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**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:

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

FOOTNOTE(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.

- \* Exchange of money with the public
- \* Working alone or in small numbers
- \* 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 Survey(3) 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.

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FOOTNOTE(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.

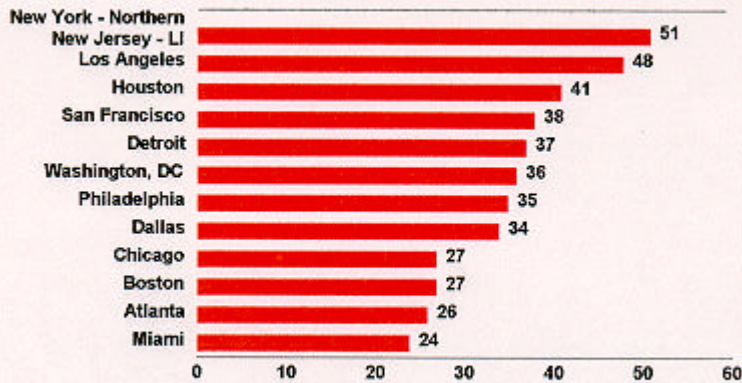
Nonfatal assaults were primarily encounters between patients and nursing staff in health care institutions. Other occupations where violence at work produced lost work time included private security guards, truck drivers, and sales workers.

Almost two-thirds of nonfatal assaults occurred in service industries, such as nursing homes, hospitals, and establishments providing residential care and other social services (halfway homes, for example). Retail trade industries such as grocery stores and eating and drinking places accounted for about one-fifth of these assaults.

Both men and women who work in government have greater numbers and higher rates of assault than the private sector employees. The annual rate of nonfatal assault against women working in state government is 8.6 times higher than women in the private sector; women working in local government are 5.5 times more likely to be assaulted than private sector women.

More than half of all workers fatally injured on the job in the New York, Northern New Jersey, Long Island, Metropolitan area in 1993 died as a result of an assault or violent act. Additionally, according to data from the 1993 Census of Fatal Occupational Injuries, only Los Angeles, with 48 percent of workplace deaths attributable to violence, came close to the 51 percent rate for this area. Nationally, 21 percent of occupational or workplace deaths resulted from violence. Of the 364 fatal occupational injuries in the New York Area, 186 resulted from assaults and violent acts.

**Assaults and violent acts as a percent of all fatal work injuries by metropolitan area, 1993**



Source: Bureau of Labor Statistics, Middle Atlantic Regional Office, 2/9/95

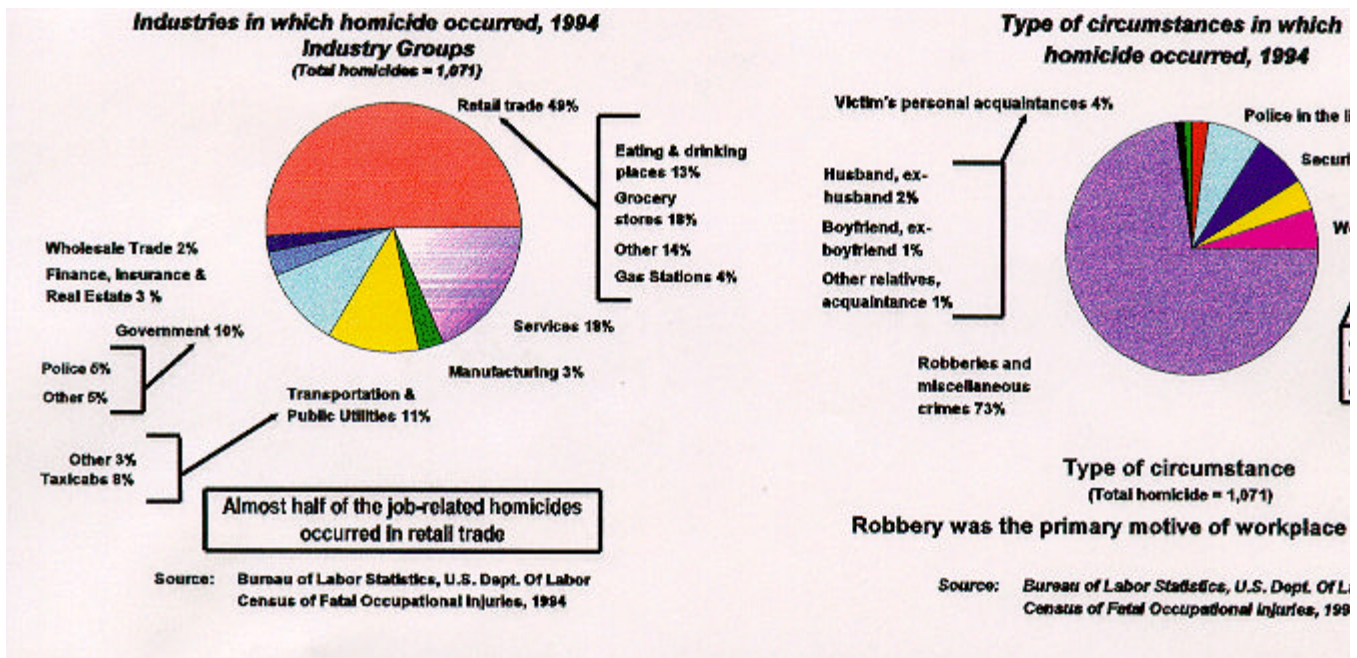
The 1993 Census of Fatal Occupational Injuries, part of the redesigned BLS safety and health statistics program, provides the most complete count of fatal work injuries available because it uses multiple state and federal data sources. The data for the New York -Northern New Jersey-Long Island area presented in this report are a product of cooperative programs conducted with the participation of the New Jersey Department of Health, the New York State Department of Health, the New York City Department of Health, the Connecticut Department of Labor and the Pennsylvania Department of Health. Data for the other metropolitan areas were gathered from similar programs in health and labor departments in the states involved.

