



Learning Objectives

- Definition of Workplace Violence
- Work-related factors
- High risk occupational groups
- Preventative measures
- Considerations when developing and establishing workplace violence policies and procedures

What Is Workplace Violence?

Any act in which a person is:

- abused
- threatened
- intimidated or
- assaulted

in his or her employment.

Threatening Behavior

Examples:

- Shaking fists
- Destroying property
- Throwing objects

Verbal or Written Threats

- Any expression of an intent to inflict harm.

Harassment

Any behavior

- that demeans
- embarrasses
- humiliates
- annoys
- alarms
- or verbally abuses a person and

More on Harassment

Behavior that is known or would be expected to be unwelcome, including:

- Words
- Gestures
- Intimidation
- Bullying
- Other inappropriate activities (sounds, emails, photos)

Where Does It Happen

- Traditional workplace
- Off-site business-related functions (conferences, meetings, work-related social events)
- Clients' homes
- Employee homes and other off-duty settings, but resulting from work related activities/functions.

Who Are The Perpetrators of Violence In The Workplace?

- Clients and Patients
- Family members and significant others of clients/patients
- Vendors
- Employees and members of the organizations boards
- Family Members of Employees
- Members of the General Public

Who Is At Risk?

- Health Care Employees (nurses, doctors, pharmacists, aides, community workers, receptionists, managers, human resource personnel, etc.)
- Social Services Employees
- Public Employees
- Educators (teachers and public health)
- Correctional Officers
- Patients, clients and visitors

Work-Related Factors

- Working with the public
- Handling money, valuables and prescription drugs.
- Responsible for inspection or enforcement duties (includes any mandatory reporting to government agencies.)
- Providing service, care, advice or education including all health facility staff.
- Working with unstable or volatile persons.
- High levels of unresolved conflict & poor communication.

More Work-related Factors

- Working alone, in small numbers or in isolated or low traffic areas of a facility.
- Working in community-based settings such as clinics and social service facilities.
- Geographical location (near areas & businesses that are at risk of violent crime; isolated facilities).
- Late hours and early morning hours.
- Patient interviews and employee performance reviews, lay-offs & terminations.

Other Factors

- Working when understaffed
- Transporting patients/clients
- Inadequate security
- Long waits for service
- Overcrowded, uncomfortable waiting rooms
- Drug and alcohol abuse

Effects of Violence

- Minor physical injuries
- Serious physical injuries
- Temporary and permanent physical disability
- Psychological trauma
- Death
- Inability to recruit and maintain staff
- Lawsuits and money

Prevention and Policy Strategies

Develop a safety and health program that includes:

- management commitment
- employee participation
- hazard identification and prevention
- safety and health training
- control and reporting

Environmental Considerations

- Develop emergency signaling, alarms, and monitoring systems.
- Install security devices such as metal detectors to prevent armed persons from entering.
- Install security cameras and good lighting in hallways.
- Provide restrictions to parking lots and escorts at night.
- Design waiting areas to accommodate & assist visitors & patients who may have a delay in service.

More Environmental Designs

Design triage and other public areas to minimize the risk of assault:

- Provide staff restrooms and emergency exits.
- Install enclosed nurses'/reception areas.
- Install deep service counters or bullet-resistant and shatterproof glass enclosures in reception areas.
- Arrange furniture and other objects to minimize use as weapons.

CONTACT INFORMATION

THANK YOU FOR YOUR PARTICIPATION

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Administrative Considerations

- Staffing patterns that prevent personnel from working alone and minimize patient waiting time.
- Card-controlled access to limit movement of the public.
- A system for alerting security personnel when violence is threatened.
- Installation of panic buttons in reception area and treatment rooms.

Behavior Modification Considerations

Train workers in:

- Recognizing and managing assaults.
- Resolving conflicts.
- Maintaining hazard awareness.