



WORKPLACE VIOLENCE

What Is Workplace Violence?

Workplace Violence is an undesired consequence when working with people in stressful situations.

- Threats
- Harassment
- Intimidation
- Verbal Abuse
- Physical Assaults
- Homicide



**PLAC
NCE**

Workplace Violence Is On The Rise

The United States is in the midst of a devastating trend of increased mass violence

Though most workplaces are safe, the FBI reports that active shooter incidents are increasing most in commercial settings, including workplaces

The Department of Justice estimates that 1 million workers witness or become victims of workplace violence every year



OSHA Requires We Do Something

In addition to the obvious reason of saving lives, OSHA requires that employers maintain a safe work environment free from recognized hazards likely to cause serious harm.

What a business does before, during, and after an incident of workplace violence may be reviewed by law enforcement and/or in civil proceedings such as lawsuits.



What Can You Do To Save Lives?

While no one can predict and stop every violent attack, there are certain critical steps every employer/employee can take to minimize risks in this type of unthinkable emergency.

HOW TO STOP VIOLENCE

- Awareness
- Education
- Prevention



What Can You Do To Save Lives?

Prompt action is critical. An employee crisis in the workplace can take many forms, such as an incident involving potential workplace violence in the form of an active shooter or other violent behavior or threats.

Violence Perpetrator
Victims Alarm
**MASS M
SHOOTING**
Response Slayin
Murder Work
Control Schools
Terror SWAT

What Do You Look For As A Sign?

Experts tend to agree that the best thing you can do in these situations is to take prompt action at the first notice of a potential employee crisis in the workplace. Learning to recognize potential employee crisis is important.

Such situations of potential workplace violence can be any act of violence, against persons or property, threats, intimidation, harassment, or other inappropriate, or disruptive behavior that causes fear for personal safety at the work site. Workplace violence can affect or involve employees, visitors, customers and/or vendors.



Pay Attention To Warning Signs



A number of different actions in the work environment can be the trigger or cause workplace violence (i.e., anger over disciplinary actions or the loss of a job, complaints by a customer, etc.).

It may even be the result of non-work-related situations such as domestic violence, “road rage,” hate incidents or crimes (i.e., violence of intolerance and bigotry, intended to hurt and intimidate someone because of their race, ethnicity, national origin, religion, sexual orientation, or disability).

Abusive Management Can Lead To Problems

Workplace violence can be inflicted by an abusive employee, a manager, supervisor, co-worker, customer, family member, or even a stranger.

Whatever the cause or whoever the perpetrator, the potential for workplace violence should be considered in all of these situations, and where discipline or other confrontation is a possibility, advance planning and action should be seriously considered.



Termination Can Cause The Incident

For example, prior to serious discipline or termination of an employee, the terminating manager should consider whether an onsite termination is appropriate, and, if so, whether “civil stand-by” by law enforcement is an appropriate precautionary measure.

All local law enforcement agencies should be willing to provide such services.





Background Checks

It would be remiss to not state that the most effective way to deal with a workplace violence incident is to avoid it in the first place. Every organization should have a safe hiring process in place that emphasizes pre-employment screening and background checks as part of a workplace violence prevention program that has as the heart of it a “zero-incident” approach to workplace violence prevention.



**ACT
NOW**

Prompt Response Is Critical – Report It

Prompt response to the first notice of potential crisis is the most effective way to head off problems

Any suspicion of potential workplace violence should be reported to the highest level of management immediately, including the Plan Administrator. If there is an emergency situation, call 9-1-1.

Employees will not be retaliated against for reporting incidents of workplace violence or being part of the investigation. An employee can report a violent incident, threat, or other workplace violence concern to the employer or law enforcement without fear of reprisal.

Take Threats Seriously And Respond

If it is an emergency situation where violence appears imminent, employees should be informed to immediately contact police, fire, and other safety and security officials, as appropriate by dialing 9-1-1

Also, depending upon the level of the potential threat, emergency evacuation procedures may be necessary.



Take Threats Seriously And Respond

Even if violence does not appear to be imminent, take all potential or actual threats seriously and report it immediately.



Call 9-1-1 If Things Escalate

If the person acting violently refuses to leave the workplace, emergency procedures should be implemented immediately, including calling 911 for emergency response.

The most important aspect of proper response is notifying law enforcement promptly if the situation appears to escalate.





Employee Assistance Programs

If an employee appears distressed, offering counseling and/or medical intervention may also be appropriate. Most health care insurance plans offer such services and the employee in crisis can be offered information on such services in a confidential setting.

Third-Party Intervention

If the potential stressor in the crisis is a workplace dispute, before things escalate, the employer may offer third-party mediation service to try to work through the problems between employees.



Third-Party Intervention

The key to avoiding a crisis in the workplace is to identify the potential, diffuse the situation with the employee by offering alternatives for counseling or resolution and then making sure that other employees and managers in the workplace are familiar with the signs of potential problems and that they know to whom to report suspicions before they turn into reality.

