



Workplace Violence: Prevention and Management

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PACKAGE OUTLINE

1. Model Policy
2. Sample Report Form
3. Quick Reference Flow Chart for Incident Response
4. Support and Security Measures Checklists
5. Website Referral Resources and links

Preparing to Prevent Workplace Violence

Assess	Plan	Train
<ul style="list-style-type: none">• Policies and Procedures• History and trends• Physical security• Employee survey	<ul style="list-style-type: none">• Policy Development• Threat Response procedures• Crisis Team Development	<ul style="list-style-type: none">• Recognize warning signs• De-escalate hostile behavior• Report and Respond



Workplace Violence Prevention

Model Policy

Purpose

The purpose of this document is to create and maintain a safe workplace free from violence by development of guidelines which prohibits violent behavior and provides support and protection for victims. In compliance with the Federal Occupational Safety and Health Act of 1970 which obligates employers to maintain a workplace free of recognized hazards and in recognition that a secure environment that is free from physical as well as emotional threats is more healthier and more productive, [Employer] has developed and implemented the following policy for all personnel. The prohibited actions and sanctions applies to all employees, full-time or part-time and all contracted or temporary workers, regardless of who the aggression is directed towards, whether it be other co-workers, clients or customers, their relations or the public at large.

Definitions

Workplace Violence includes, but is not limited to, physical attacks, intimidation, stalking behavior, threats, domestic violence or damage to property.

The Workplace: includes all on-site locations, buildings and facilities, including parking areas, all company property, and off-site locations where employees engage in company business.

Threat is any expression of intent to inflict physical and emotional harm, regardless if it is spoken, written or recorded in any format.

Physical Attack is unwanted or hostile physical contact such as hitting, fighting, pushing, shoving or throwing objects.

Domestic Violence is the pattern of abusive behaviors meant to control the victim. This may include the use of violence, threats and intimidation, between people who have an ongoing or prior intimate relationship. This may include people who previously have been or currently are married, living together or dating.

Property Damage is intentional damage to property and includes property owned by the [Employer], employees, visitors or vendors.



Awareness and education

[Employer] will strive to provide education on workplace violence to all employees. The policy will be made available to all employees and be included in all new employee orientation. Training will be made available to employees on how they can identify potential signs of violent behavior as well as support.

Reporting

Employees who witness or suspect any acts of workplace violence are strongly encouraged to notify their supervisor, human resources personnel or any member of management about their concerns. Victims of domestic violence are encouraged to seek support from management and the local domestic violence service provider.

If any employee has reason to suspect that violence may come to the workplace, from any source, they should notify management or any supervisor as the soonest possible moment. If violence is imminent, they should contact law enforcement (or security) and then immediately afterwards, a supervisor.

Anti-retaliation and Confidentiality clause

This policy prohibits retaliation against any employee who reports a violation of this policy in good faith. Employees will not be discriminated against solely on the basis of status as a victim of violence. Every effort will be made to protect the safety and anonymity of anyone who comes forward with concerns. Investigations and subsequent involvement of other parties will be made only if their participation is required for the safety of [Employer] and its workers.

Prohibited actions and sanctions

[Employer] will not tolerate nor condone any workplace violence behavior. This policy strictly prohibits the use of violence or threats of violence in the workplace. We are committed to identifying and holding employees accountable who perpetrate acts of violence. Response to reports and specific actions will be determined on a case by case basis and will be solely at the discretion of management.

Employees will not use or be in possession of a weapon while on [Employer] property or engaged in company business, except for those with expressed, authorized permission. While firearms are specifically identified as prohibited, other weapons shall be identified by management's discretion. However, any object used to physically threaten another person will be considered a weapon and the employee using the item will be held in violation of the policy.

Employees found to have committed acts of violence on company property or while engaged in company business will be subject to corrective or disciplinary action, up to and including termination. This policy also applies to employees use company resources



such as communications devices, equipment or vehicles to commit acts of violence or to threaten, harass or stalk anyone. This policy applies not only to acts against other employees, but also to acts against all other persons, including clients, customers, associates and persons not related to the company.

The off-duty conduct of an employee may also affect their position. Employees who are convicted of a crime as a result of violence, regardless of location or time, may be subject to corrective or disciplinary action, up to and including termination, when such action affects the work performance of the employee or affects the normal operation of [Employer].

[Employer] through Human Resources may also require that the offending employee to seek help at the Employee Assistance Program or attend and successfully complete a therapeutic or educational program. Continued employment may be contingent upon not committing any new offenses and obeying all conditions of any protective orders, whether criminal or civil. [Employer] will maintain the perpetrator's confidentiality, within a need to know basis.

Support and Protections

[Employer] will strive to create a workplace environment that is safe from all forms of violence, including domestic violence and which supports victims of violence by providing understanding, access services, information and protections available to them. Specific support will be determined on a case by case basis and will be solely at the discretion of management. The victim status of an employee shall not be basis for discrimination.

In all workplace plans to respond to domestic violence, [Employer] will respect the authority and autonomy of the adult victim to direct her or his own life.

