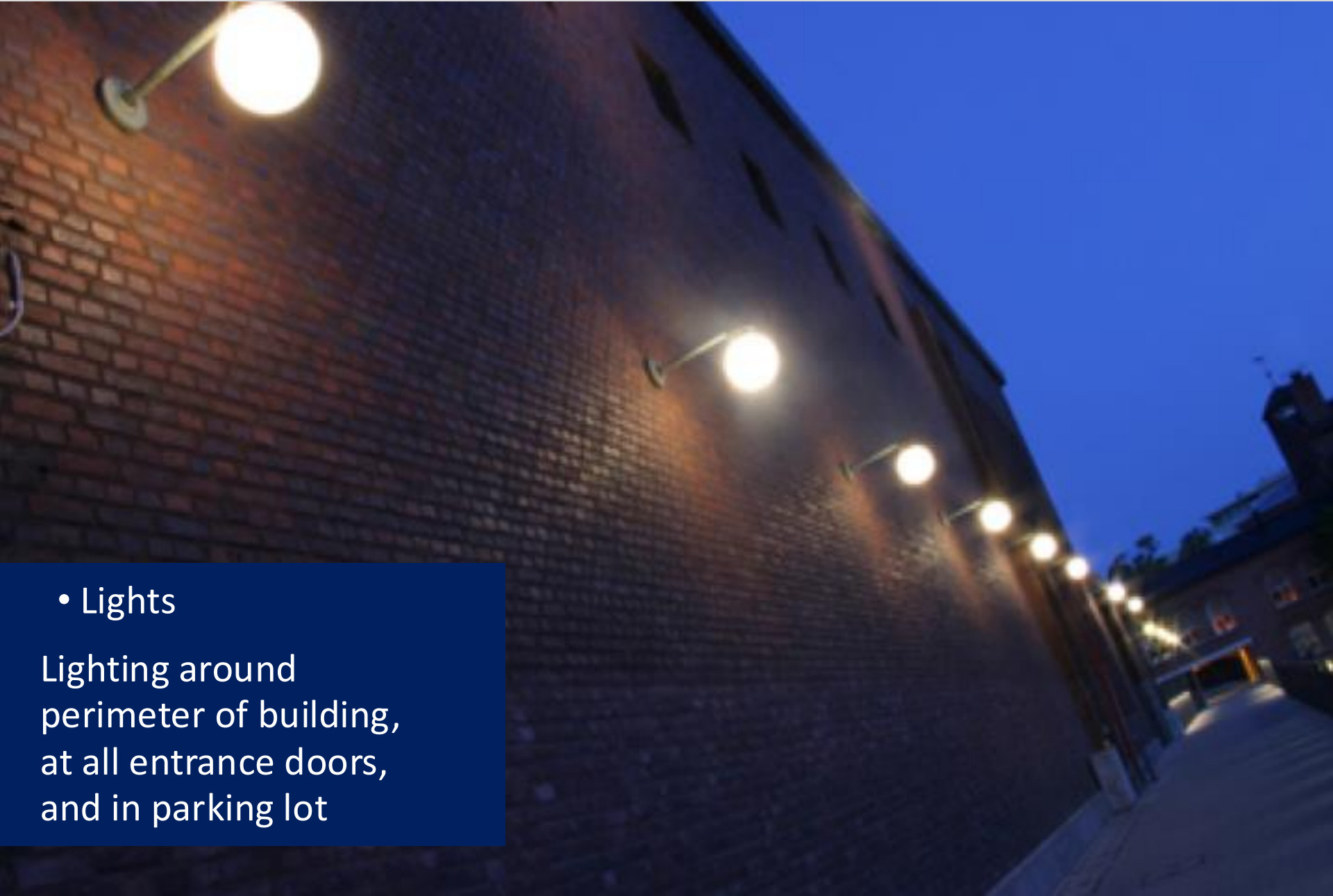
- Controlled access

Key FOBs required to enter building

## Prevention Strategies & Controls- Workplace Security

- Lights

Lighting around perimeter of building, at all entrance doors, and in parking lot



## Prevention Strategies & Controls- Administrative Controls

- Reporting procedures

### Immediately report to your manager:

Threats  
Bullying  
Harassment  
Fights  
Behavior warning signs  
Any other problematic behavior