Emergency Response Plan

All organizations should develop an Emergency Response Plan

- Our emergency procedure plan is a list of the actions to be taken in response to a foreseeable emergency, or any situation that poses an immediate risk to health, life, property, or the environment.
- The actions taken in the initial minutes of an emergency are critical. A prompt warning to employees to evacuate, shelter or lockdown can save lives.
- A comprehensive approach to addressing a workplace violence incident involves the following seven steps:



Emergency Response Plan

Step One: Identification of Critical Incidents (examples)

- Employee fight
- A customer threatening to come down and take care of the problem
- An employee screaming profanities
- A text or email saying that an employee can't take it anymore or asking for an employee assistance program
- A death, serious injury, or severe psychological trauma of an employee, client, or person that people have had regular contact with
- Threats of violence or abusive behavior
- Erratic behavior by someone
- All of these incidents should trigger an immediate report to the Administrator and/or to 9-1-1

Emergency Response Plan

Step Two: Reporting Procedures

- Immediately contact your Department Manager, the Plan Administrator, or use the Hotline Tab in the HR Hotlink Human Resources management system to file a Report of Workplace Violence
- If it is an emergency, go to a safe location and call 9-1-1

Emergency Response Plan

Step Three: Pre-Incident Preparation – Our Stay Safe Plan

- Review the Plan frequently
- Provide feedback and suggestions to make the Plan more effective
- Review the map of the facility in advance so that you know all paths of escape and the outdoor area layout
- Plan an exit strategy should someone enter the workplace to commit an act of violence. Your plan should take into account various options of escape depending upon where the violent person is located and your proximity to exits. Your plan should be to flee the area of the violent person through the nearest exit in a direction away from the threat of violence if at all possible. Once you are safe, call 9-1-1

Emergency Response Plan

Step Four: Emergency Actions

- Your department manager will send out an email communication as soon as possible, to communicate on the crisis communications plan and the critical incident stress debriefing for all affected by the incident. This deals with the emotional and/or psychological fallout that people often experience after being exposed to a traumatic event.

Emergency Response Plan

Step Five: Incident Response

- In the event of an incident of workplace violence, you should escape the area of danger, when safe call 9-1-1, and notify your Department Manager and the Administrator
- In the event of an emergency, all operations at the location will be shutdown. If there is a need for lock-down procedures, you will be notified by the Public Announcement system and/or by electronic means

Emergency Response Plan

Evacuation procedures and routes, assembly areas, and headcount management procedures are as follows:

- Immediately flee from the danger zone to a safe location
- Call 9-1-1
- Proceed when safe to your company's predetermined gathering location, where you will be counted and verified as being safe.

**Your company may have additional evacuation procedures specific to its operation, including routes, assembly areas, and headcount verification. If applicable, this information will be included in your company's Workplace Violence Prevention Plan.*



Emergency Response Plan

Step Six: Practice Drills

- From time-to-time, we may conduct practice drills
- We will never, under any circumstances, conduct a surprise workplace violence incident exercise or drill where it depicts someone getting seriously injured or killed. So, you should assume that the incident is real unless notified in advance



Active Shooter/Hostile Intruder Response Plan

- This is defined as an individual(s) actively engaged in killing or attempting to kill people in a confined and populated area by any means including firearms, bladed weapons, vehicles, or any deadly force.
- Most active shooter situations are unpredictable, evolve quickly, and are over within minutes.



RUN!

Evacuate the premises if possible. Plan ahead. Have an escape route and plan in mind and escape regardless of whether others follow. Leave your belongings behind

- Tell others to evacuate
- Call 9-1-1 after escaping
- Prevent others from entering where the active shooter may be
- Keep hands visible so that police don't mistake you for the bad guy
- Follow the instructions of any police officers
- Do not attempt to move wounded people



HIDE!

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

- Be out of view (i.e. an office with a closed and locked door or blockade the door)
- Don't trap yourself or restrict your options for movement (like a closet or room with no window)
- Don't draw attention:
 - Silence your cell phone
 - Turn off any source of noise (i.e. radio, television)
 - Hide behind large items (i.e. cabinets, desks)
 - Remain quiet

FIGHT!

As last resort, and only if your life is in imminent danger, do the following:

- Act as aggressively as possible
- Throw items and improvise weapons
- Yell
- Commit to your actions
- Do not stop until you are certain that the perpetrator is no longer a threat





When Police Arrive

Do not interfere with the police

- Put down any items in your hands
- Keep hands visible
- Follow all instructions
- Avoid making quick movements towards officers

Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which officers are entering the premises.

**When safe to do so,
proceed to the
congregation area
previously determined
in your company's
Workplace Violence
Prevention Plan**



Summary

Identify Critical Incidents

- Employee or customer fighting or screaming profanities
- Complaints and threats by a customer
- Anger over a disciplinary action or loss of job
- A text or email saying that an employee can't take it any more or asking about an employee assistance program
- A death, serious injury, or severe psychological trauma of an employee, client, or person that an employee has had regular contact with

Summary

Active Shooter/Hostile Intruder

RUN!!!

- Plan out your escape
- Evacuate even if others don't
- Leave your belongings behind
- Tell others to evacuate
- Call 911 after escaping

HIDE!!!

- Be out of view
- Don't trap yourself
- Don't draw attention

FIGHT!!! Only as last resort

- Be aggressive!!!
- Improvise weapons
- Do not stop until perpetrator is no longer a threat

Summary

When Police Arrive

Do not interfere with the police

- Put down any items in your hands
- Keep hands visible
- Follow all instructions
- Avoid making quick movements towards officers
- Do not stop to ask officers for help or directions

Stay out of their way and let them do their job