

Long Island Coalition for
Workplace Violence Awareness and Prevention

WORKPLACE VIOLENCE AWARENESS & PREVENTION

an

Information and Instructional Package
for Use by Employers and Employees

February, 1996

DISCLAIMER

The purpose of this workplace violence guide is to educate employers, employees and others about ways to reduce risks and injuries from workplace violence. It is not intended as a substitute for a specific workplace security program tailored to any particular work environment. The Coalition, its individual members, and the organizations they represent, assume no liability for any use of this document. Nothing in this informational package shall .1(oals 6 a t)TJ-22.

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PART I

WORKPLACE VIOLENCE AWARENESS and PREVENTION

FACTS and INFORMATION

WORKPLACE VIOLENCE AWARENESS & PREVENTION

The purpose of this document is to assist employers and employees to reduce the risk from workplace violence. It is intended to serve as a resource document from which employers and employees can get information and guidance, and can identify additional contacts and reference sources to implement a Workplace Violence Awareness and Prevention Program.

THE FACTS:

Workplace murder is the leading killer of working females, (35% of their fatal work injuries) and the second leading killer of males. The problem is especially acute in service sector industries (e.g. retail establishments, taxi and limousine, police and security services). According to the figures released on August 3, 1995, by the U. S. Bureau of Labor Statistics (BLS)¹, 1,071 workers were murdered in the workplace in 1994, a slight decrease from 1,074 the previous year. According to the National Institute for Occupational Safety and Health (NIOSH)², the following factors may increase workers' risk of homicide:

- Exchange of money with the public
- Working alone or in small numbers

¹ . Toscano, Guy. *National Census of Fatal Occupational Injuries, 1994*. Washington D.C.: Bureau of Labor Statistics, U. S. Department of Labor, August 1995.

² . *Preventing Homicide in the Workplace*. Cincinnati, OH: National Institute for Occupational Safety and Health; U.S. Department of Health and Human Services, Sept. 1993.

- Working late at night or early in the morning hours
- Working in high crime areas
- Guarding valuable property or possessions
- Working in community settings

While workplace murders have grabbed media attention, they are only part of the problem. For each murder, there are countless other incidents of workplace violence in which the victim is harassed, threatened or injured, sometimes seriously. A major obstacle in quantifying the real extent of the problem is the issue of chronic under-reporting. However, some information is available from the U. S. Department of Justice.

The U. S. Department of Justice (DOJ) National Crime Victimization Survey³ statistics, published in July 1994, found that almost one million workers were victims of violence while working. The survey excludes homicides since it was based on interviews with victims. According to the survey, one in six violent crimes in the United States - an estimated 8% of rapes, 7% of robberies and 16% of assaults - occurs at work. An indicator of the seriousness of the workplace violence problem was the finding in the study that 30% of the victims were confronted with armed offenders, one-third of whom carried handguns. The study noted that 16% of violent workplace incidents resulted in physical injuries and 10% required medical care.

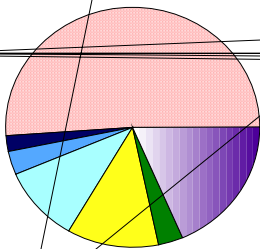
Nonfatal assaults were primarily encounters between patients and nursing staff in health care

³ *Bachman, Ronet. National Crime Victimization Survey: Violence and Theft in the Workplace. Washington, D. C.: Bureau of Justice Statistics, U.S. Department of Justice, July 1994.*

institutions. Other occupations where violence at work produced lost work time included private security guards, truck drivers, and sales workers.

The 1993

In addition to the human cost, businesses suffer economic losses when they are the victims of workplace violence. According to the U. S. Department of Justice survey,⁵ assaults at work cost 500,000 employees 1,751,100 lost days of work each year, which averages out to 3.5 days per crime. In terms of just lost wages, the estimated annual total was more than \$55 million. When lost productivity, legal expenses, property damage, diminished public image, increased security and other factors are included, total losses from workplace violence probably can be measured in the **billions of dollars.**



Eating 2

Another cost borne by employers is liability for the injuries suffered by victims of workplace violence and/or liability claims in negligent or wrongful deaths occurring on the job. Third parties

⁵ *Bachman, Ronet. National Crime Victimization Survey: Violence and Theft in the Workplace. Washington, D.C.: Bureau of Justice Statistics, U. S. Department of Justice, July 1994.*

assaulted and/or seriously injured in the workplace have won significant awards in suits against businesses or others with responsibility in the workplace who were found to be negligent in this area. And while workers' compensation insurance is generally the employee's only remedy for on-the-job injuries from assaults, in certain states, employees have successfully sued their employers in civil court.

THE DEFINITIONS

According to the **National Institute for Occupational Safety and Health (NIOSH)**: **WORKPLACE VIOLENCE** is any physical assault, threatening behavior or verbal abuse occurring in the work setting. It includes but is not limited to beatings, stabbing, suicides, shootings, rapes, near suicides, psychological traumas such as threats, obscene phone calls, an intimidating presence, and harassment of any nature such as being followed, sworn at or shouted at.⁶

Workplace may be any location, either permanent or temporary, where an employee performs any work-related duty. This includes, but is not limited to, the buildings and the surrounding perimeters, including the parking lots, field locations, clients' homes, and traveling to and from work assignments.

Workplace violence (WPV) incidents can be divided into categories depending on the relationship between the assailant and the worker or workplace. These categories are:

Violence by Strangers: In this type of incident the violence is committed by a stranger.

