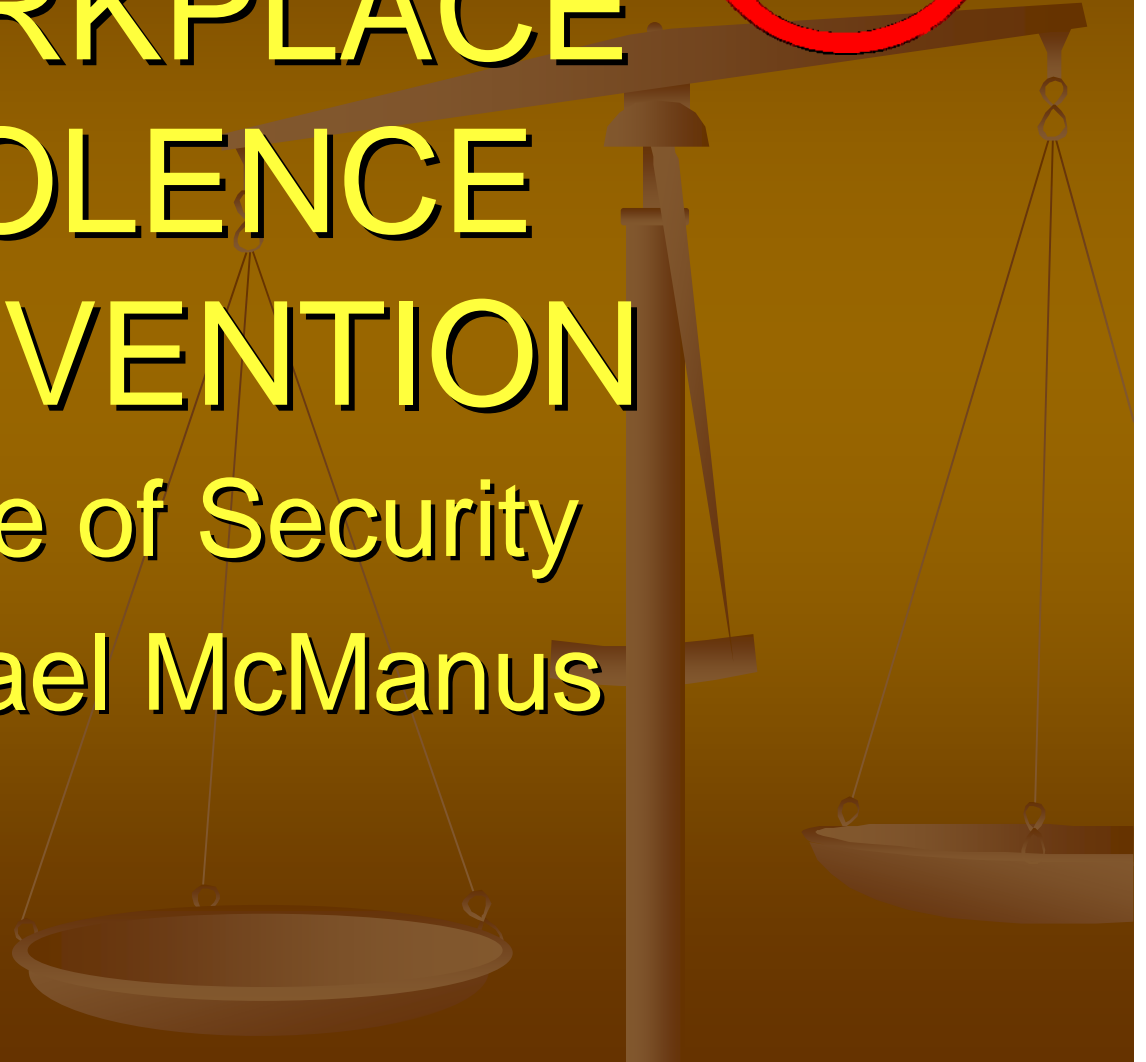


WORKPLACE VIOLENCE PREVENTION

Office of Security

Michael McManus



Definition



A workplace may be any location either permanent or temporary where an employee performs any work-related duty

Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the work setting

Workplace Violence Includes:

- Beatings
- Stabbings
- Suicides
- Shootings
- Rapes
- Near-suicides
- Psychological traumas
- Threats or obscene phone calls
- Intimidation
- Harassment of any nature
- Being followed or shouted at



Examples

- Verbal threats to inflict bodily harm; including vague or covert threats
- Attempting to cause physical harm; striking, pushing and other aggressive physical acts against another person



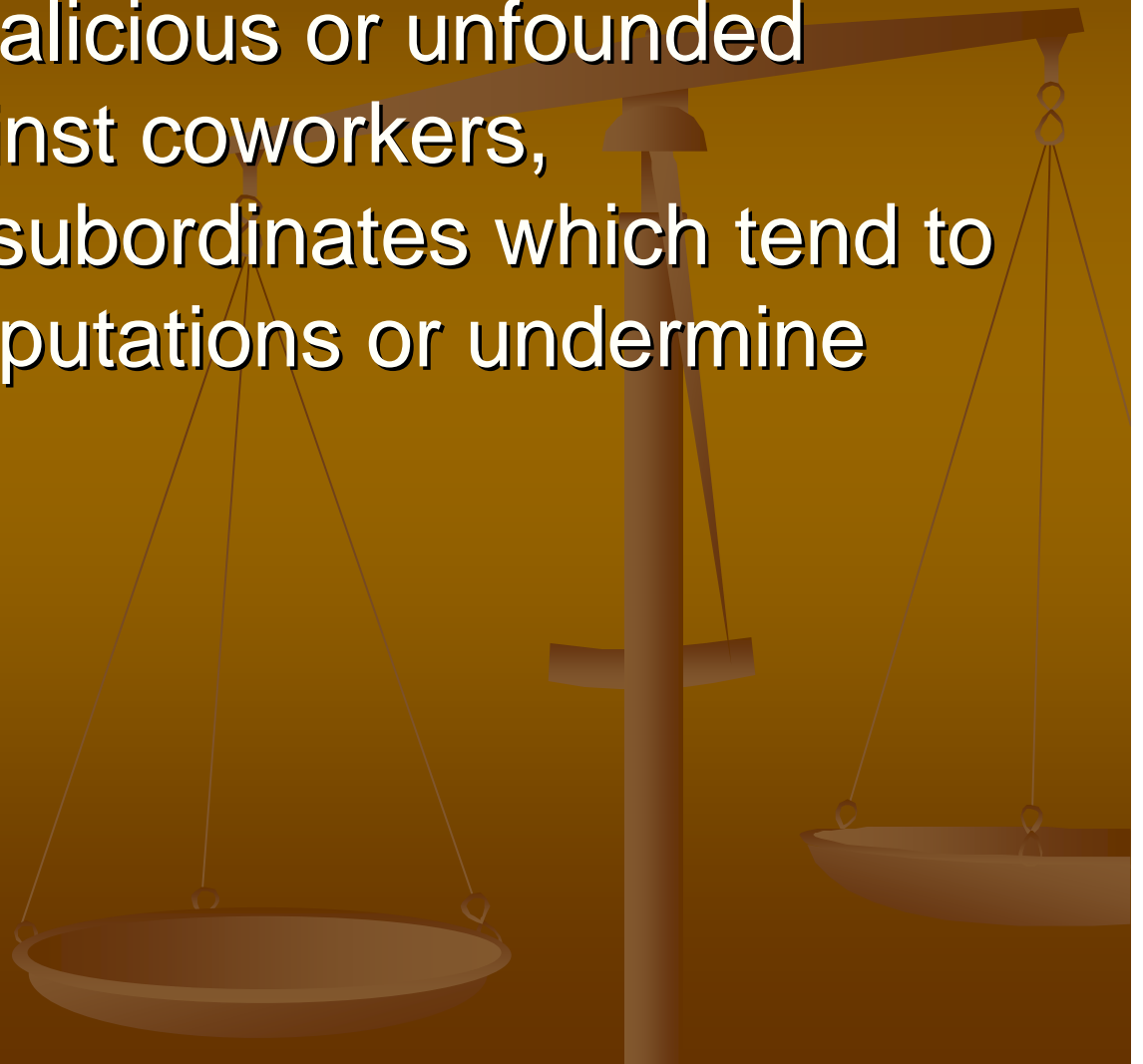
Examples

- Verbal harassment; abusive or offensive language, gestures or other discourteous conduct towards supervisors, fellow employees, or the public
- Disorderly conduct, such as shouting, throwing or pushing objects, punching walls, and slamming doors



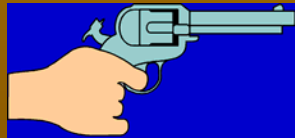
Examples

- Making false, malicious or unfounded statements against coworkers, supervisors, or subordinates which tend to damage their reputations or undermine their authority