## Prevention Strategies & Controls- Administrative Controls

- Conflict resolution

Clarify the source of conflict

Find a safe and private place to talk

Listen actively- let everyone have their say

Investigate the situation

Determine ways to meet the common goal

Agree on the best solution and determine the responsibilities each party has in the resolution

Evaluate how things are going and decide preventative strategies for the future

## Prevention Strategies & Controls- Policies & Programs

**Zero**  
Tolerance of  
Workplace  
Violence

- Zero-Tolerance Program

There are some violations of company policies which may necessitate immediate dismissal. Some examples of these include, but shall not be limited to:

- Fighting on company premises.
- Possession or use of deadly weapons on company property. (Guns, Knives, etc.)
- Willful damage to company property or to property of others while on company premises or while conducting company business off company premises.
- Serious violation of safety practices endangering life or health of self or others.
- Discriminating against or harassing an individual or a group on the basis of race, national origin, color, veteran or military status, religion, age, sex, handicap, or any other quality or characteristic protected by federal, state, or local law.
- Serious criminal acts, promiscuous or indecent behavior, or other conduct within the facility or while on Company business, which may make an associates' continued employment not in the best interest of the Company or its associates.

# Prevention Strategies & Controls- Policies & Programs



- Employee Assistance Program
- Health Advocate  
866-799-2728  
Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)  
Web: [HealthAdvocate.com/members](http://HealthAdvocate.com/members)

## Strength is Asking for Help

Health Advocate can help you with real-life issues when you need it most.

### Work:

- Balancing Work & Family
- Time Management
- Working with Others
- Occupational Stress

### Health & Wellness:

- Financial
- Legal
- Child Care
- Adult Care
- Parenting

### Emotional Well-Being:

- Relationships
- Family/ Parenting Issues
- Adolescent Issues
- Anxiety
- Depression
- Drug & Alcohol
- Stress Management
- Grief/Loss



Turn to us—we can help.



866-799-2728

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)  
Web: [HealthAdvocate.com/members](http://HealthAdvocate.com/members)

Download the app today!



Your Health Advocate EAP/Work/Life Program is paid by your employer or plan sponsor, and is completely confidential. We're not an insurance company. Health Advocate is not a direct healthcare provider, and is not affiliated with any insurance company or third party provider.