This stranger has no legitimate relationship to the worker or workplace and enters the workplace,

⁶ For statistical purposes, the law enforcement community defines Workplace Violence as the commission of proscribed criminal acts or coercive behavior which occurs in the work setting. It includes but is not limited to homicides, forcible sex offenses, kidnaping, assault, robbery, menacing, reckless e

usually on the pretense of being a customer, to commit a robbery or other violent act. Workers also may be victimized by strangers outside the "traditional" workplace but while acting within the course and scope of their employment.

Violence by Customers/Clients: In these incidents, the violence is committed by someone who receives a service provided by a business, such as a current or former customer, client or patient, a passenger, a criminal suspect or a prisoner. The violence can be committed in the workplace or, as with service providers, outside the workplace but while the worker is performing a job related function.

Violence of this kind is divided into two types. One type involves people who may be inherently violent such as prison inmates, mental health service recipients, or other client populations. The other type involves people who are not known to be inherently violent, but are situationally violent. Something in the situation induces an otherwise non-violent client or customer to become violent. Typically, provoking situations are those which are frustrating to the client or customer, such as denial of needed or desired services or delays in receiving such services.

Violence by Co-Workers: In co-worker incidents, the perpetrator has an employment relationship with the workplace. The perpetrator can be a current or former employee, a prospective employee, a current or former supervisor or a manager. Co-worker violence that occurs outside the workplace, but which resulted or arose from the employment relationship would be included in this category. This type of violence can again be divided into two types. Violence between supervisors and subordinates, and violence between workers at the same levels.

Violence by Personal Relations: In personal relations incidents, the violence is committed by someone who has a personal relationship with the worker, such as a current or former

spouse or partner, a relative or a friend. Included in this category is the perpetrator who has a personal dispute with the worker and enters the workplace to harass, threaten, injure or kill.

WHOSE RESPONSIBILITY

Employers have both a legal duty and a moral obligation to provide a safe workplace. To

PART II

ELEMENTS OF A WORKPLACE VIOLENCE PREVENTION PROGRAM

DEVELOPING A WORKPLACE VIOLENCE PREVENTION PROGRAM

Every employer should establish, implement and maintain a written WPV Prevention Program. It should be made available to all employees, including managers and supervisors; and all employees should receive specific training concerning its content and implementation. The program should reflect the level and nature of threat faced by the employee(s)/employer. The potential for and/or source(s) of violence in a specific workplace requires a review and assessment of the vulnerability to the four (4) categories of violence previously outlined; ***Violence by Strangers, Client/Customers, Coworkers and Personal Relationships*** .

When violence may be committed by strangers, workers can be victimized both in and outside the "traditional" workplace, but while acting within the course and scope of their employment. Use of specific training, staffing and protective equipment coupled with effective physical security methods, and policies must be reviewed and assessed.

Two basic types of violence by client/customer(s) against workers are of concern. The first involves individuals that may have a history of violent behavior, such as prison inmates, mental health service recipients. Situations where this may occur are usually well recognized, and prevention focuses on appropriate staffing, and specialized training, augmented with other control measures. The second arises when client or customers may be "situationally" violent and are provoked when they become frustrated by delays or by the denial of benefits or social services. In these cases, problem anticipation, appropriate training and other control measures coupled with physical security methods, and policies must be reviewed and assessed.

Coworker violence can occur on several levels; between supervisors and subordinates or between nonsupervisory and supervisory workers at the same level or different levels. A well written violence prevention policy which treats all employees fairly, training in conflict and dispute resolution and active involvement of trained Employee Assistance Program (EAP) personnel, is appropriate in these circumstances.

Finally, the potential for violence resulting from personal relationships must be considered. Estranged domestic partners may seek out their victims while they are at work. Employees who may be victims of domestic violence need to be aware and feel secure in alerting their employers to the potential for a workplace attack. Strict policies should be implemented that 1) address the confidentiality of personal employee information (i.e. home address, work schedules), 2) deny or restrict workplace access to employee relatives or outside visitors, and 3) allow flexibility in the use of leave, work schedules or transfers in situations where employee(s) may be at risk of violence.

To be successful, workplace violence prevention efforts must have commitment from top management and must involve supervisors, employees and employee representatives. Commitment and involvement are essential in any safety and health program. Management provides the organizational resources along with the motivating forces necessary to deal effectively with safety and security hazards. Employees should be involved, both individually and collectively, through participation in worksite assessment, assisting in the development of clear effective procedures and by identifying existing and potential hazards. Employee knowledge and experience should be incorporated into any written plan to correct and prevent safety and security hazards.

Elements of a WPV Prevention Program include:

- A Clearly Written Company Workplace Violence Policy Statement
- Establish a Threat Assessment Team
- Hazard Assessment
- Workplace Hazard Control and Prevention
- Training and Education
- Incident Reporting, Investigation, Follow-up and Evaluation
- Recordkeeping

WRITTEN WORKPLACE VIOLENCE PREVENTION POLICY STATEMENT

An important element of an effective program for prevention of workplace violence is a clearly written company policy statement which demonstrates top management's concern and commitment to their employees' safety and health.

The written policy should state that the employer:

- √ will provide adequate authority and budgetary resources to responsible parties so that identified goals and assigned responsibilities can be met;
- √ includes and encourages employee participation in the design and implementation of its workplace violence prevention program;
- √ refuses to tolerate violence at the workplace, and has developed and implemented a program to reduce incidents of violence;
- √ applies workplace violence policies consistently and fairly to all employees, including supervisors and managers.
- √ requires prompt and accurate reporting of violent incidents, whether or not physical injury has occurred;
- √ will not discriminate against victims of workplace violence.