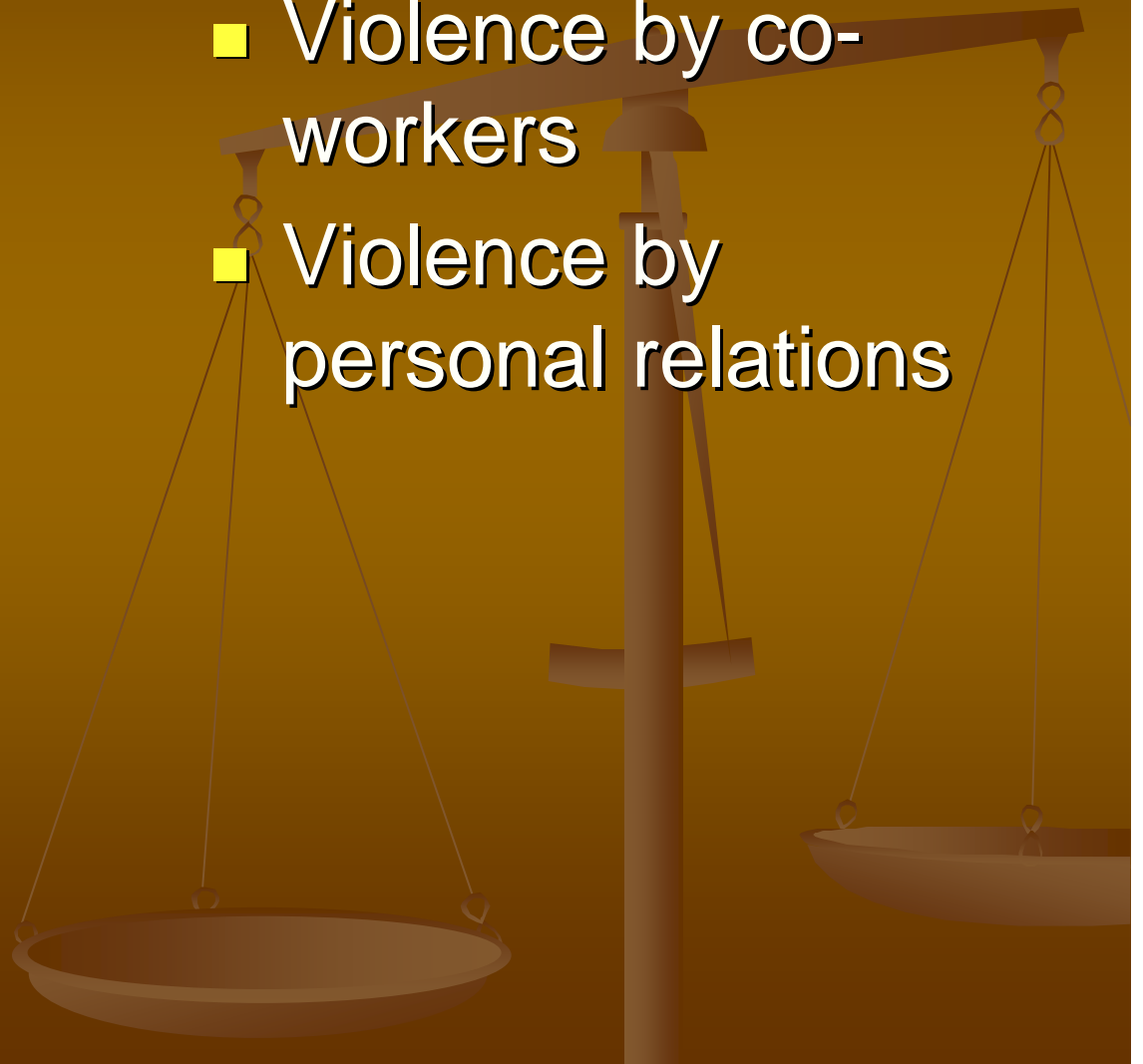
Examples

- Inappropriate remarks, such as making delusional statements
- Fascination with guns or other weapons, bringing weapons into the workplace



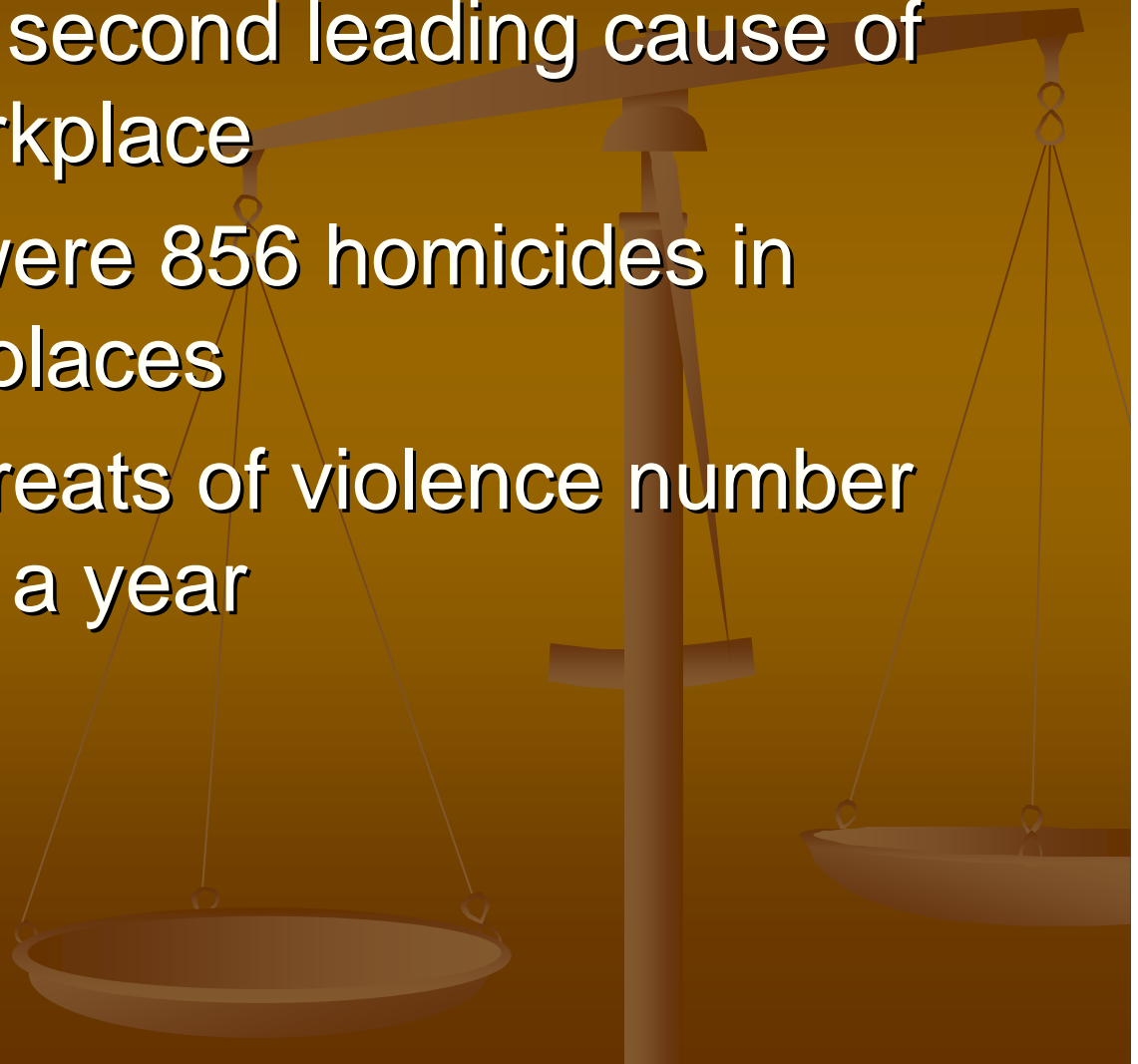
Types of Workplace Violence

- Violence by strangers
- Violence by customers or clients
- Violence by co-workers
- Violence by personal relations

