Workplace Violence
Prevention Programs

Moderator

Jose Ramos

- VP, Safety & Loss Control
- 30 years experience in areas of safety, security, emergency response and loss control management

Housekeeping

- Your phones have been muted to limit distractions.
- You will be able to type questions to the presenter at the end of the webinar.

Please note the presentation slide deck will be available within one or two days following this webinar and the on-demand recording will be posted to *Safety Key* .

Presenters

Karen Johnson

- Sr. Safety Consultant | Training Programs
- 18+ years of safety experience
- Professional designations: EHSMS, CSA, SPS, CSTS, CEAS

Ernesto "Ernie" Medina

- Sr. Safety Consultant, Central Florida area
- 15+ years safety experience
- Professional designations include: OSHA Outreach Instructor for Construction and General Industry, CEAS

Workplace Violence
Prevention Programs

What we are covering….

- Types of workplace violence

- Who is at risk

- Workplace violence prevention tools

- How to implement written program

A workplace is…

- …any location either permanent or temporary where an employee performs any duty in the interest of the employer.

- Includes, but is not limited to, the building, surrounding perimeters, parking lots, field locations, client's homes and traveling to and from work assignments, company vehicles.

What is workplace violence?

- …any physical assault, threatening behavior, or verbal abuse occurring in a work setting including…
  - …aggravated assault, sexual assault, product tampering, sabotage, homicide, includes acts committed during robberies
- … the second leading cause of death in the workplace overall

Who causes violent acts?

- …disgruntled employee(s)

- …domestic disturbance(s)

- …delusional person(s)

- *Examples include: Employees, former employees, contractors, customers, vendors)*

Who is at risk?

- CDC Statistics…
  - Workplace violence has reached "epidemic proportions"

  - 111,000 violent incidents in the workplace occur per year

  - 750 – 1,000 workplace homicides occur per year

Federal Requirements

- OSHA requires employers to protect workers against workplace violence hazards – workplace violence
  - 5(a)(1) General Duty Clause
- Have written policy against workplace violence
- Communicate it to all employees

The "General Duty" Clause

✓ OSH Act – Public Law 91-596 Dec. 29, 1970 Section 5 (a) (1):

"Each employer must furnish to each of his employees, employment and a place of employment, which are free from recognized hazards that are causing or are likely to cause, death or serious physical harm to employees."

Prevention

- Establish Zero Tolerance policy

- Worksite assessments

- Establish reporting procedures

- Employee training of policies and procedures

What can employers do?

+ Implement humane termination policies

+ Provide workers with preparedness training

+ Provide counseling

+ Conduct threat assessments

+ Utilize pre employment screenings and/or conduct background investigations.

Develop Workplace Violence Prevention or Response Team

- Employee assistance personnel

- Personnel specialists

- Medical professionals

- Law enforcement

    - Guard force

    - Local police

Why employees don't report

- Fear of becoming a target

- Fear of retaliation

- Don't want to get involved

Types of workplace violence and characteristics

Workplace Violence Includes

Beatings

Suicides

Rapes

Psychological traumas

Intimidation

Harassment of any
  nature

Stabbings

Shootings

Near-suicides

Threats or obscene phone
  calls

Being followed

Being shouted at

Violence by Strangers
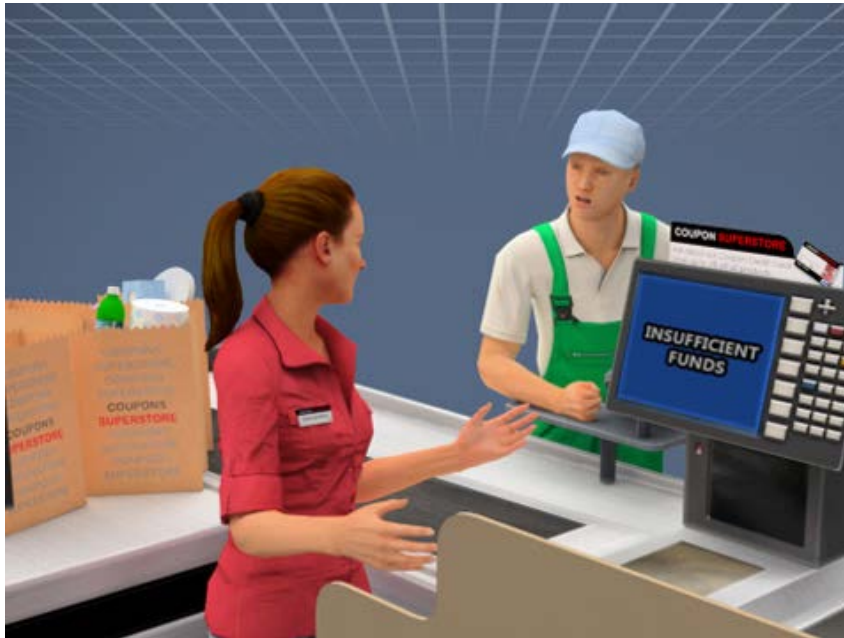
- Has no business relationship
- Criminal act