The policy should be easily accessible to all employees and copies should be made available to employees upon request.

THREAT ASSESSMENT TEAM

The initial step in developing a workplace violence prevention program is to designate a Threat Assessment Team.

The Threat Assessment Team should be designated to assess the vulnerability to workplace violence and reach agreement on preventive actions to be taken. The team should also be responsible for:

- √ recommending/implementing employee training 07 Tc-0.00T2 1 Tf12 0 0 1sactince prevention pr

HAZARD ASSESSMENT

The elements of a hazard assessment include records review, workplace security analysis and workplace surveys.

Records Review:

The Threat Assessment Team can begin its work by reviewing previous incidents of violence. A review and analysis of existing records is necessary to develop a baseline, by identifying patterns that may indicate the causes and severity of assault incidents, identifying changes necessary and developing an appropriate plan to correct these hazards.

The Threat Assessment Team should analyze the following, when available, to complete a record review:

- OSHA 200 logs and any other appropriate required records
- Incident reports
- Records of, or information compiled for recording of, assault incidents or near assault incidents
- Medical records
- Insurance records
- Workers Compensation records
- Police reports
- Accident investigations
- Training records
- Grievances
- Other relevant records or information (i.e. minutes of meetings, etc.)

The Threat Assessment Team should identify and analyze any apparent trends in assault incidents relating to particular departments, units, job titles, unit activities, time of day, etc. The Threat Assessment Team should communicate with similar local businesses, trade associations, community and civic groups concerning their experiences with workplace violence.

Workplace Security Analysis:

In addition to a records review, the Threat Assessment Team should inspect the ***workplace*** as well as evaluate the ***work tasks*** of employees to determine the presence of hazards, conditions, operations and situations which might place workers at risk of occupational assault incidents. The Threat Assessment Team should conduct follow-up

HAZARD CONTROL AND PREVENTION

The Threat Assessment Team should identify and institute a combination of control methods designed to eliminate or minimize the risks of assault incidents. These include, but are not limited to:

- general building, work station and area design, security measures;
- security equipment;
-

- √ Provide appropriate lighting systems for all indoor building areas as well as grounds around the facility and in parking areas. Lighting should meet the requirements of nationally recognized standards such as **ANSI A-85, ANSI/IES RP-7 1983, ANSI/IES RP-1 1993**; as well as local building codes.

Security should not conflict with ***Life Safety Code*** requirements. Although it may be tempting to keep doors locked to prevent intrusion, egress from inside the building must not be impeded.

Security Equipment:

- √ Utilize Electronic Alarm Systems activated visually or audibly. Systems should

Work practice controls and procedures:

- √ Provide identification cards for all employees, and establish sign-in and sign-out books, and escort policy for non-employees. When identification badges are provided, employees should be required to wear them.
- √ Base staffing consideration on safety and security assessment. (Fixed site and field locations.)
- √ Develop internal communication systems to respond to emergencies.
- √ Develop policy on how to deal in emergency or hostage situations.
- √ Develop and implement security procedures for:
 - employees who work late or off hours;
 - accounting for field staff;
 - when to involve in-house security or local law enforcement in an assault incident;
 - banning weapons in facilities unless authorized; and
 - how the employer will respond to assault incidents.
- √ Develop written procedures for employees to follow when entering any locations where they feel threatened or unsafe.
- √ Provide information and give assistance to employees who are victims of domestic violence and develop procedures to ensure

employees face increased risk of violence.

EMPLOYEE TRAINING AND EDUCATION

All employees, regardless of their level of risk, should be taught:

- techniques for recognizing the potential for violence;
- procedures, policies and work environment arrangements developed to control the risk to workers;
- proper use of security hardware;
- the appropriate response to incidents of violence, including emergency and hostage situations;
- how to obtain medical assistance and follow-up; and
- procedures for reporting, investigating and documenting incidents of violence;
- travel safety;
- cash handling procedures.

Effective training:

- √ should be given on company time,
- √ uses easily understood terminology,
- √ is given in languages spoken by the employees,
- √ provides sufficient time for questions and answers,
- √ is conducted by trainers knowledgeable or qualified in their field of expertise,
- √ is conducted before taking a new job assignment, annually or when laws or procedures change.

Workers with job tasks or locations that place them at higher risk for violent incidents should be provided specialized training in addition to those topics outlined above.

INCIDENT REPORTING, INVESTIGATION, FOLLOW-UP, and EVALUATION

Incident Reporting - A procedure for reporting violent incidents should be developed, if one is not already in place. This procedure should apply to all types of violent incidents, whether or not physical injury has occurred (i.e. verbal abuse, threats of violence, menacing, etc.). This procedure should be in writing and should be easily understood by all employees. It should take into account issues of confidentiality. Employees may be reluctant to come forward otherwise. Employees should not fear reprisal for bringing their concerns to management's attention.

Each incident should be reported to and evaluated by the Threat Assessment Team. The reports of incidents and their evaluation provide vital information and data necessary on workplace violence and serve as a basis to identify program improvements.

Once an incident occurs, the employer should:

- √ report it to the local police department;
- √ secure work areas where disturbances occurred;
- √ ensure the physical safety of employees and others remaining in the area as soon as possible;
- √ ensure that no work area is left short-staffed while others assist the victim or help in securing the area;
- √ quickly assess the work area, if it was disturbed or damaged during an incident, to determine if it is safe;
- √ provide critical incident debriefing to victims, witnesses and other affected employees; these conversations must be strictly confidential.