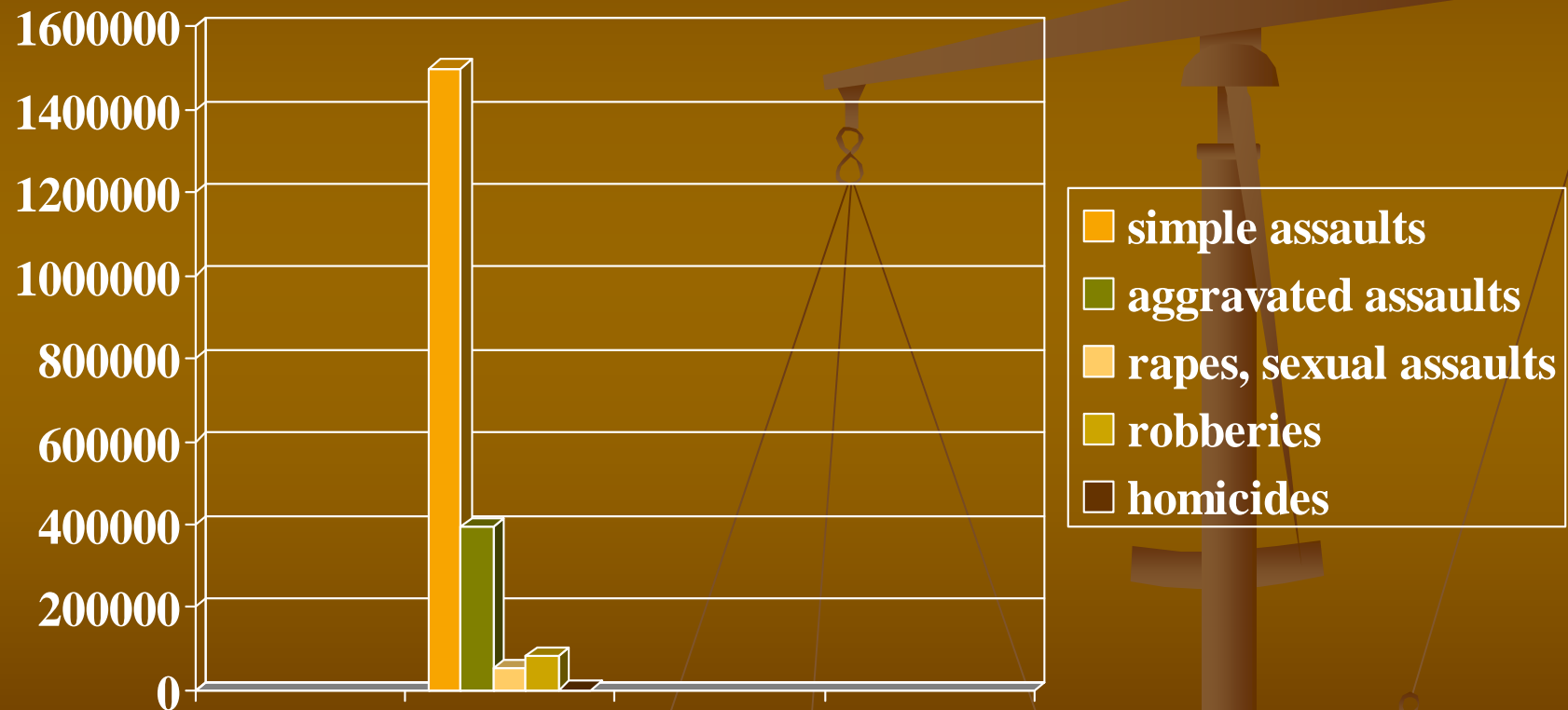


Statistics on Workplace Violence

- Homicide is the second leading cause of death in the workplace
- In 1997, there were 856 homicides in America's workplaces
- Assaults and threats of violence number almost 2 million a year



Assaults and Homicides



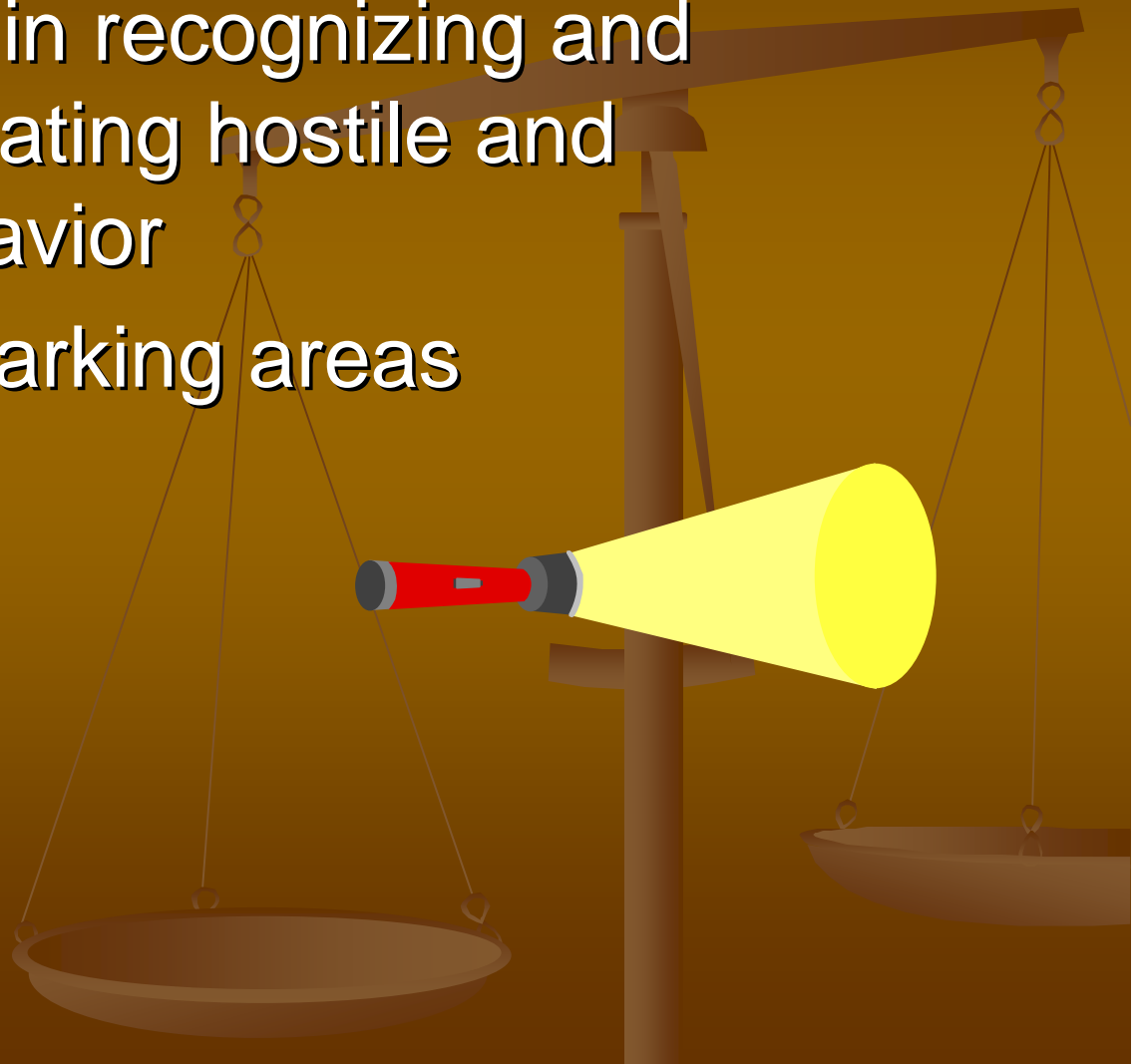
Economic Impact of Workplace Violence

- Cost 500,000 employees 1,175,100 lost work days each year
- Lost wages: \$55 million annually
- Lost productivity, legal expenses, property damage, diminished public image, increased security: \$ billions \$



