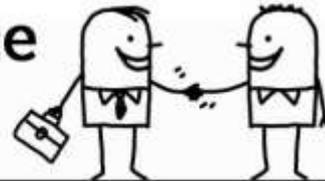


Spotting & Handling Workplace Violence

**Preventing
workplace violence**

Everyone benefits!



Workplace Violence

- OSHA defines **Workplace Violence** as an assault, intimidating act, or threatening conduct which occurs in or is related to the workplace.
 - Physical harm
 - Verbal threats to inflict bodily harm
 - Vague or covert threats
 - Attempts to cause physical harm
 - Bringing weapons into the workplace
 - Stalking



OSHA Requirement

- General Duty Clause – Employers are required to provide a safe and healthful work environment.
- OSHA has recognized that workplace violence is an occupational hazard in some industries and environments.
- Employers may be found in violation of the general duty clause if they fail to reduce or eliminate **recognized workplace violence hazards** that cause or are likely to cause death or serious physical harm to employees when there is a feasible method to abate the hazard.

Written Policy



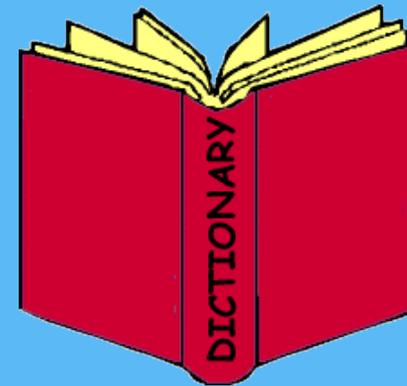
Create an anti-violence program that includes:

- Includes an anti-violence statement that covers all workers, patients, clients, visitors, contractors, and anyone else who may come in contact with company personnel and provides specific information regarding the consequences of non-compliance.
- Identifies potential outcomes taken if the policy is violated, including discipline or termination of employees when appropriate. Enforce policy consistently!
- Encourages prompt reporting of all violent incidents and recordkeeping of incidents to assess risk and to measure progress.

Define Workplace Violence

Clearly define what will be considered violence or bullying in the workplace:

- Screaming?
- Freezing someone out?
- Insults and practical jokes?
- Threats of physical violence?
- Physical or mental intimidation?
- Sabotaging someone's work?
- Spreading rumors or gossip?
- Repeated communications via text messages, phone calls, Facebook messages, etc.?



Employee Surveys

- Survey employees before and after making job or worksite changes, or installing security measures or new systems to determine their effectiveness.
- Survey employees periodically to learn if they experience hostile or threatening situations.
- Survey employees to evaluate effectiveness of program and opportunities for improvement.



Complaint Procedures

- Require employees to report all acts or threats of violence to a supervisor or manager promptly.
- Define the ways in which an employee can raise a complaint, including who they can complain to and what responsibilities that person will have when a complaint is received.
- Include an anti-retaliation provision and make sure that employees know that they will not be retaliated against for bringing a complaint of violence or bullying to management's attention or for participating in an investigation.



Investigation Procedures

- Investigate all complaints of violence in the workplace and develop a plan of action once findings are issued.
- Define the investigation procedures:
 - Who will be responsible for investigating a complaint?
 - Will the supervisor be responsible or Administrator?
 - When will claims be investigated?
 - How will the results of the investigation be communicated?



Response Procedures

- **Create Response Team** that would be responsible for immediate care of victims, reestablishment of work areas and processes after incident and providing debriefing sessions with victims and coworkers.
- **Create Crisis Management Team** that would be responsible for investigating complaints of violent conduct or threats of violent conduct and providing support to supervisors in managing difficult employees.

Employee Training

- Conduct mandatory and annual training for employees to learn:
 - How to recognize the earliest stages of a possible assault.
 - How to avoid or mitigate potential violent encounters, including how to protect oneself.
 - How to seek refuge and/or assistance if violence appears imminent.
 - How to report and document incidents of violence or aggressive behavior.
 - How to locate and operate safety devices.



Spotting Warning Signs

- Noticeable changes in behavior
- Withdrawn
- Threatening emails, texts or behavior
- Aggressive with co-workers or supervisors
- Changes in productivity, professionalism and punctuality
- Noticeable changes in appearance and hygiene
- Pending or Anticipated Performance Improvement
- Family disruptions
- Death of a loved one
- Financial problems
- Loss of family member's job
- Gambling issues
- Romantic problems
- Displaying a gun in the workplace



Respond-Disruptive Behavior



Step #1

- Investigate disruptive behavior
 - Engage supervisor or workplace violence team
 - Determine a safe place to speak with employee
 - Speak calmly and respectfully with employee
 - Speak calmly and respectfully with alleged victim
 - Ask open-ended questions
 - State the anti-violence policy
 - Encourage contacting EAP

Step #2

- Allow employee to stop disruptive behavior
 - State the Zero Tolerance Policy on Workplace Violence
 - Offer a time off
 - Offer EAP or anger management assistance
 - Obtain employee's agreement to stop disruptive behavior
 - Warn employee about consequences of further disruptive behavior
 - Ask employee to report any behavior they feel is disruptive
 - Create a timeline for company to check up on employee's progress
 - Alert company security or law enforcement if you think employee will erupt

Step #3

Employee continues or increases disruptive behavior

- Document
- Suspend or terminate employee
- Inform about decision
- Alert security or police if volatile



Respond-Direct Threats of Violence

- Reasonable belief of “direct threat”?
 - Duration
 - Nature and severity
 - Likelihood of potential harm to health and safety
 - Imminence
- Can employee perform essential job functions with or without a reasonable accommodation?
 - Interactive process with employee
 - Mental health evaluation may be necessary
 - Determine if a reasonable accommodation is feasible
- Document the “direct threat”
- Document discussion with the victim of the direct threat
- Reiterate Zero Tolerance Policy against Workplace Violence
- Determine whether to terminate or offer anger management
- Notify security or law enforcement

Respond-Actual Violence/Bullying

- Apply Zero Tolerance Policy
 - State the Policy
 - Terminate; especially if physically violent
 - Determine when to advise employee of termination
 - Equally discipline or counsel the employees involved
 - Consistently apply discipline for similar situations
- Document the Violence
 - Written documentation
 - Photographs
 - Determine whether there is evidence to secure (emails, video, audio, weapons, etc.)





support

- Provide prompt medical evaluation and treatment
- Report violent incidents to local police immediately
- Follow company protocols for dealing with the media
- Inform victims of their legal right to prosecute perpetrators
- Request the employee immediately notify company about unusual acts, such as employee or family members being followed or receiving threats on social media



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