[Employer] is committed to assist in protecting employees who are assaulted, threatened or are victims of domestic violence or sexual assault. Management shall investigate the severity of potential threats and determine security measures to reduce the risk. Victims may need special accommodations or adjustments to their work schedule, location or working conditions in order to enhance their safety. The agency shall accommodate these requests and needs whenever possible and appropriate.



Sample Incident Report Form

(Adapt to your own location and business circumstances)

Report by: _____ Department: _____ Contact number: _____ Date/Time of Incident: _____ Location of Incident: _____ _____
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Nature of the incident: _____ Assaults or violent acts _____ Threat _____ Warning report _____ Stranger _____ (Ex)-Employee _____ Client _____ Employee Relation Was a weapons used? Yes No Type: _____ Name of Perpetrator(s) (if know; if employee, identify department) _____
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Was anyone injured?	Yes	No
Was medical attention required?	Yes	No
Was Law Enforcement and/or security called?	Yes	No
Name of responding Officer _____		
Were any other employees present/witness? Who? _____	Yes	No
Was management advised?	Yes	No
Was EAP contacted?	Yes	No
Were any warning or preventative measures taken?	Yes	No

Resulting Action Disciplinary Measures _____ Police Report _____ Criminal Charges _____ _____ Perpetrator removed from premises _____ Pending further investigation _____



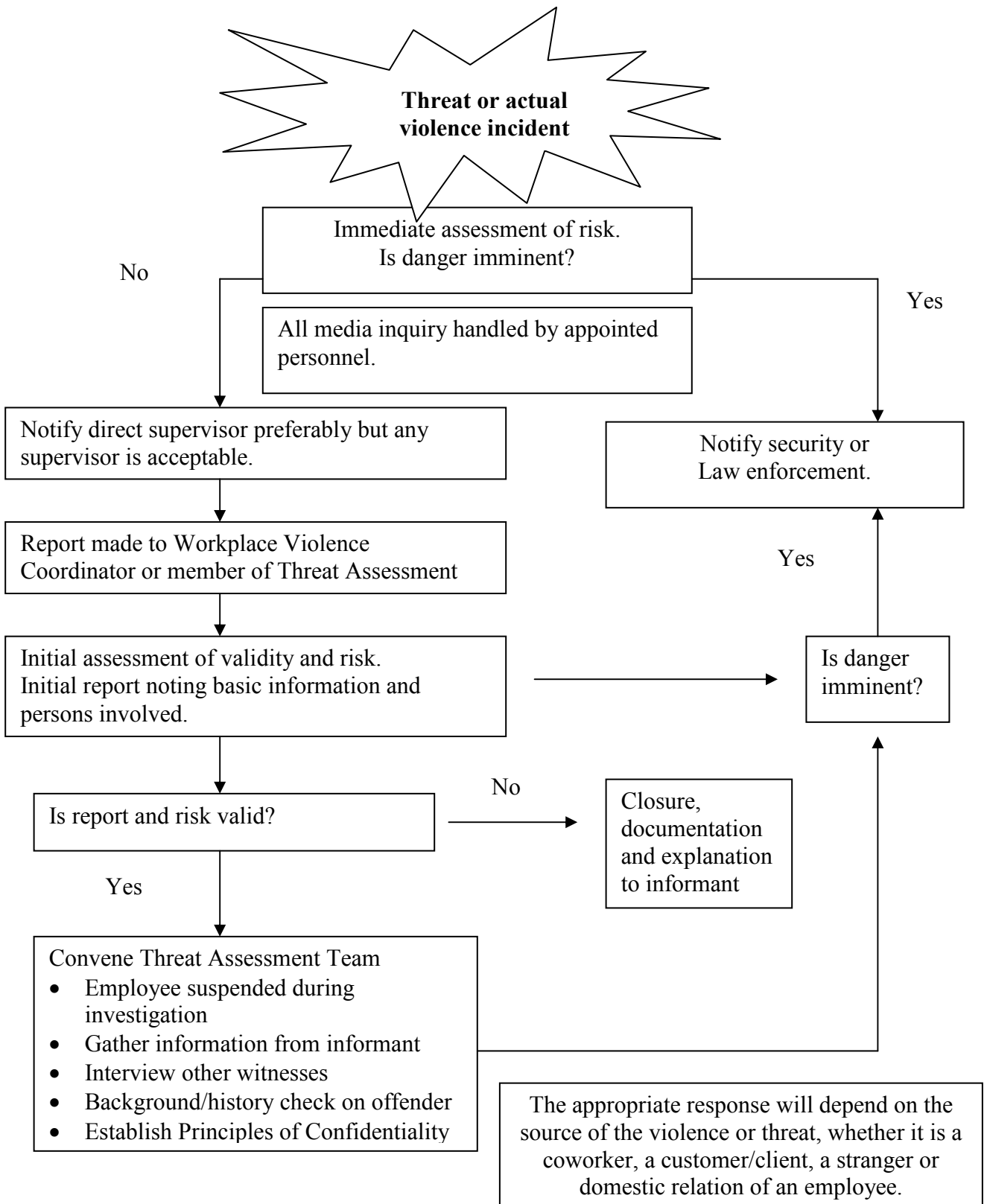
Nature of the incident: Include (1) event(s); (2) witnesses with contact information (3) location details; (4) equipment/weapon details; (5) other records of the incident (e.g., police report, recordings, videos); (6) parties notified internally (employee relations, medical, legal, operations, etc.) and externally (police, fire, ambulance, EAP, family, etc.)
Please continue on separate sheet if necessary and attach any supporting documents (written threats, etc.)