Incident Investigation - After an incident occurs, a detailed investigation is imperative.

All incidents, including near misses, should be investigated as soon as possible. A delay of any kind may cause important evidence to be removed, destroyed intentionally or unintentionally. The investigation should be focused on fact-finding to prevent recurrence and not fault-finding. Employers should have effective medical management programs available and maintain comprehensive records.

When conducting the investigation, the Threat Assessment Team should:

√

Evaluation - After doing the initial workplace security analysis, the Threat Assessment Team should conduct periodic physical evaluations of the worksite. These physical evaluations should focus on the identification and assessment of workplace security hazards and address changes in employee work practices. These evaluations may require an assessment of the potential for more than one type of workplace violence.

RECORDKEEPING

result in injury, (i.e. pushing or shouting). These records may be assault incident reports that are evaluated routinely by the Threat Assessment Team.

- **Minutes of safety meetings and inspection reports** - that contain findings, corrective actions recommended relative to workplace violence, along with company's response and completion dates for action items.
- **Training records** - which should include dates the training was conducted, type of training given, employees trained, etc.
- **Inspection records** - which should include dates of inspection, areas inspected, all findings and recommendations, any control measures implemented, etc.
- **Employee questionnaires** - that assess their views of high risk work areas and activities.
- **Insurance records**
- **Workers' Compensation Records**
- **Medical records**

PART III

√ Sample Workplace Violence Prevention Program (WPVP)

SAMPLE WORKPLACE VIOLENCE PREVENTION PROGRAM

POLICY STATEMENT

(Effective Date for Program)

Our establishment, _____ [Employer Name] _____ is concerned and committed to our employees' safety and health. We refuse to tolerate violence in the workplace and will make every effort to prevent violent incidents from occurring by implementing a Workplace Violence Prevention Program (WPVP). We will provide adequate authority and budgetary resources to responsible parties so that our goals and responsibilities can be met.

All managers and supervisors are responsible for implementing and maintaining our WPVP Program. We encourage employee participation in designing and implementing our program. We require prompt and accurate reporting of all violent incidents whether or not physical injury has occurred. We will not discriminate against victims of workplace violence.

A copy of this Policy Statement and our WPVP Program is readily available to all employees from each manager and supervisor.

Our program ensures that all employees, including supervisors and managers, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions which create a security hazard for others in the workplace.

All employees, including managers and supervisors, are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.

The management of our establishment is responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and understood by all employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

Our Program will be reviewed and updated annually.

HAZARD ASSESSMENT

On _____ [Date] _____, the Threat Assessment Team completed the hazard assessment.

This consisted of a records review, inspection of the workaday and employee survey.

Records Review - The Threat Assessment Team reviewed the following records:

- _____ OSHA 200 logs for the last three years
- _____ Incident reports
- _____ Records of or information compiled for recording of assault incidents or near assault incidents
- _____ Insurance records
- _____ Police reports
- _____ Accident investigations
- _____ Training records
- _____ Grievances
- _____ Other relevant records or information _____

From these records, we have identified the following issues that need to be addressed:

-
-
-

WORKPLACE SECURITY ANALYSIS

Inspection - The Threat Assessment Team inspected the workplace on ____ [Date] ____.

From this inspection the following issues have been identified:

-
-
-

Review of Tasks - The Threat Assessment Team also reviewed the work tasks of our employees to determine the presence of hazards, conditions, operations and situations which might place workers at risk of occupational assault incidents.

The following factors were considered:

- ✓ Exchange of money with the public
- ✓ Working alone or in small numbers
- ✓ Working late at night or early in the morning hours
- ✓ Working in a high crime area
- ✓ Guarding valuable property or possessions
- ✓ Working in community settings
- ✓ Staffing levels

From this analysis, the following issues have been identified:

-
-
-

WORKPLACE SURVEY

Under the direction of the Threat Assessment Team, we distributed a survey among all of our employees to identify any additional issues that were not noted in the initial stages of the hazard assessment.

From that survey, the following issues have been identified:

-
-
-

WORKPLACE HAZARD CONTROL AND PREVENTION

In order to reduce the risk of workplace violence, the following measures have been recommended:

Engineering Controls and Building and Work Area Design

-
-
-

Management has instituted the following as a result of the workplace security inspection and recommendations made by the Threat Assessment Team:

-
-
-

These changes were completed on _____ [Date] _____.

Policies and Procedures developed as a result of the Threat Assessment Team's recommendations:

√

√

√

TRAINING AND EDUCATION

Training for all employees, including managers and supervisors, was given on _____ [Date] _____. This training will be repeated every two years.

Training included:

- a review and definition of workplace violence;
- a full explanation and full description of our program (all employees were given a copy of this program at orientation);
- instructions on how to report all incidents including threats and verbal abuse; workplace 0 12 72 ramp
-

Additional specialized training was given to:

- Name, Department, Job Title
- Name, Department, Job Title
- Name, Department, Job Title

This training was conducted by _____
on _____ [Date] _____ and will be repeated every two years.

Trainers will be qualified and knowledgeable. Our trainers are professionals
_____ [list type of certification] _____. At the end of each training
session, employees will be asked to evaluate the session and make suggestions on how to improve
the training.

All training records will be filed with _____.

Workplace Violence Prevention training will be given to new employees as part of their
orientation.

A general review of this program will be conducted every two years. Our training program
will be updated to reflect changes in our Workplace Prevention Program.