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**HealthAdvocate**

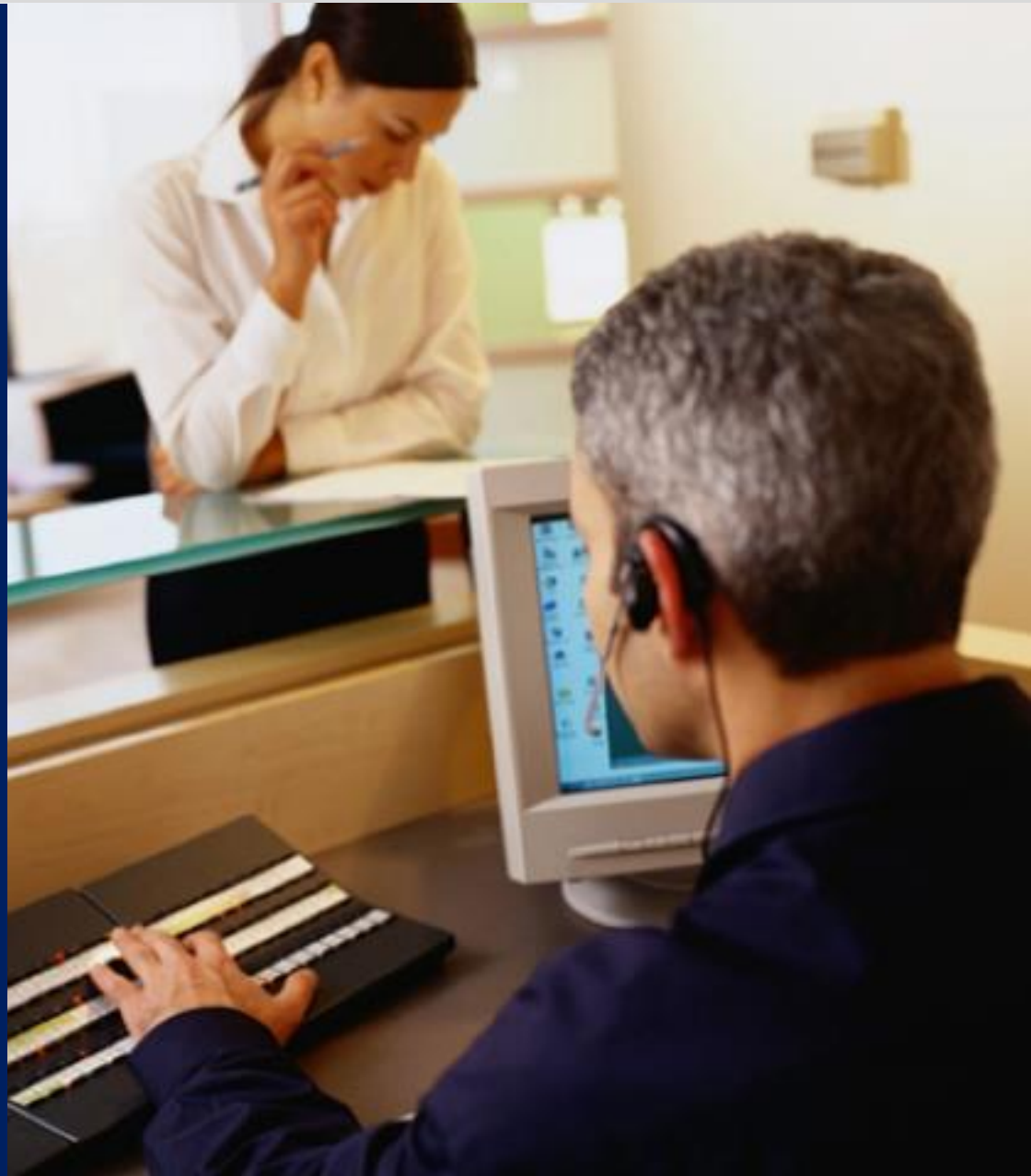
## Workplace Security: What You Can Do

- Report suspicious individuals/activities



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- Visitor sign-in/escort



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- Wear ID



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- Secure valuables



## Workplace Security: What You Can Do

- Report suspicious individuals/activities
- Visitor sign-in/escort
- Wear ID
- Secure valuables
- Report security breaches