Potential Prevention Measures

- Post signs
- Clear, unobstructed view
- Drop safe for cash
- Adequate lighting inside and outside
- Number of employees working
- Provide security
- Post laws against violent acts

Violence by Customers or Clients

- Receives services
- Vendors

Potential Preventive Measure

- Training
- Control access to worksite
- No less than 2 workers
- Quick communication method
- Eliminate access to work tools
- Provide security

Violence by Co-workers

- Current employees
- Former employees

Potential Preventive Measure

- Enforced workplace violence policy/procedures
- Disciplinary action procedures
- EAP
- Policy prohibiting weapons

Violence by Personal Relations

- Known to victim(s)
  - Current or former spouse
  - Lover
  - Relative
  - Friend
- Motivated by problems in the relationship
- Difficulties specific to actor or victim

Potential Preventive Measure

- Training
- Enforces policies on handling/preventing violence
- Restraining orders
- Controlled access
- EAP
- Reporting Procedures
- Relocating to different work area
- Staff notifications

Elements of Effective Written Workplace Violence Program

Management Commitment and Employee Involvement

- Select Committee
- Team approach
- Provide motivation
- Provide resources
- Address issues

HAZARD ASSESSMENT

- Analyze and track records of violence
- Examine specific incidents carefully
- Survey employees
- Periodic inspections of the worksite to identify risk factors

Hazard Prevention and Control

- Engineering controls, such as locks and alarms
- Administrative/work practice controls, such as sign-in procedures for visitors
- Personal protective equipment for security personnel
- Posting applicable laws, such as those prohibiting assaults and stalking, in visible locations may serve as a prevention measure

TRAINING AND INSTRUCTION

- Measure understanding
- Document

REPORTING PROCEDURE

- For all types of incidents
- In writing
- Easily understood by employees
- Address Confidentiality
- Reduce fear of retaliation

RECORD KEEPING

- Track incidents

- Determine escalation of severity

- Helps with assessment

- Provides methods of control

- Documents employee knowledge

EVALUATION

- Period review/audit

- Ask:
  - Are procedures still relevant?
  - Any changes in processes?
  - Has everyone been trained?

- Measure effectiveness

SUMMARY

- Workplace Violence is a growing epidemic and is the second leading cause of workplace deaths
- Employers responsibility to:
  - Identify
  - Protect
- Written program includes
  - policy
  - Procedures
  - Reporting requirements
  - Management Commitment
  - Training
- Measure effectiveness

Enter Questions Now

Survey

Thank you for completing our quick four question post-webinar survey that you will find in an email with today's slide deck.

Safety Resources

FFVA Mutual offers many resources at no charge to our policyholders.

- *Safety Key* is an online area designed to help our policyholders improve their safety programs and reduce workplace accidents.
  - Archived Webinars and Presentations
  - Customizable Safety programs, policies and procedures
  - Safety Program Guides, general and by industry

To request a *Safety Key* login, contact safetykey@ffvamutual.com/safety with your first and last name, company name.

This presentation will be posted to *Safety Key* within one (1) or two (2) days.

Safety Training

- FFVA Mutual's Safety Team provides **FREE** safety training to policyholders and their employees.

- To help minimize the frequency and severity of on-the-job injuries, our Safety Team has developed several safety training modules, many of which cover OSHA and other regulatory requirements.

- If you are interested in onsite safety courses, Contact Karen Johnson at (321) 432-8819 or karen.johnson@ffvamutual.com

- A current list of training events can be found on our website https://www.ffvamutual.com/events/

Contact Us

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Let's answer your questions..........

Thank you for attending!