COMPLETED WPVP PROGRAM (EXAMPLE)

ABC COMPANIES WPVP PROGRAM POLICY STATEMENT

JANUARY 1, 1996

Our establishment, **ABC COMPANY**, is concerned and committed to our employees' safety and health. We refuse to tolerate violence in the workplace and will make every effort to prevent violent incidents from occurring by implementing a Workplace Violence Prevention Program (WPVP). We will provide adequate authority and budgetary resources to responsible parties so that our goals and responsibilities can be met.

All managers and supervisors are responsible for implementing and maintaining our WPVP Program. We encourage employee participation in designing and implementing our program. We require prompt and accurate reporting of all violent incidents whether or not physical injury has occurred. We will not discriminate against victims of workplace violence.

A copy of this Policy Statement and our WPVP Program is readily available to all employees from each manager and supervisor.

Our program ensures that all employees, including supervisors and managers, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions which create a security hazard for others in the workplace.

All employees, including managers and supervisors, are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.

WORKPLACE VIOLENCE PREVENTION PROGRAM

THREAT ASSESSMENT TEAM

A Threat Assessment Team will be established and part of their duties will be to assess the vulnerability to workplace violence at our establishment and reach agreement on preventive actions to be taken. They will be responsible for auditing our overall Workplace Violence Program.

The Threat Assessment Team will consist of:

Name: **John Smith** Title: **Vice President** Phone: **555-1212**

Name: **Jane Doe** Title: **Operations** Phone: **555-1234**

Name: **Frank Kras** Title: **Shop Steward** Phone: **555-1233**

Name: **James Brown** Title: **Security** Phone: **555-1456**

Name: **Susan Dean** Title: **Treasurer** Phone: **555-1567**

Name: **Tom Jones** Title: **Legal Counsel** Phone: **555-1678**

Name: **Sally Field** Title: **Personnel** Phone: **555-1789**

The team will develop employee training programs in violence prevention and plan for responding to acts of violence. They will communicate this plan internally to all employees.

The Threat Assessment Team will begin its work by reviewing previous incidents of violence at our workplace. They will analyze and review existing records identifying patterns that may indicate causes and severity of assault incidents and identify changes necessary to correct these hazards. These records include but are not limited to, OSHA 200 logs, past incident reports,

medical records, insurance records, workers compensation records, police reports, accident investigations, training records, grievances, minutes of meetings, etc. The team will communicate with similar local businesses and trade associates concerning their experiences with workplace violence.

Additionally, they will inspect the workplace and evaluate the work tasks of all employees to determine the presence of hazards, conditions, operations and other situations with might place our workers at risk of occupational assault incidents. Employees will be surveyed to identify the potential for violent incidents and to identify or confirm the need for improved security measures. These surveys shall be reviewed, updated and distributed as needed or at least once within a two year period.

Periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence will be performed by the following representatives of the Assessment Team, in the following areas of our workplace:

Representative: <u>John Smith</u>	Area <u>General Office</u>
Representative: <u>Frank Kras</u>	Area <u>Shop and Lab</u>
Representative: <u>Jane Doe</u>	Area <u>Reception & Sales</u>

Periodic inspections will be performed according to the following schedule:

<u>First Monday of Every Month</u>
Frequency (Daily, weekly, monthly, etc.)

HAZARD ASSESSMENT

On September 5, 1995, the Threat Assessment Team completed the hazard assessment. This consisted of a records review, inspection of the worksite and employee survey.

Records Review - The Threat Assessment Team reviewed the following records:

- ☒ OSHA 200 logs for the last three years
- ☒ Incident reports
- ☒ Records of or information compiled for recording of assault incidents or near assault incidents
- ☒ Insurance records
- ☐ Police reports
- ☐ Accident investigations
- ☐ Training records
- ☒ Grievances
- ☒ Other relevant records or information: **Workers' Compensation records.**

From these records, we have identified the following issues that need to be addressed:

- **employees have been assaulted by irate clients;**
- **employees have been assaulted while traveling alone;**
- **there have been several incidents of assault and harassment among employees.**

WORKPLACE SECURITY ANALYSIS

Inspection - The Threat Assessment Team inspected the workplace on **July 31, 1995** .

From this inspection the following issues have been identified:

- **access to the building is not controlled; and it is not limited to any of the offices on the four floors that we occupy. There have been problems with non-employees entering private work areas;**
- **doors to the restrooms are not kept locked;**
- **lighting in the parking lot is inadequate;**
- **in client service area, desks are situated in a way that make it necessary for employee to walk past the client in order to leave area. There are many objects on top of desks that could be used as weapons (i.e., scissors, stapler, file rack, etc.).**

Review of Tasks - The Threat Assessment Team also reviewed the work tasks of our employees to determine the presence of hazards, conditions, operations and situations which might place workers at risk of occupational assault incidents. The followohl5(i)-2.11ae

From this analysis, the following issues have been identified:

- **employees in client service area exchange money with clients;**
- **there are several employees who work very late hours or come in very early in the morning in the shop and lab areas.**

- √ Adequate lighting systems installed for indoor building areas as well as areas around the outside of the facility and in the parking areas. The lighting systems will be maintained on a regular basis to ensure safety to all employees;
- √ Locks installed on restroom doors and keys will be given to each department. Restroom doors are to be kept locked at all times. Supervisors will ensure that the keys are returned to ensure continued security for employees in their areas.
- √ Installation of panic buttons in employees work areas.
- √ Memorandum to all employees requesting that they remove any items from their desks that can be used as a weapon, such as scissors, staplers, etc.

These changes were completed by January 1, 1996.

