

Work Place Violence: Keeping a Weather Eye

Five Warning Signs of Escalating Behavior

1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility



How Did We Ever Get To This Point of Work Place Violence?

September 11, 2001 the terrorist attacks in New York, Washington, D.C., and Shanksville, Pennsylvania reminded us all of the threat that is posed by international terrorism.

Except for the attack on the Pentagon, the targets chosen by the terrorists were not military, but were **workplaces** where thousands of people work every day.



Categories of Workplace Violence (FBI)

TYPE 1:

Violent acts by criminals who have no other connection with the work place, but enter to commit robbery or another crime accounts for the majority (nearly 80 %) percent of work place homicides.

The motive is usually **theft**, and in many cases, the criminal is carrying a gun or other weapon, increasing the likelihood that victims may be killed or seriously wounded. This type of violence falls heavily on given occupational groups : taxi drivers & convenience stores workers in particular.



TYPE 2:

Violence directed at employees by customers, clients, patients, students, inmates, or any others **for whom an organization provides services.**

Typically involve assaults on an employee by a customer, patient, or someone else **receiving a service.**

Employees experiencing the largest number of these assaults are those in healthcare nurses ,doctors, and aides who deal with psychiatric patients, members of emergency medical response teams, and hospital employees working in admissions, emergency rooms, and crisis or acute care units.



TYPE 3:

Violence against coworkers, supervisors, or managers **by a present or former employee.**

Also involves violence and acts committed by domestic abusers or from other personal relationships that follow an employee into the Workplace.



TYPE 4:

Violence committed **in the workplace by someone who doesn't work there**, but has a personal relationship with an employee (an abusive spouse or domestic partner)



Define Workplace Violence

Workplace violence is any **physical assault**, **threatening** behavior, or **verbal** abuse occurring in the work setting. (OSHA)

A "work place" may be any location, either permanent or temporary, where an employee performs any work related duty.



Section 5(a)(1) of the Occupational Safety and Health Act requires an employer to furnish to its employees: a place of employment which is free from recognized hazards that are causing, or are likely, to cause **death** or serious physical harm to the workforce (OSHA)



The National Institute for Occupational Safety and Health (NIOSH) defines workplace violence as "violent acts (including physical assaults and threats of assaults) directed toward persons at work or on duty."

4CDC/NIOSH. Violence. Occupational Hazards in Hospitals. 2002.



What Is Workplace Violence ?

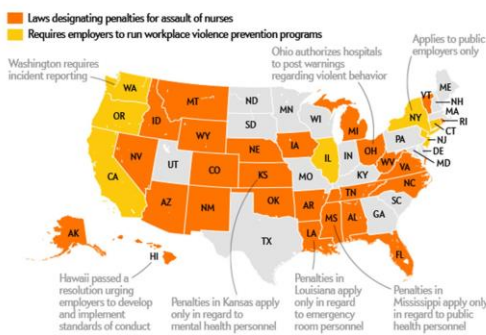
Workplace violence is any act or threat of physical violence, **harassment**, **intimidation**, or other threatening, **disruptive** behavior that occurs at the work site.

It ranges from threats and verbal abuse to physical assaults and even homicide and can affect and involve employees, clients, customers **and visitors**.

Nearly 2 million American workers report having been victims of workplace violence each year.



Department of Labor.com



SOURCE: AMERICAN NURSES ASSOCIATION

guardianmps.com

What Is Considered Workplace Violence ?

- Beatings
- Stabbings
- Suicides
- Shootings
- Rapes
- Near Suicides
- Psychological
- Trauma
- * Threats
- * Threats or Obscene Phone calls
- * Intimidation
- * Being sworn at, followed or shouted at



Types of People That Can Be Violent

- Customers
- Clients
- Co-workers
- Personal Relations

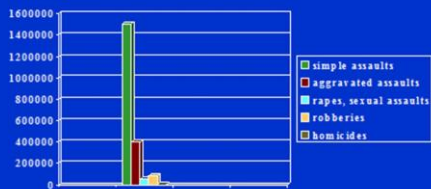


Examples

- Verbal Harassment
- Abusive/Offensive language
- Gestures or discourteous conduct toward supervisors or fellow employees
- Disorderly conduct (shouting, shoving, pushing)
- Punching walls or slamming doors



Assaults and Homicides



OSHA

Workplace Violence



medicalexecutivepost.com

44%

of work-related homicides were committed by someone known by the workplace.