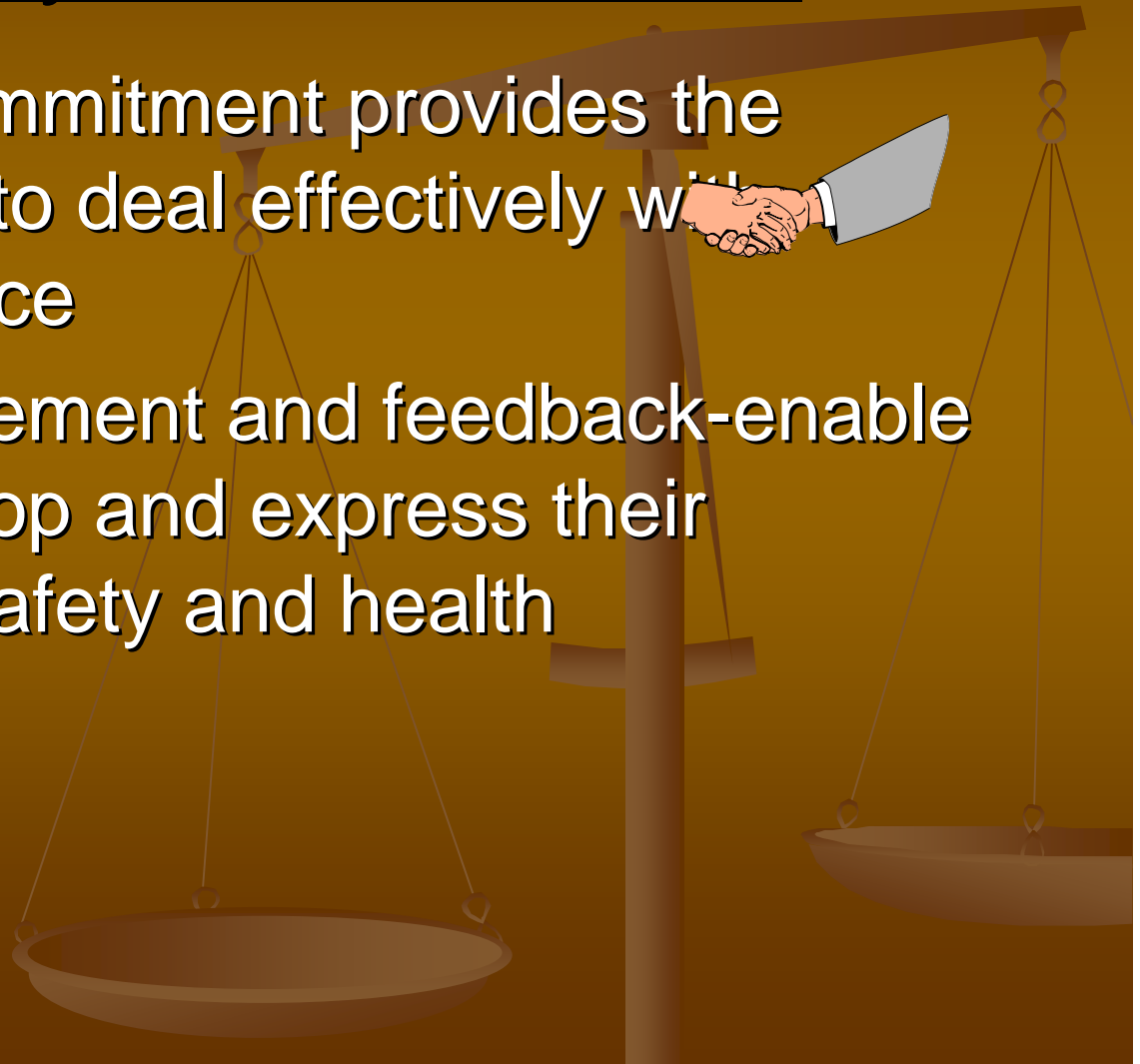
Risk Factors

- Lack of training in recognizing and managing escalating hostile and aggressive behavior
- Poorly-lighted parking areas



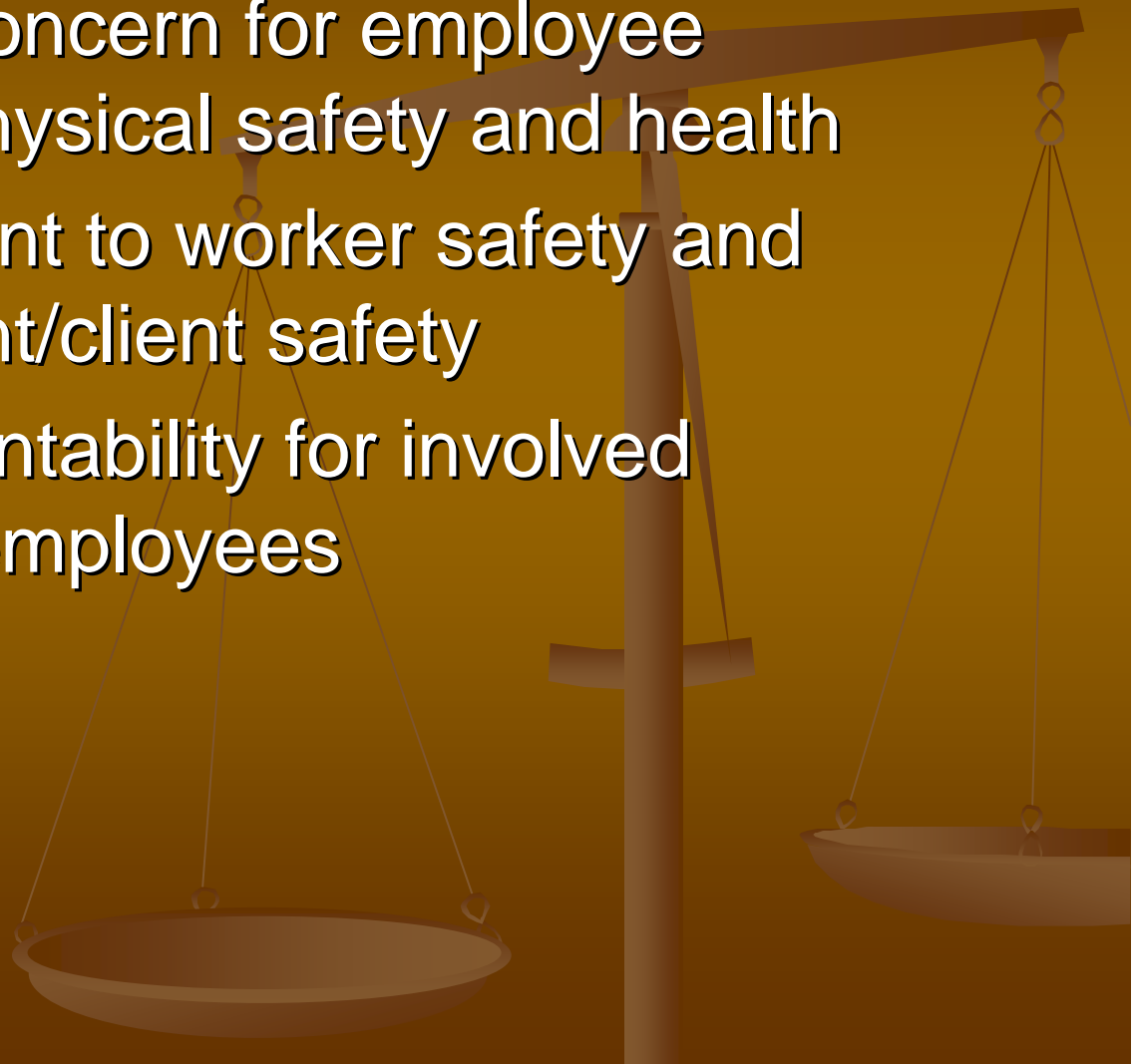
Management Commitment and Employee Involvement

- Management commitment provides the motivating force to deal effectively with workplace violence
- Employee involvement and feedback-enable workers to develop and express their commitment to safety and health

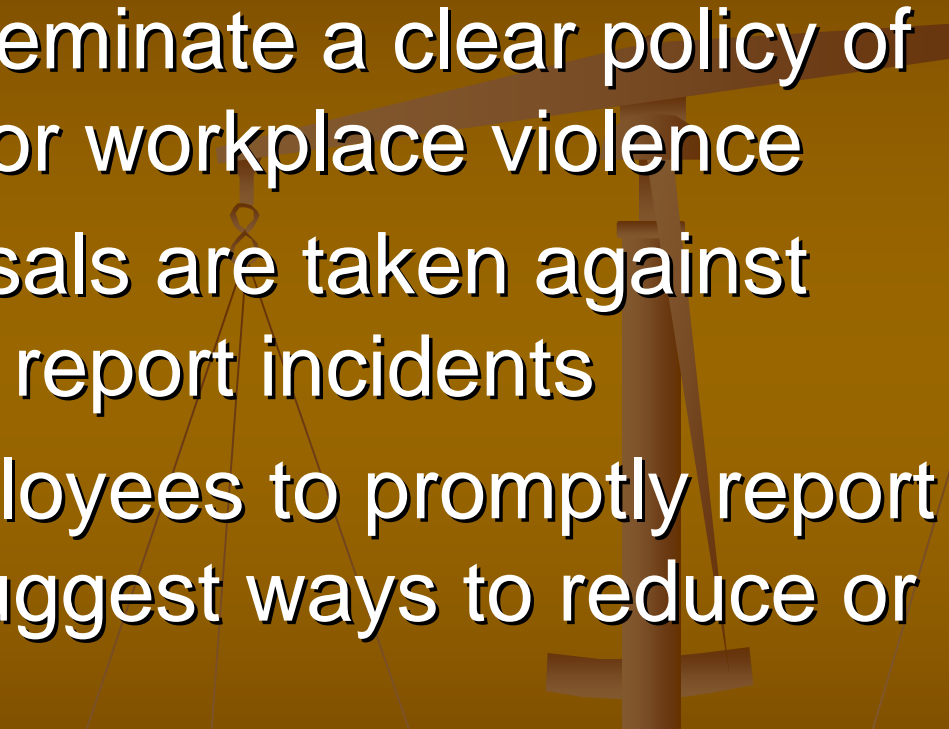


Management Commitment

- Organizational concern for employee emotional and physical safety and health
- Equal commitment to worker safety and health and patient/client safety
- System of accountability for involved managers, and employees