Policies and Procedures developed as a result of the Threat Assessment Team recommendations:

√ **Employees who are required to work in the field and who feel that the situation is unsafe should travel in "buddy" systems or with an escort from their supervisor.**

√

TRAINING AND EDUCATION

Training for all employees, including managers and supervisors, was given on

Additional specialized training was given to:

- √ **Employees who work in the field;**
- √ **Employees who handle money with clients;**
- √ **Employees who work after hours or come in early.**

Specialized training included:

- √ **Personal safety;**
- √ **Importance of the buddy system;**
- √ **Recognizing unsafe situations and how to handle them during off hours.**

This training was conducted by in-house staff, with assistance from the local police department on October 1, 1995 and will be repeated every two years.

Trainers were qualified and knowledgeable. Our trainers are professionals

INCIDENT REPORTING AND INVESTIGATION

All incidents must be reported within **Four (4) hours**. An "Incident Report Form" will be completed for all incidents. One copy will be forwarded to the Threat Assessment Team for their review and a copy will be filed with **the Human Resource/Personnel Department**

RECORDKEEPING

We will maintain an accurate record of all workplace violence incidents. All incident report forms will be kept for a minimum of **seven (7) years**, or for the time specified in the Statute of Limitations for our local jurisdiction.

Any injury which requires more than first aid, is a lost-time injury, requires modified duty, or causes loss of consciousness, will be recorded on the OSHA 200 log. Doctors' reports and supervisors' reports will be kept of each recorded incident, if applicable.

Incidents of abuse, verbal attack, or aggressive behavior which may be threatening to the

SAMPLE

4. **Engineering Controls** ___ Yes ___ No
 If yes, does it include:
- (A) Mirrors to see around corners and in blind spots ___ Yes ___ No
 (B) Landscaping to provide unobstructed view of the workplace ___ Yes ___ No
 (C) "Fishbowl effect" to allow unobstructed view of the interior ___ Yes ___ No
 (D) Limiting the posting of sale signs on windows ___ Yes ___ No
 (E) Adequate lighting in and around the workplace ___ Yes ___ No
 (F) Parking lot well lighted ___ Yes ___ No
 (G) Door Control(s) ___ Yes ___ No
 (H) Panic Button(s) ___ Yes ___ No
 (I) Door Detector(s) ___ Yes ___ No
 (J) Closed Circuit TV ___ Yes ___ No
 (K) Stationary Metal Detector ___ Yes ___ No
 (L) Sound Detection ___ Yes ___ No
 (M) Intrusion Detection System ___ Yes ___ No
 (N) Intrusion Panel ___ Yes ___ No
 (O) Monitor(s) ___ Yes ___ No
 (P) Video Tape Recorder ___ Yes ___ No
 (Q) Switcher ___ Yes ___ No
 (R) Hand Held Metal Detector ___ Yes ___ No
 (S) Hand held video camera ___ Yes ___ No
 (T) Personnel traps ("Sally Traps") ___ Yes ___ No
 (U) Other _____ ___ Yes ___ No
5. **Structural Modifications** ___ Yes ___ No
 Plexiglas, glass guard, wire glass, partitions, etc. ___ Yes ___ No
- If yes, comment: _____

6. **Security Guards** ___ Yes ___ No
 (A) If yes, are there an appropriate number for the site? ___ Yes ___ No
 (B) Are they knowledgeable of the company WPVP Policy? ___ Yes ___ No
- (C) Indicate if they are:
 _____ Contract Guards (1)
 _____ In-house Employees (2)
- (D) At Entrance(s) ___ Yes ___ No
 (E) Building Patrol ___ Yes ___ No
 (F) Guards provided with communication? ___ Yes ___ No

If yes, indicate what type: _____

(G) Guards receive training on Workplace Violence situations? ____Yes ____No

Comments:_____

7.

7a.	Off Premises Work Practice Controls (For staff who work away from a fixed workplace, such as: social services, real estate, utilities, policy/fire/sanitation, taxi/limo, construction, sales/delivery, messengers, and others.)		
	(A) Trained in hazardous situation avoidance	☐ Yes	☐ No
	(B) Briefed about areas where they work	☐ Yes	☐ No
	(C) Have reviewed past incidents by type and area	☐ Yes	☐ No
	(D) Know directions and routes for day's schedule	☐ Yes	☐ No
	(E) Previewed client/case histories	☐ Yes	☐ No
	(F) Left an itinerary with contact information	☐ Yes	☐ No
	(G) Have periodic check-in procedures	☐ Yes	☐ No
	(H) After hours contact procedures	☐ Yes	☐ No
	(I) Partnering arrangements if deemed necessary	☐ Yes	☐ No
	(J) Know how to control/defuse potentially violent situations	☐ Yes	☐ No
	(K) Supplied with personal alarm/cellular phone/radio	☐ Yes	☐ No
	(L) Limit visible clues of carrying money/valuables	☐ Yes	☐ No
	(M) Carry forms to record incidents by area	☐ Yes	☐ No
	(N) Know procedures if involved in incident	☐ Yes	☐ No
	(see also Training Section)		
8.	Training Conducted If yes, is it:	☐ Yes	☐ No
	(A) Prior to Initial Assignment	☐ Yes	☐ No
	(B) At Least Annually Thereafter	☐ Yes	☐ No
	(C) Does it Include:		
	Components of security control plan	☐ Yes	☐ No
	Engineering and Workplace Controls Instituted at Workplace	☐ Yes	☐ No
	Techniques to Use in Potentially Volatile Situations	☐ Yes	☐ No
	How to Anticipate/Read Behavior	☐ Yes	☐ No
	Procedures to Follow After an Incident	☐ Yes	☐ No
	Periodic Refresher for On-Site Procedures	☐ Yes	☐ No
	Recognizing Abuse/Paraphernalia	☐ Yes	☐ No
	Opportunity for Q and A with Instructor	☐ Yes	☐ No
	On hazards unique to job tasks	☐ Yes	☐ No
9.	Written Training Records Kept	☐ Yes	☐ No