17% were a relative or domestic partner
12% were a student, patient, or customer/client
15% were a coworker or work associate

BSM.com

OSHA Defines Risk Factors

Patient, Client and Setting-Related Risk Factors

- Working directly with people who have a history of violence, abuse drugs or alcohol, gang members, and relatives of patients or clients;
- Transporting patients and clients
- Working alone in a facility or in patients' homes
- Poor environmental design of the workplace that may block employees' vision or interfere with their escape from a violent incident
- Poorly lit corridors, rooms, parking lots and other areas
- Lack of means of emergency communication
- Working in neighborhoods with high crime rates.

True or False: Homicide is the leading cause of death for women in the workplace.

• TRUE!



complianceandafety.com

Organizational Risk Factors

- Lack of facility policies and staff training for recognizing and managing escalating hostile and assaultive behaviors from patients, clients, visitors, or staff
- Working when understaffed—especially during mealtimes and visiting hours
- High worker turnover
- Inadequate security and mental health personnel on site
- Long waits for patients or clients and overcrowded, uncomfortable waiting rooms
- Unrestricted movement of the public in clinics and hospitals
- Perception that violence is tolerated and victims will not be able to report the incident to police and/or press charges



Zero Tolerance Policy

One of the best protections employers can offer their workers is to establish a **zero tolerance policy** toward workplace violence. This policy should cover all workers, patients, clients, visitors, contractors, and anyone else who may come in contact with company personnel.

Healthcare and social service workers face significant risks of job related violence.



Between 2011 and 2013, workplace assaults ranged from 23,540 and 25,630 annually, with **70 to 74%** occurring in healthcare and social service settings. For healthcare workers, assaults comprise 10-11% of workplace injuries involving days away from work, as compared to 3% of injuries of all private sector employees.



OSHA

Healthcare workers face significant risks of job-related violence



OSHA

Workplace Violence

Your Life depends on how you react within the first 15-30 seconds of an event.

MorganSafety.com



Office Strategic Plans For Safety

- Proper use of "safe rooms" (areas where staff can find shelter from a violent incident. Where is your safe area ?!)
- A standard response action plan for violent situations, including the availability of assistance, response to alarm systems and communication procedures
- Self-defense procedures where appropriate



- Ways to protect yourself and co-workers, including use of the "buddy system"
- Policies and procedures for reporting and recordkeeping
- Policies and procedures for obtaining medical care, trauma-informed care, counseling, workers' compensation or legal assistance after a violent episode or injury.



- Require all visitors and vendors to register before entering the work site. If the site has no central office or security station, the reception desk can coordinate this function.
- Visitors to the clinics should NOT be allowed to wander through the clinic without a staff escort - regardless of who they are.



- When an outside call comes into the clinic asking if an employee is in the office, do NOT give information on that person. You have no idea who is seeking them - or if they are allowed to have free access to them.
- They could be an old boyfriend /girlfriend/ spouse that has a restraining order on them ! Take a message and tell them you will get the employee the message. Especially in a multiple office group.



HARASSMENT

WILL NOT BE TOLERATED

It is our company policy to provide a safe workplace. We will not tolerate any form of harassment.

Examples of harassment:

- Verbal abuse- shouting, yelling, swearing, name calling, and vulgarity
- Spreading malicious rumors, gossip, and lies
- Threats or physical abuse
- Intentional isolation, ignoring, and excluding co-workers
- Intimidation or manipulation
- Making false accusations of co-workers mistakes
- Sabotaging or impeding a person's work
- Cruel comments, belittling, and insults
- Unjust, harsh, and constant criticism
- Aggressive behavior
- Sexual harassment, unwanted touching, or staring
- Personal and offensive jokes
- Invading a person's privacy or personal belongings
- Unequal treatment due to race, gender, age, size, religion, or country of origin
- Taking credit for someone else's work



OSHA

OSHA LOG OF WORK RELATED INJURIES/ILLNESSES

Employers are required to maintain records of serious Occupational injuries and illnesses using the OSHA 300 Log.