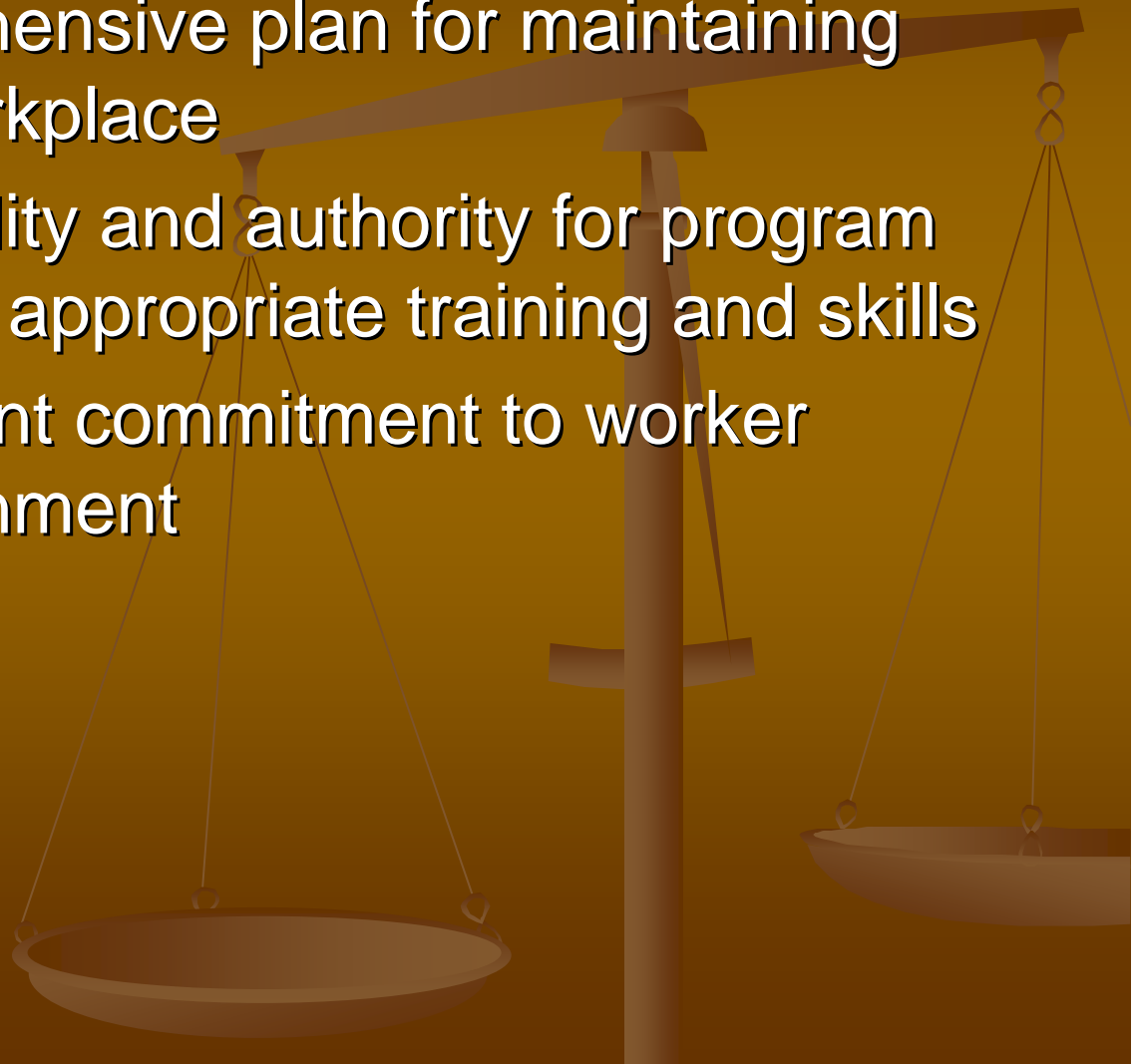


Management Commitment (cont'd)

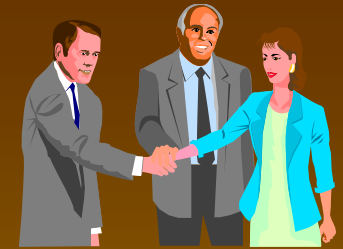
- Create and disseminate a clear policy of zero tolerance for workplace violence
 - Ensure no reprisals are taken against employees who report incidents
 - Encourage employees to promptly report incidents and suggest ways to reduce or eliminate risks
- 

Management Commitment (cont'd)

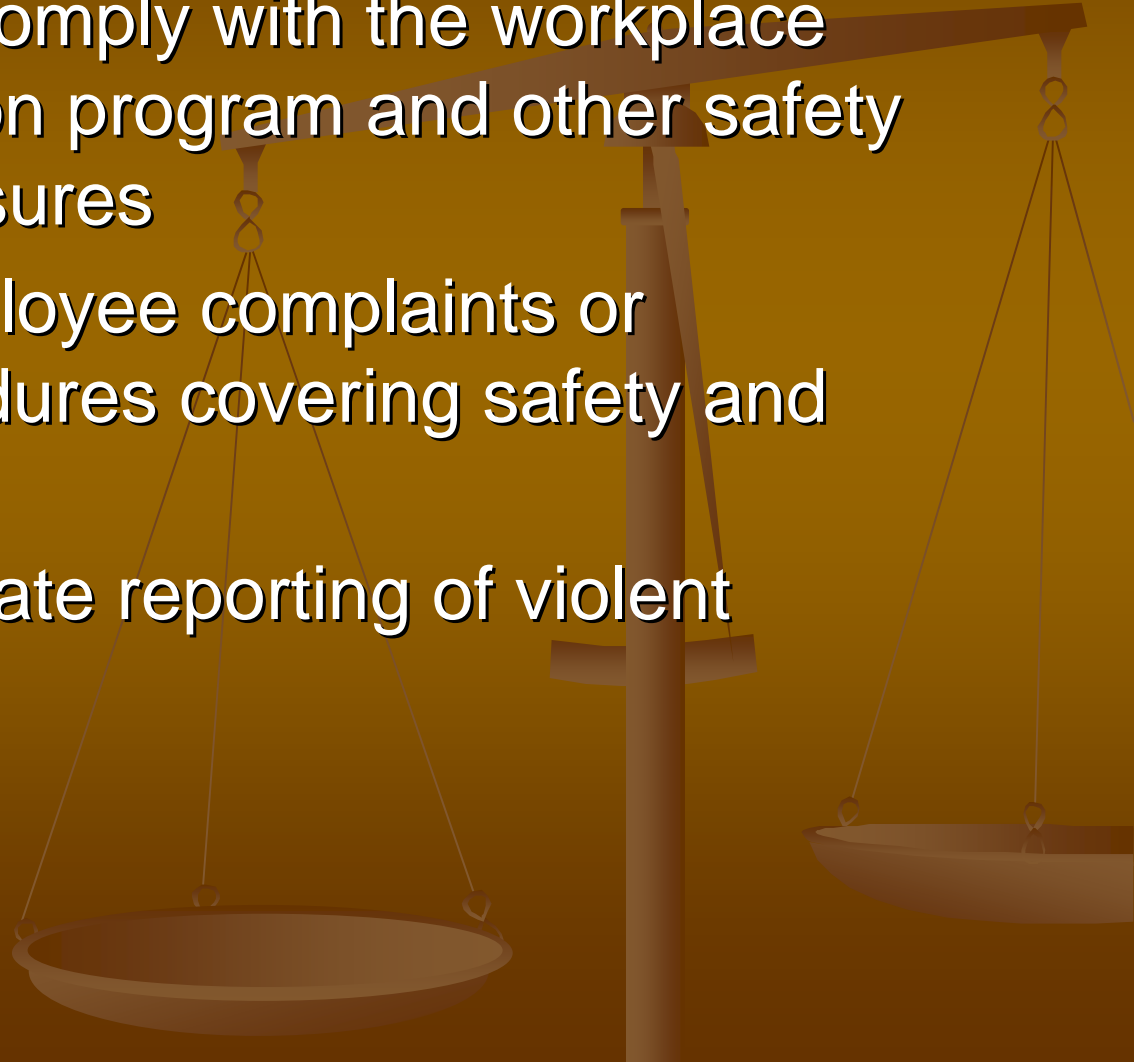
- Outline a comprehensive plan for maintaining security in the workplace
- Assign responsibility and authority for program to individuals with appropriate training and skills
- Affirm management commitment to worker supportive environment