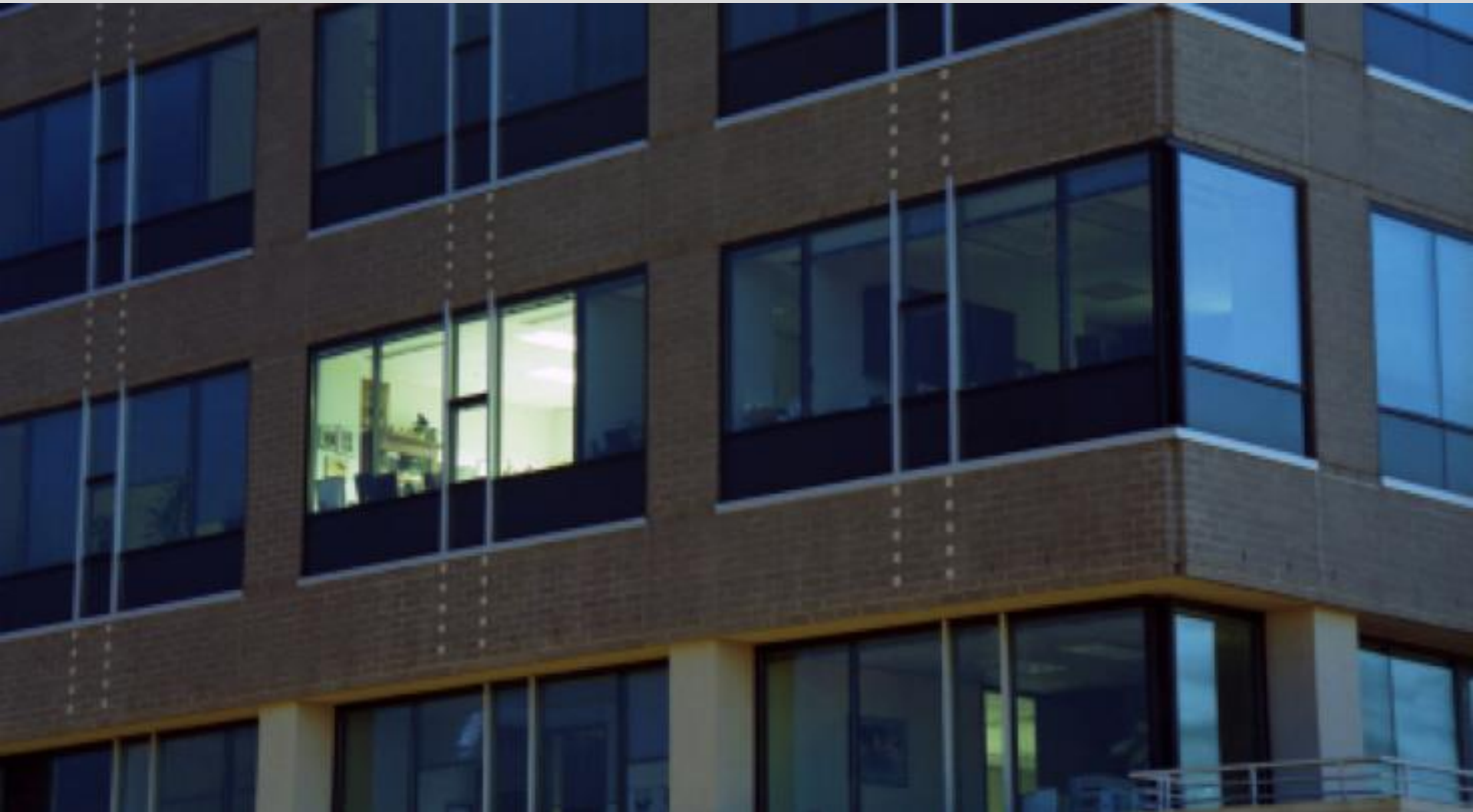


## Workplace Security: What You Can Do

- Report suspicious individuals/activities
- Visitor sign-in/escort
- Wear ID
- Secure valuables
- Report security breaches
- Use danger signal



## Safety After Hours



Alert others when working abnormal hours

## Safety After Hours



Have a phone close by

## Safety After Hours



Let manager & someone at home know when leaving

Try to leave at the same time as someone else to walk out together

PREVENTING WORKPLACE VIOLENCE

## Safety After Hours



Check your vehicle

PREVENTING WORKPLACE VIOLENCE  
**Reporting Terrorist Threats**

Report suspicious behavior



PREVENTING WORKPLACE VIOLENCE  
**Reporting Terrorist Threats**

Report suspicious behavior

Don't open suspicious packages



PREVENTING WORKPLACE VIOLENCE  
**Reporting Terrorist Threats**

Report suspicious behavior

Don't open suspicious packages

Follow security procedures



Terrorism is  
threat of violence

PREVENTING WORKPLACE VIOLENCE

## Response to Terrorism



## Response to Terrorism

Turn off ventilation

Leave immediately

Keep others out

Call 911

List all people in the  
area



## Evacuation



**Evacuation  
Signal**

**Instructions**

**Evacuation  
Routes**

**Assembly Area**

## Evacuation



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## Evacuation



**KNOW YOUR ROLE!**

**Evacuation  
Signal**

**Instructions**

**Evacuation  
Routes**

**Assembly Area**

## Aftermath of Workplace Violence

### Signs of distress

- Withdrawing from work activity or peers, or appearing emotionless
- Frequently calling in sick, overworking, or working slowly
- Difficulty concentrating, making decisions, or dealing with change

## Aftermath of Workplace Violence

### Signs of distress

### Ways of coping

- Talking about the incident with coworkers and supervisors
- Spending extra time with loved ones
- Turning off television news about the event and not reading news articles about it
- Seeking professional counseling. Remember, there is no shame in needing help to recover from a traumatic event.

# WHAT DOES OSHA SAY?

## General Duty Clause:

*Employers are responsible for providing a safe and healthful workplace free from recognized hazards*

- *Assess your workplace*
- *Investigate Incidents*
- *Look at your policies*
- *Record injuries associated with violence*

# EMPLOYER RESPONSIBILITIES

- Update your Emergency Action Plan
- Develop a ZERO Tolerance Policy for Workplace Violence
- Review your other policies: Substance Abuse, EAP, etc.
- Incident / Near Miss Investigation
- Provide training and ongoing communication





*Connect with us for a  
complementary consultation!*

# QUESTIONS?

THANK YOU FOR JOINING US.

**GET IN TOUCH:**

**[WWW.COMPLIANCEPLACE.COM](http://WWW.COMPLIANCEPLACE.COM)**

**[RCAFFREY@COMPLIANCEPLACE.COM](mailto:RCAFFREY@COMPLIANCEPLACE.COM)**