As of January 2015, all employers must report:

- (1) all work related fatalities within 8 hours and
- (1) all work related inpatient hospitalizations, all amputations and all losses of an eye within 24 hours.
- (1) Injuries caused by assaults



Minnesota Conceal and Carry Rules

Employers and private business owners (building owners, operators and tenants but not landlords) may ban guns on their premises if they comply with certain notice requirements. The act states that, an employer, whether public or private, can establish policies that restrict the carry[ing], or possession of firearms, by its employees while acting in the course and scope of employment."

However, an employer can not ban guns in "a parking facility or parking area



"Minnesota Bench & Bar"

How To Place The Signage

Businesses should place a conspicuous sign at every entrance to their establishment stating, "[name of the company] bans guns in these premises." The sign(s) must be in black Arial typeface at least 1 1/2 inches in height against a bright contrasting background that is at least 187 square inches in area (which translates to an 11x17 sign). The sign(s) must be readily visible and within four feet laterally of each entrance with the bottom of each sign at a height of four to six feet above the floor



Policy Needs To Go In The Employee Handbook

Employee handbooks should include a policy banning employees from carrying guns on work premises (excluding parking lots) and off site while performing tasks on behalf of the employer relating to the employee's job duties. The policy should specifically reserve the employer's right to inspect employee work stations, purses, and briefcases on premises, and state that an employee's failure to comply with such policy may result in disciplinary action, up to and including termination of employment.



Safe Work Place

Employers have a legal and ethical obligation to promote a work environment free from threats and violence. Failure to do so can lead to economic loss due to lost work time, decreased employee morale and productivity, increased workers' compensation claims, increased medical expenses, and possible lawsuits.



Pay Attention To The Triggers

- Increasing belligerence
- Threats
- Hypersensitivity to criticism
- Recent acquisition OR fascination with weapons
- Apparent obsession with a supervisor or coworker or grievance.
- Preoccupation with violent themes
- Interest in recently publicized violent events
- * Outbursts of anger



Active Shooter Plan

What is an Active Shooter?

"A person who appears to be actively engaging in killing or attempting to kill people in a populated area demands immediate deployment of law enforcement resources to end shooting and mitigate injury"



HOW TO RESPOND WHEN AN **ACTIVE SHOOTER** IS IN YOUR VICINITY



RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

Take others with you !!!!!

Thetacweekly.com



Run, Hide, Fight

Hide in an area out of the shooter's view!!

- Block the entry to your hiding place and lock the doors
- **Silence** your cell phone and/or pager



If you can't exit, and you know your threat is in between you and the exit, then you're going to have to hide.

- Do everything you can to prevent the shooter from entering the room.
- **Turn the lights off.**
- The more weight and objects you put against the door the better your odd that the shooter can't get in.

Use a landline and call **9-1-1**. Let them know where you are and what you're seeing/hearing. **STAY ON THE LINE FOR AS LONG AS YOU CAN.**



Why the Landline?

With a landline the address will show up in the dispatch call center screen. With a cellphone, the information may not show up on their computer screen.

IF The Shooter Gets In....

Try to fight the shooter - as a group is better.

Act with extreme physical aggression and throw items at the active shooter. Scream, yell, hit, fight. If it comes to it, you literally are going to fight for your life - utilize everything you can as a weapon.

This could include: scissors, hot coffee, or a fire extinguisher.



Fighting as a team will give you a better chance of survival than individually. Use anything you can as a weapon - and be aggressive!



When The Police Arrive....

- * **Remain calm and follow instructions**
- Put down any items in your hands (bags, jackets)
- * Raise hands and spread fingers
- * Keep hands visible at all times



Avoid quick movements toward officers such as holding on to them for safety avoid pointing, screaming or yelling do not stop to ask officers for help or direction when evacuating
(Home Land Security)