10. **Are Incidents Reported** _____ Yes _____ No
If yes, are they:

(A) Reported in Written Form _____ Yes _____ No

(B) First Report of Injury Form (If Employee Loses Time) _____ Yes _____ No

11. **Incidents Evaluated** _____ Yes _____ No

(A) EAP Counseling Offered _____ Yes _____ No

(B) Other Action (Reporting Requirements, suggestions,
reporting to local authorities, etc.) _____

(C) Are Steps Taken to Prevent Recurrence? _____ Yes _____ No

12. **Floor Plans Posted Showing Exits, Entrances, Location of
Security Equipment, Etc.** _____ Yes _____ No
If yes, does it:

(A) Include an Emergency Action Plan, Evacuation Plan,
and/or a Disaster Contingency Plan? _____ Yes _____ No

13. **Do Employees Feel Safe** _____ Yes _____ No

(A) Have employees been surveyed to find out their concerns _____ Yes _____ No

(B) Has the employer utilized the crime prevention services and/or
lectures provided by the local or State police? _____ Yes _____ No

Comments: _____

General Comments/Recommendations: _____

16. WAS YOUR SUPERVISOR NOTIFIED: Yes No

17. SUPERVISORS NAME:_____

18. WAS THE LOCAL UNION/EMPLOYEE REPRESENTATIVE NOTIFIED: Yes/no
Who should be notified_____

19. WAS ANY ACTION TAKEN BY EMPLOYER:
(specify)_____

20. ASSAILANT/PERPETRATOR: (circle one): Intruder, Customer, Patient, Resident, Client,
Visitor, Student, Co-Worker, Former, Employee, Supervisor, Family/Friend, Other,
(specify):_____

21. ASSAILANT/PERPETRATOR - NAME/ADDRESS/AGE (if known):_____

22. PLEASE BRIEFLY DESCRIBE THE INCIDENT:_____

23. INCIDENT DISPOSITION: (Circle all that apply): No action taken, Arrest, Warning,
Suspension, Reprimand, Other:_____

SAMPLE

EMPLOYEE SECURITY SURVEY

This survey will help detect Security Problems in your building or at an alternate worksite.

Please fill out this form, get your co-workers to fill it out and review it to see where the potential for major security problems lie.

NAME: _____

WORK LOCATION: _____
(IN BUILDING OR ALTERNATE WORKSITE)

1. Do either of these two conditions exist in your building or at your alternate work site?

- ☐ Work alone during working hours.
- ☐ No notification given to anyone when you finish work.

Are these conditions a problem? If so when, please describe. (For example, Mondays, evening, daylight savings time)

2. Do you have any of the following complaints (that may be associated with causing an unsafe worksite)?
(Check all that apply)

- ☐ Does your work place have a written policy to follow for addressing general problems?
- ☐ Does your work place have a written policy on how to handle a violent client
- ☐ When and how to request the assistance of a co-worker
- ☐ When and how to request the assistance of police
- ☐ What to do about a verbal threat
- ☐ What to do about a threat of violence
- ☐ What to do about harassment
- ☐ Working alone
- ☐ Alarm System(s)
- ☐ Security in and out of building
- ☐ Security in parking lot
- ☐ Have you been assaulted by a co-worker?
- ☐ To your knowledge have incidents of violence ever occurred between your co-workers?

3. Are violence related incidents worse during shift work, on the road or in other situations.

Please specify:

4. Where in the building or worksite would a violence related incident most likely to occur?

☐ lounge ☐ exits ☐ deliveries ☐ private offices
☐ parking lot ☐ bathroom ☐ entrance ☐ Other

Other (specify)

5. Have you ever noticed a situation that could lead to a violent incident?
6. Have you missed work because of a potential violent act(s) committed during your course of employment?
7. Do you receive workplace violence related training or assistance of any kind?
8. Has anything happened recently at your worksite that could have lead to violence?
9. Can you comment about the situation?
10. Has the number of violent clients increased?

DEFINITION OF INCIDENTS

1. **ASSAULT:**
The intentional use of physical injury, (impairment of physical condition or substantial pain) to another person, with or without a weapon or dangerous instrument.
2. **CRIMINAL MISCHIEF:**
Intentional or reckless damaging of the property of another person without permission.
3. **DISORDERLY CONDUCT:**
Intentionally causing public inconvenience, annoyance or alarm or recklessly creating a risk thereof by fighting (without injury) or in violent numinous or threatening behavior or making unreasonable noise, shouting abuse, misbehaving, disturbing an assembly or meeting or persons or creating hazardous conditions by an act which serves no legitimate purpose.
4. **HARASSMENT:**
Intentionally striking, shoving or kicking another or subjecting another person to physical contact, or threatening to do the same (without physical injury). ALSO, using abusive or obscene language or following a person in about a public place, or engaging in a course of conduct which alarms or seriously annoys another person.
5. **LARCENY:**
Wrongful taking, depriving or withholding property from another (no force involved). Victim may or may not be present.
6. **MENACING:**
Intentionally places or attempts to place another person in fear of imminent serious physical injury.
7. **RECKLESS ENDANGERMENT:**
Subjecting individuals to danger by recklessly engaging in conduct which creates substantial risk of serious physical injury.
8. **ROBBERY:**
Forcible stealing of another's property by use of threat of immediate physical force. (Victim is present and aware of theft).
9. **SEX OFFENSE:**

Public Lewdness:	Exposure of sexual organs to others.
Sexual Abuse:	Subjecting another to sexual contact without consent.
Sodomy:	A deviant sexual act committed as in rape.
Rape:	Sexual intercourse without consent.