Signature

Date



QUICK REFERENCE FOR WORKPLACE VIOLENCE INTERVENTION MANAGEMENT STEPS





Support Steps and Security Measures Checklist

Administrative Support Measures for Target Employees

- ❑ Allow for time off to meet legal, medical and advocacy appointments and other obligations. Note: There is a legal mandate to offer ‘reasonable time off’ for victims to obtain a restraining order.

Options to consider are:

- ❑ Flex scheduling
- ❑ Sick Leave
- ❑ Shared leave
- ❑ Compensatory Leave
- ❑ Vacation Leave
- ❑ Leave without pay
- ❑ Family Medical and Leave Act

Change Personnel information

- ❑ Personal and Emergency Contact Information (maintain strict confidentiality)
- ❑ Wage Deposit Allocation
- ❑ Beneficiary information including:
 - ❑ Health Benefits
 - ❑ Retirement Accounts, including 401k and Pension funds
 - ❑ Life Insurance
- ❑ Flexibility in job assignments
- ❑ Leniency in job evaluations
- ❑ Assist in the transfer to new division or plant, if available and desired
- ❑ Provide referral to support systems including:
 - ❑ Employee Assistance Program
 - ❑ Domestic Violence Services
 - ❑ Legal Aid Offices
 - ❑ Law Enforcement Agencies
 - ❑ Social Services Agencies



Implementing Security

The following security list is meant to provide suggestions and ideas, not specific steps for every situation. Every individual case requires a comprehensive assessment by appropriate personnel and even professional consultation to determine the best course of action. This guideline serves only to provide a range of possible options that management can consider in protecting the victim and the workplace.

Response Plan if Perpetrator Approaches the Workplace:

- Call Law Enforcement!
- If there is no direct threat or court orders against them, notify security if available
- Lock all entrances to the facility
- Warn the targeted individuals(s)
- Notify all personnel, especially management or individuals planning security
- Allow passage on an escape route or to a safe location pre-designated

Develop plan to secure workplace and employees:

- Distribute information regarding the description of the perpetrator, and their vehicle, to security and front desk personnel
- Check to see if your state has an automated notification system when an offender is released from incarceration, then register.
- Request increased patrols from local Law Enforcement Agency
- Obtain copy of protective order for security and/or management if available
- Limit access to building; use one entrance, if feasible
- Provide buzzer alarms and/or panic buttons
- Increase security measures i.e. fencing, additional lighting and cameras

Target Hardening of the Target:

- Change target's parking spot to a safer location
- Escort the target to her/his car
- Reassign the target to a different shift, workspace or duties to safer conditions
- Provide emergency cell phones (available from most domestic violence shelters)
- Screen target's incoming calls and/or provide new extension and email
- Keep previous phone or email extensions to record offender's messages as evidence
- Provide support for target's security at their home or other safety planning

Most effective measures when threat is deemed imminent and lethal

- Hire off-duty law enforcement officers as security (may be able to park their squad car in front of facility)
- Lock all entrances to facility, allowing passage to only valid visitors
- Ensure easy egress for safe evacuation
- Remove target from facility by assignment to other location or allow time off
- Hire security consultant services to provide extensive, customized and expert advice on security measures
- May use an investigator to track offender's movement



Resources and Links

The following are list of programs and organizations that provide service and information on the prevention and management of domestic violence in the workplace.

1. [Peace@Work](http://www.peaceatwork.org)
www.peaceatwork.org
2. [DV Initiative, Inc.](http://www.dvinitiative.com)
www.dvinitiative.com
3. [Corporate Alliance to End Partner Violence](http://www.caepv.org)
www.caepv.org
4. [Legal Momentum](http://www.legalmomentum.org)
Employment rights for domestic violence victims
www.legalmomentum.org. Follow the link under Issues for “workplace”
5. [National Domestic Violence Hotline and Referral Service](http://1.800.799.SAFE)
1.800.799.SAFE (7233)
6. [Handgun Free America](http://www.workplaceshootings.org)
May '04 Report on Workplace Violence
www.workplaceshootings.org
7. [NIOSH DVD on Workplace Violence – FREE!](http://www.cdc.gov/niosh/updates/upd-06-30-04.html)
www.cdc.gov/niosh/updates/upd-06-30-04.html
8. [Hope Morrow Trauma Central](http://home.earthlink.net/~hopefull/)
Links to the websites on trauma, crisis and violence prevention
<http://home.earthlink.net/~hopefull/>
9. [Bullying in the workplace](http://www.successunlimited.co.uk)
A very thorough and extensive UK site on Bullying
www.successunlimited.co.uk