Employee Involvement



- Understand and comply with the workplace violence prevention program and other safety and security measures
- Participate in employee complaints or suggestion procedures covering safety and security concerns
- Prompt and accurate reporting of violent incidents



Worksite Analysis

- Step-by-step look at the workplace, to find existing or potential hazards for workplace violence



Worksite Analysis (cont'd)

- A “Threat assessment Team”, Patient Assault Team, or similar task force may assess the vulnerability to workplace violence and determine appropriate actions



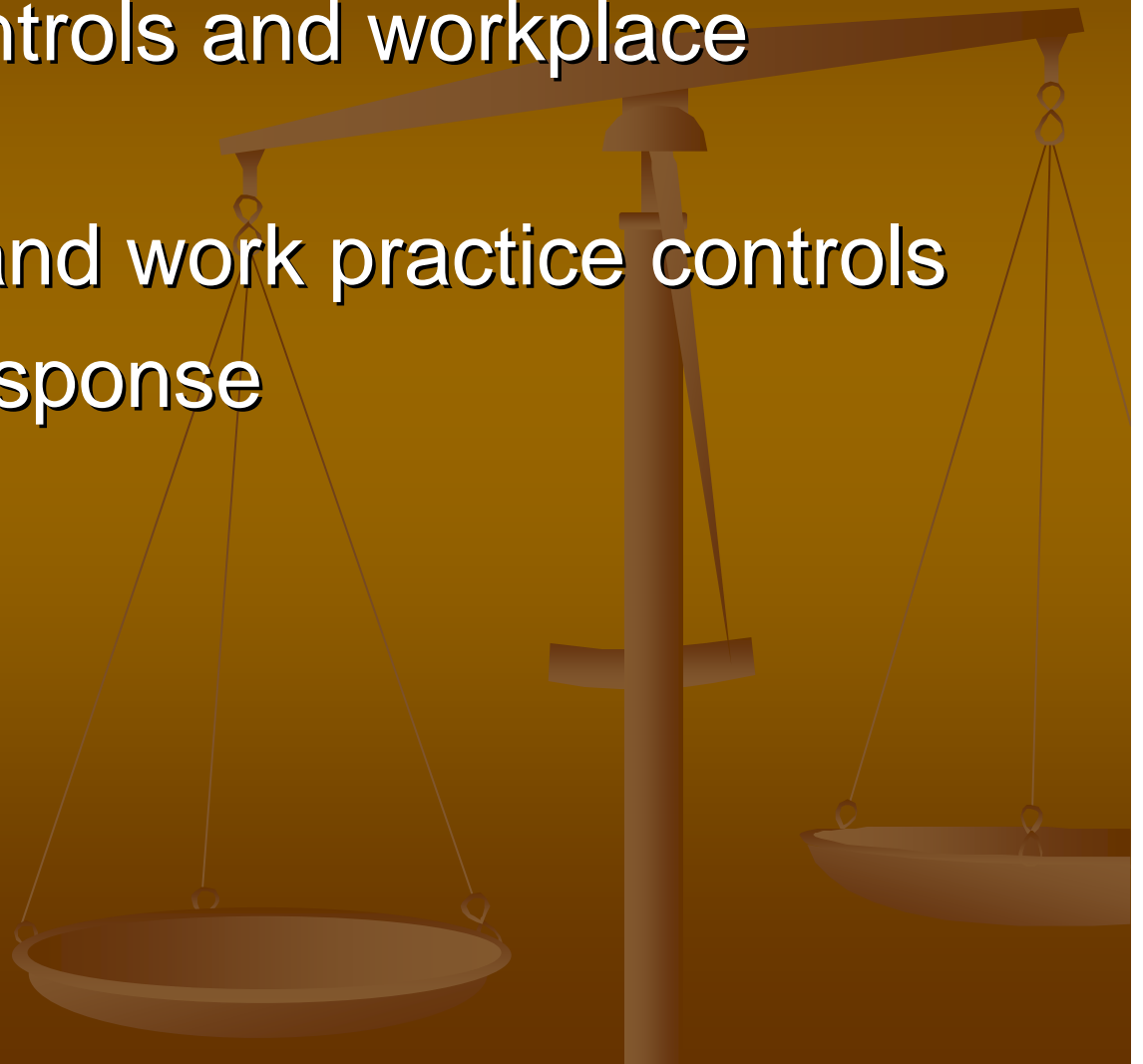
Worksite Analysis Recommended Program

- Analyzing and tracking records
- Monitoring trends and analyzing incidents
- Screening surveys
- Analyzing workplace security



Hazard Prevention and Control

- Engineering controls and workplace adaptation
- Administrative and work practice controls
- Post incident response

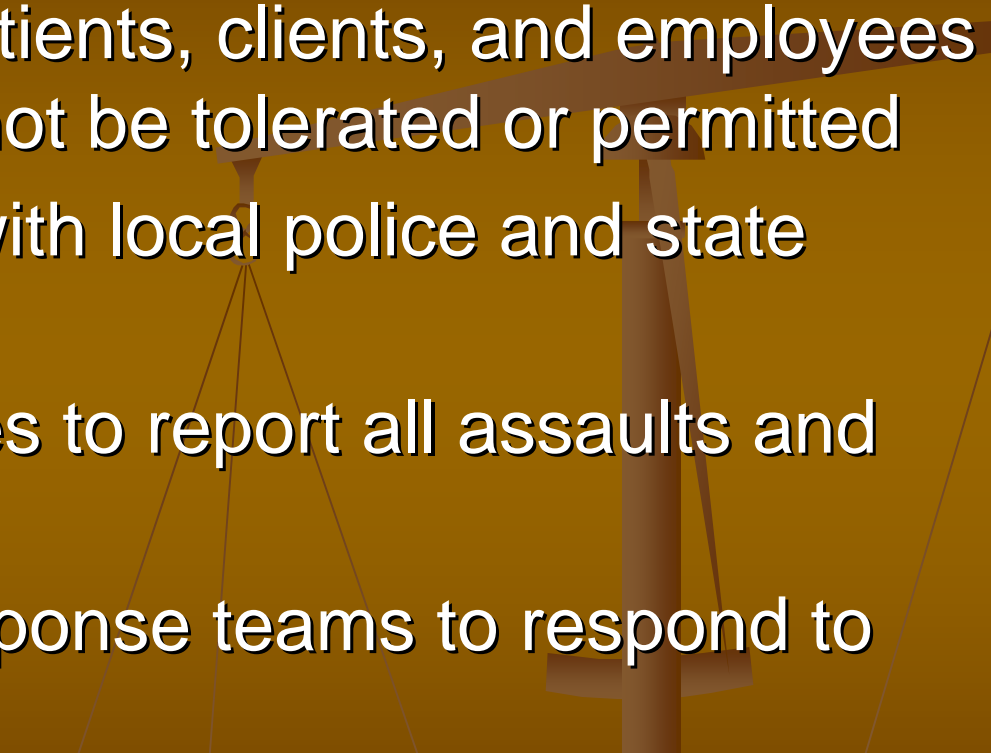


Engineering Controls

- Alarm systems and other security devices
- Metal detectors
- Closed-circuit video recording for high-risk areas
- Safe rooms for use during emergencies
- Enclose nurses' station, install deep service counters or bullet-resistant glass in reception area, triage, admitting



