Workplace Violence Prevention

Satellite Conference and Live Webcast
Friday September 28, 2007
9:00 -11:00 A.M. (Central Time)

Produced by the Alabama Department of Public Health
Video Communications and Distance of Learning Division

Faculty

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Objectives

- **Define violent workplace behaviors**
- **Define the costs associated with workplace violence**
- **Identify risk factors for workplace violence and discuss prevention techniques**
- **Identify appropriate post incident response procedures**

Workplace Violence

- **Any act in which a person is**
  - **Abused**
  - **Threatened**
  - **Intimidated**
  - **Assaulted**

OSHA General Duty Clause: Section 5(a)(1)

- **Each employer shall furnish to each of his employees employment and a place of employment which are free from recognized hazards that are causing or likely to cause death or serious physical harm**
- **This includes the prevention and control of the hazard of workplace violence**

10 Leading Causes of Workplace Injuries in 2003
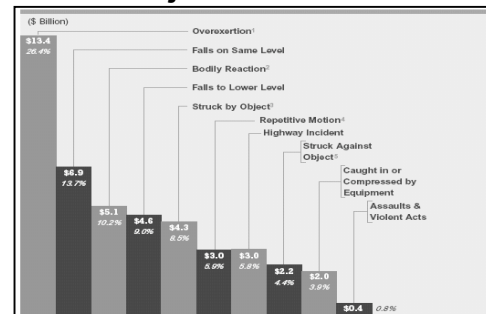
Types of Workplace Violence

- Violence by strangers

- Violence by customers or clients

- Violence by co-workers

- Violence by personal relations

Cost of Workplace Violence

- Litigation by the injured party or their survivors
  - Inadequate security
  - Inadequate screening of prospective employees
  - Tolerating problem employees
- Reduction in productivity for weeks or longer
- Increase employee turnover
- Decrease morale

Affect on Employees

- Increased fear

- Lower morale

- Higher absenteeism

State Governments

- State governments experienced higher percentages of all types of workplace violence than did local governments or private industry

- 32% percent of State government establishments experienced some form of workplace violence in the previous 12 months

Training and Education

- Employees should understand concept of "Universal Precautions for Violence"
  - Violence should be expected but can be avoided or mitigated through preparation

Training and Education

- Employees should be instructed to limit physical interventions in workplace altercations unless designated emergency response team or security personnel are available

Factors Increasing the Risk

- **Working**
  - **With the public**
  - **With unstable or volatile persons**
  - **In premises where alcohol is served**
  - **Alone, in small numbers, in isolation or low traffic areas**
  - **In community-based settings**
  - **During periods of intense organizational change**
  - **In a mobile workplace**

Factors Increasing the Risk

- **Handling money, valuables or prescription drugs**
- **Carrying out inspection or enforcement duties**
- **Providing service, care, advice or education**

Factors Increasing the Risk

- **Late hours of the night or early hours of the morning**
- **Tax return season**
- **Overdue utility bill cut-off dates**
- **Christmas**
- **Pay days**
- **Report cards or parent interviews**
- **Performance appraisals**

Occupational Groups at Highest Risk

- **Health Care Employees**
- **Correctional Officers**
- **Social Services Employees**
- **Teachers**
- **Municipal Housing Inspectors**
- **Public Works Employees**
- **Retail Employees**

Behavior

- **Upset over recent event(s)**
- **Recent**
  - **Major change in behavior, demeanor, appearance**
  - **Withdrawal from normal activities, family, friends, co-workers**

Behavior

- **Intimidating, verbally abusive, harasses or mistreats others**
- **Challenges/resists authority**
- **Blames others for problems in life or work**
- **Suspicious, holds grudges**
- **Use/abuse of drugs and/or alcohol**

Behavior

- Unwelcome obsessive romantic attention
- Stalking
- Threatening references to other incidents of violence

Behavior

- Threats to harm self, others, or property
- Weapons
  - has or is fascinated with weapons
- Known history of violence
- Has communicated specific proposed act(s) of disruption or violence

Attitude

- Isolated or a loner
- Morally superior, self-righteous
- Feels entitled to special rights and that rules don't apply to them
- Feels wronged, humiliated, degraded; wants revenge
- Feels without choices or options for action except violence

Worksite Analysis

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

Workplace Violence Plan

- Environmental
- Administrative
- Behavioral

Environmental

- Cash
- Physical Separation
- Increased lighting/visibility
- Workplace Access

Administrative

• **Policies and Procedures**

Behavioral

• **Conflict Resolution**

• **Safety Devices**

• **Reporting**

If Violence Occurs
Resources to Assist Employees

Employee Assistance Program
(334)223-6153
www.riskmgt.alabama.gov

Alabama Department of Health Personnel
(334)206-5284

1-800-245-1150

www.behavioralhealthsystems.com

Upcoming Programs

Short-Term Birth Interval: Counseling
Family Planning Patients
Thursday October 4, 2007
2:00 - 4:00 p.m. (Central Time)

Mosquito Abatement in Louisiana
Post Katrina and Rita
Thursday October 11, 2007
12:00 -1:30 p.m. (Central Time)

Upcoming Programs

Collaboration: The Key to Public
Health System Improvement
Wednesday October 24, 2007
12:00 -1:30 p.m. (Central Time)