PART IV

Resource Guide: References and Additional Information

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Redbursm

National Victim Center, Infolink, PO Box 17150, Fort Worth, TX 76102, 1-800-FYI-CALL - Various writings, etc. on workplace violence. Employer and Employee Information.

Understanding and Preventing Workplace Violence, Two Tape set, 4 hours, Video Distribution, 3727 West Magnolia Blvd., Suite 162, Burbank, California 91510-7711, (818-760-6546).

Workplace Violence: First Line of Defense (produced by The Kenwood Group) Available from Littler, Mendelson, Fastiff, Tichy & Mathiason at 650 California St., 10th Floor, San Francisco, CA 94108-2693 (415/399-8440).

PART V

Membership

Long Island Coalition for Workplace Violence Awareness and Prevention

Long Island Coalition for Workplace Violence Awareness and Prevention

U.S. Department of Labor - OSHA

Nancy Adams, Deputy Regional Administrator
201 Varick Street, Room 670
New York, New York 10014
212-37-2326/FAX 212-337-2371

Christine Crispi, Primary OSHA Long Island Contact
Anthony DeSiervi, Area Director
990 Westbury Road, Westbury, New York 11590
516-334-3344/FAX 516-334-3326

Robert Garvey, OSHA NY Regional Office
201 Varick Street, Room 670
New York, New York 10014
212-337-2357/FAX 212-337-2371

Patricia Biles, Workplace Violence Coordinator
200 Constitution Avenue, NW. Room N3107
Washington, D.C. 20210
202-219-8111/FAX 202-219-7068

NY State Public Employees Safety & Health Program (PESH)

Dave Ruppert, Assistant Director
Building 12, Room 457
State Campus
Albany, New York 12240
518-457-1263/FAX 518-457-5545

Brian Gibney, Associate Industrial Hygienist
175 Fulton Avenue
Hempstead, New York 11550
516-485-4408/FAX 516-485-0155

Robert Friedman, Associate Industrial Hygienist
1 Main Street
Brooklyn, New York 11201
718-797-6982/FAX 718-797-6994

New York State 7c1 Consultation Program

Wally Renfrew, Director
State Campus
Albany, New York 12240
518-457-2481/FAX 518-457-5545

Mike Ballentine, Supervisor
30 Glenn Street, Room 304
White Plains, New York 10603
914-997-9510/FAX 914-997-9528

Nassau County Police Department

Suffolk County Police Department

**American Association
for Industrial Security**

Anthony LaVeglia
223 Wall Street
Huntington, New York 11743-2060
516-271-2040/FAX 516-271-3987

**National Association of Women In
Construction (NAWIC)**

Susan Levy
Femi-9 Contracting Corporation
305 East Sunrise Highway
Lindenhurst, New York 11757
516-884-3656/FAX 516-884-9467

American Insurance Services Group, Inc.

Allan Apo, Manager Crime Prevention
85 John Street
New York, New York 10038
212-669-0482/FAX 212-669-0550

Johnson & Higgins

Jonathan, Medl, National Service Director
Liberty Mutual Insurance
1133 6th Avenue
New York, New York 10036
212-391-7500 ext.358/FAX 212-391-1901

Nassau-Suffolk Hospital Council

Nassau-Suffolk

United Food and Commercial Workers Union

Local 342-50

John Ziv, Safety Director
166 E. Jericho Turnpike
Mineola, New York 11501
516-747-5980/FAX 516-294-4608

Local 1500

Tony Speelman
221-10 Jamaica Avenue
Queens Village, New York 11428
718-479-8700 Ext. 247/FAX 718-217-7316

New York State United Teachers (NYSUT)

Robert Allen
159 Wolf Road, Box 15-008
Albany, New York 12212
518-459-9290 Ext 6295
518-459-5400/FAX 518-454-6414

Pat Leonetti
570 Taxter Road
Elmsford, New York 10523
914-592-4411/FAX 914-345-3302

Long Island Federation of Labor

Jack Caffey, President
825 East Gate Boulevard
Suite 303
Garden City, New York 11530
516-499-6600 Ext. 225/FAX 516-768-5058

Public Employees Federation (PEF) Region 12, Long Island

William DeMartino, Regional Coordinator
Salvatore Casciola, Regional Health & Safety
Chair
Public Employees Federation
1756-58 Veterans Memorial Highway
Central Islip, New York 11722
516-234-7788/FAX 516-234-0973

Communication Workers of America, National Health and Human Services District One

Marsha Love
80 Pine Street, 37th Floor
New York, New York 10005
212-344-2515/FAX 212-425-2947

Employees Union, Local 1199

Dalton Mayfield
221 Broadway
Amityville, New York 11701
516-691-8181/FAX 516-691-8185

International Brotherhood of Electrical Workers, Local Union #25

James Grammar, President
370 Motor Parkway
Hauppauge, New York 11788
(516) 273-4567/FAX (516) 273-4773

New York State AFL-CIO

Ed Ruff
200 S. Swan Street
Albany, New York 12201-1939
518-436-8516/FAX 518-436-8470