Administrative and Work Practice Controls

- State clearly to patients, clients, and employees that violence will not be tolerated or permitted
 - Establish liaison with local police and state prosecutors
 - Require employees to report all assaults and threats
 - Set up trained response teams to respond to emergencies
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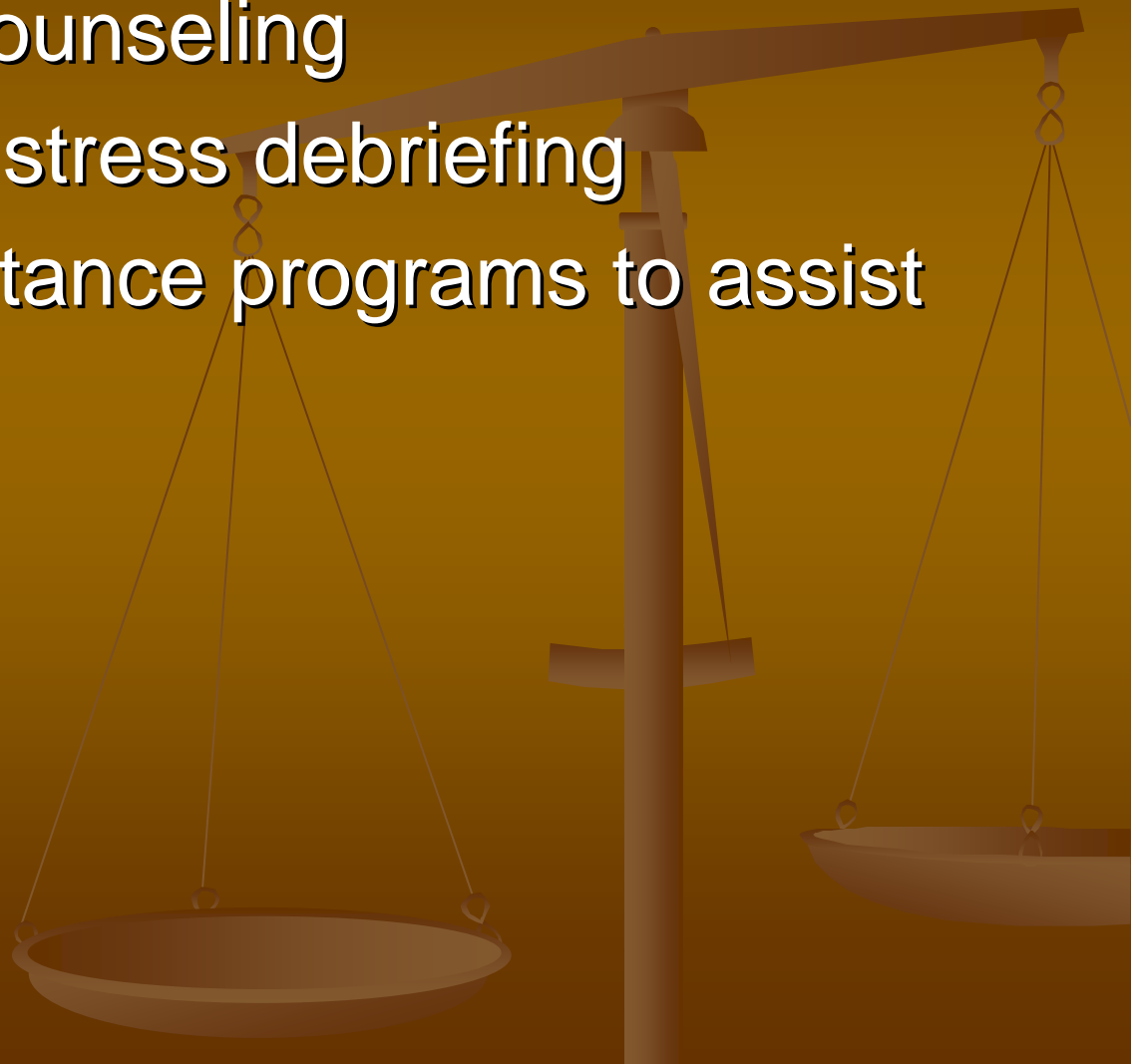
Post-Incident Response

Provide comprehensive treatment for victimized employees and employees who may be traumatized by witnessing a workplace violence incident

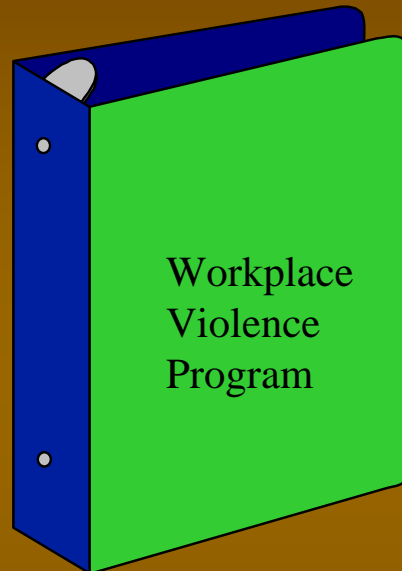


Post-Incident Response

- Trauma-crisis counseling
- Critical incident stress debriefing
- Employee assistance programs to assist victims



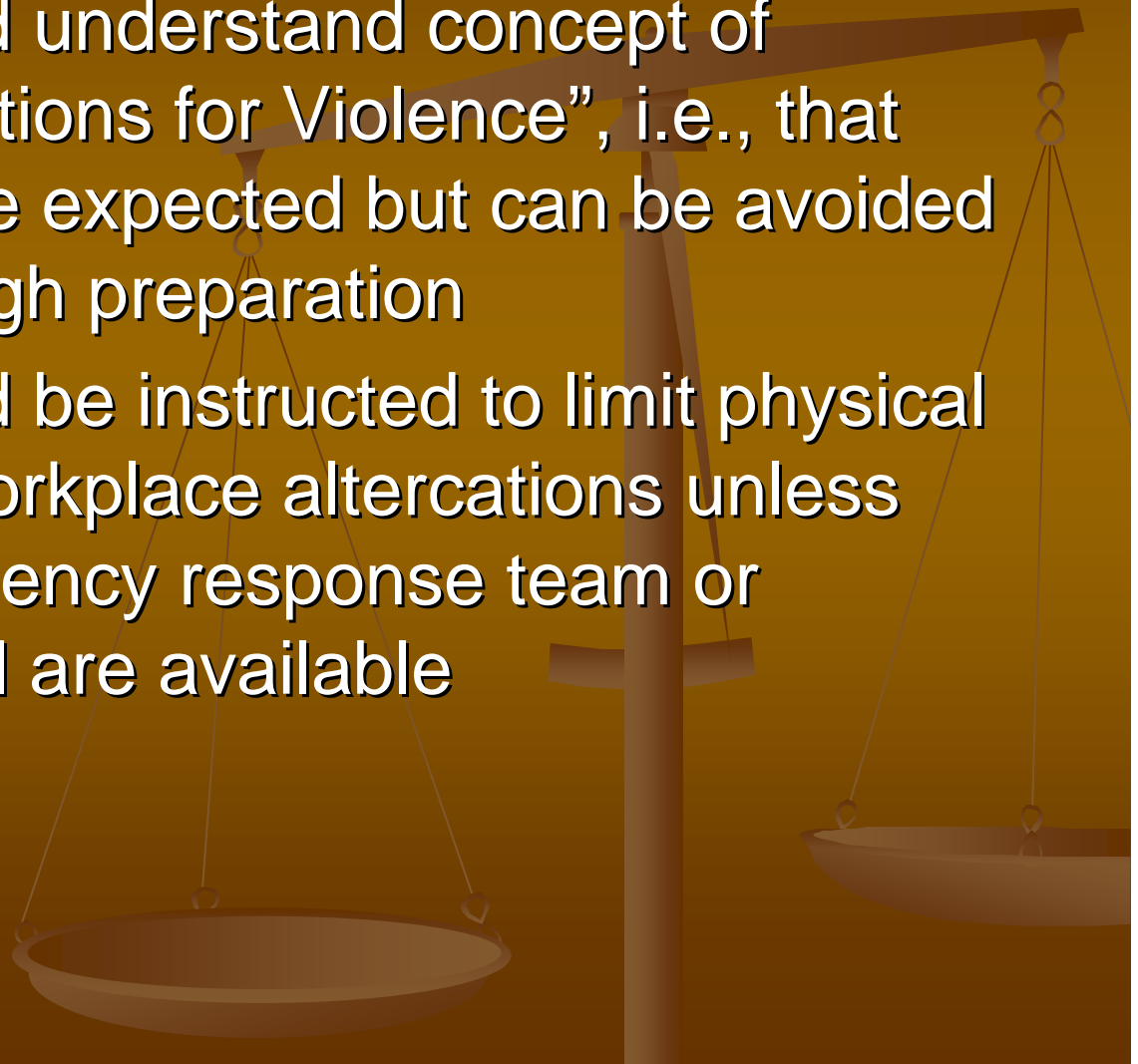
Training and Education



- Ensure that all staff are aware of potential security hazards and ways of protecting themselves

Training and Education

- Employees should understand concept of “Universal Precautions for Violence”, i.e., that violence should be expected but can be avoided or mitigated through preparation
- Employees should be instructed to limit physical interventions in workplace altercations unless designated emergency response team or security personnel are available

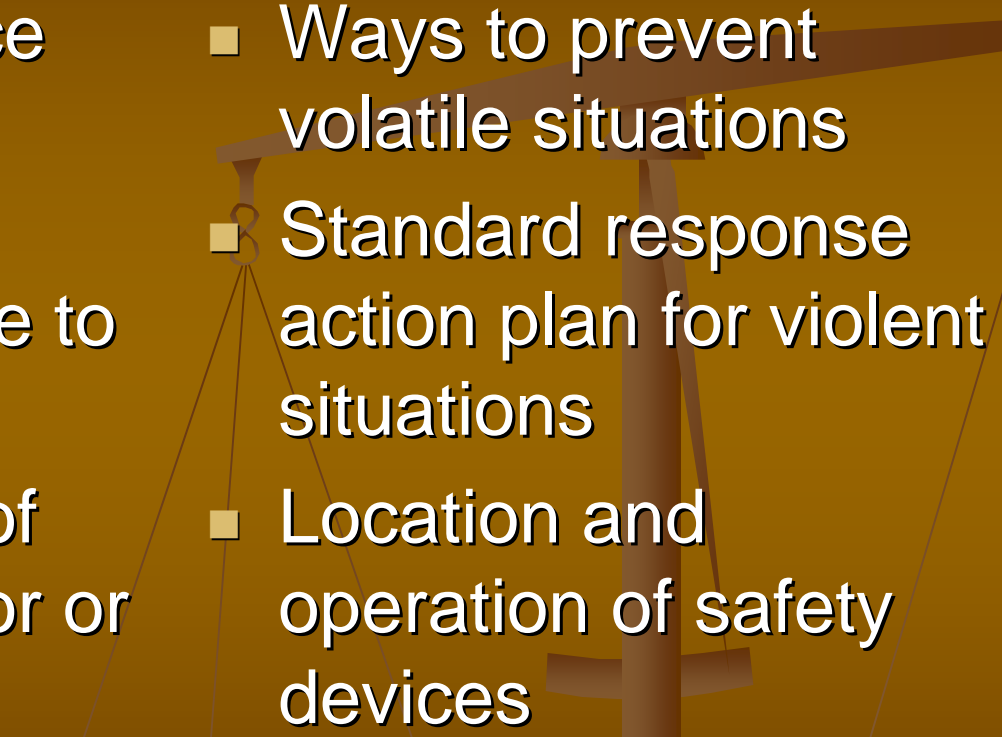


Training and Education

Training program should involve all employees, including supervisors and managers

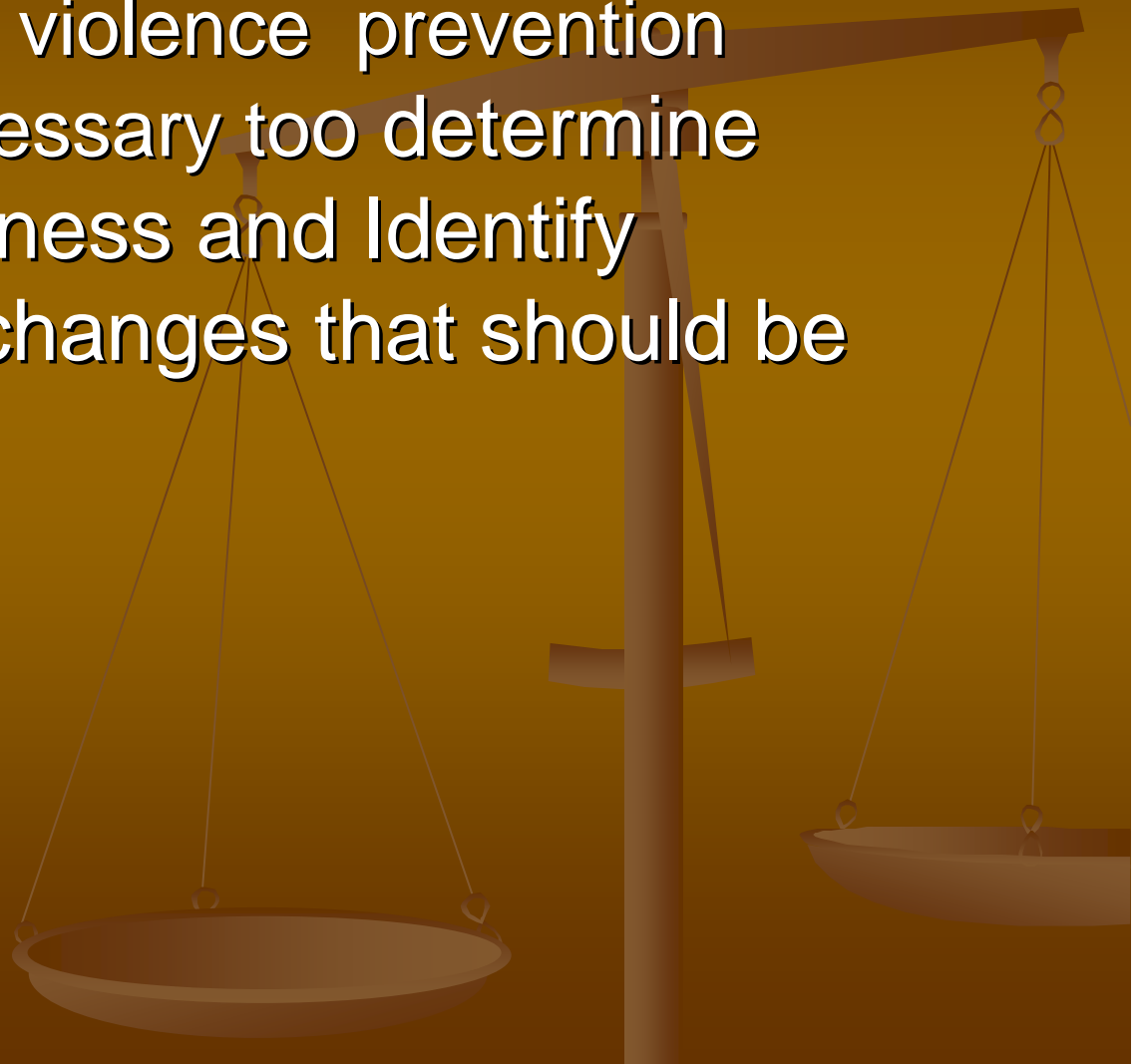


Training and Education

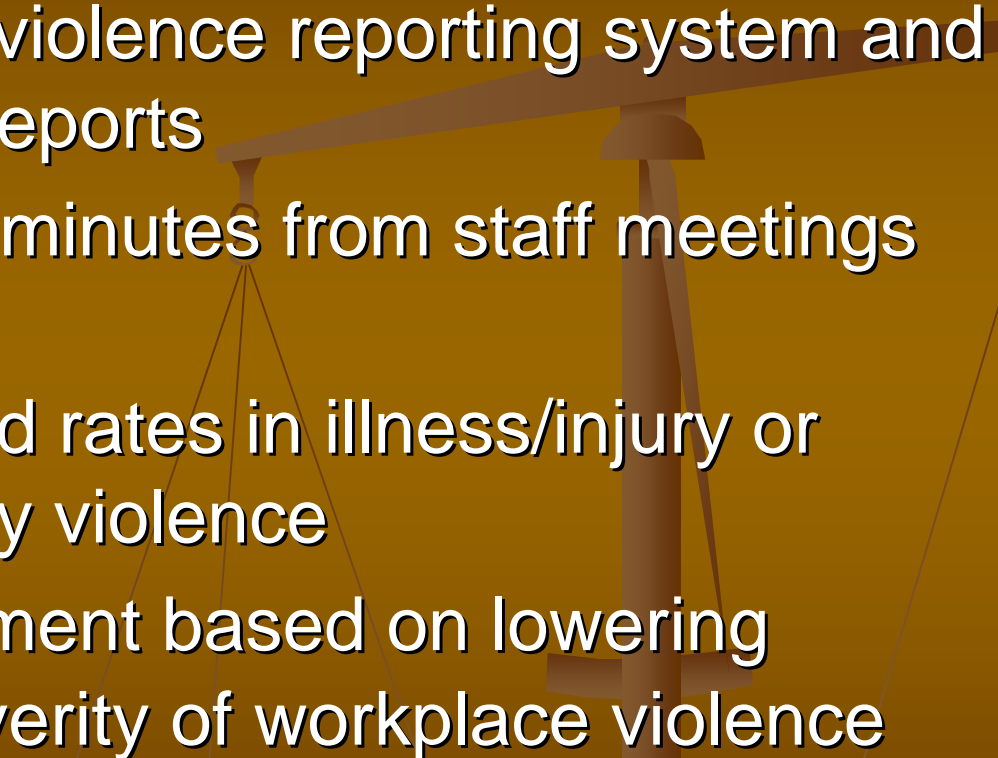
- Workplace violence prevention policy
 - Risk factors that cause or contribute to assaults
 - Early recognition of escalating behavior or warning signs
 - Ways to prevent volatile situations
 - Standard response action plan for violent situations
 - Location and operation of safety devices
- 

Evaluation

- Evaluation of the violence prevention program are necessary too determine overall effectiveness and Identify deficiencies or changes that should be made



Evaluation

- Establish uniform violence reporting system and regular review of reports
 - Review reports of minutes from staff meetings on safety issues
 - Analyze trends and rates in illness/injury or fatalities caused by violence
 - Measure improvement based on lowering frequency and severity of workplace violence
- 

Questions & Commits

Thank You For Your Time

&

I Hope You

Will Pass On What You have Learned

Speaker

Michael McManus