The New York, Northern New Jersey, Long Island, NY - NJ - CT - PA Consolidated Metropolitan Statistical Area is comprised of 14 counties in New Jersey, 12 Counties in New York, four counties in Connecticut and one county in Pennsylvania.(4)

FOOTNOTE(4) Middle Atlantic Regional Office - Bureau of Labor Statistics data released 2/9/95.

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**.

FOOTNOTE(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.



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 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)

FOOTNOTE(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 endangerment, harassment and disorderly conduct. The term coercive behavior is intended to convey the sense that workplace violence may take many forms in addition to the use of force. The aggressor may use berating language, physical or verbal threats or damage personal property.

**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, 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 prevent loss of life and injuries and to limit financial losses and potential liability, employers should institute policies and procedures to prevent violence from occurring in their workplaces. These policies may include means to identify the potential for violence, procedures to prevent the occurrence of violence and, in the event prevention fails and an incident of violence occurs, plans to respond and mitigate further damage.

Under the General Duty Clause, Section 5(a)(1) of the Occupational Safety and Health Act (OSHA) of 1970, employers are required to provide their employees with a place of employment that "is free from recognizable hazards that are causing or likely to cause death or serious harm to employees". This duty includes inspecting the workplace to discover and correct a dangerous condition or hazard in the workplace and to give adequate warning of its existence.

The OSHA General Duty Clause has been interpreted to mean that an employer has a legal obligation to provide a safe workplace. An employer that has experienced acts of workplace violence, or becomes aware of threats, or intimidation or other potential indicators showing that the potential for violence in the workplace exists or has the potential to exist, would be on notice of the risk of workplace violence and may be required to implement a workplace violence prevention program.

[Next part: PART II](#)



[Previous part: PART I](#)

## 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 deemed effective are the focus for prevention.

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 programs on workplace violence;
- \* implementing plans for responding to acts of violence;
- \* communicating internally with employees.

Threat Assessment Team membership should include representatives of the following:

- \* senior management;
- \* operations;
- \* employees or their representatives;
- \* security;
- \* finance;
- \* legal;
- \* human resources.

Responsibility for auditing the overall WPV prevention program should rest with the Threat Assessment Team.

#### **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 inspections of the workplace and observe hazardous work tasks on a periodic basis.

#### **Workplace Surveys:**

A questionnaire or survey should be distributed to employees to identify the potential for violent incidents and to identify or confirm the need for improved security measures. A sample questionnaire and inspection checklist is available in Part IV of this document; or the team may develop their own questionnaires, with employee input into design, format and dissemination. All employees should be encouraged to complete the questionnaire.

Employee questionnaires should be reviewed, updated and distributed as needed, or at least once within a twenty-four (24) month period of time. Results should be analyzed and used to revise and improve the overall content and implementation of the WPV Prevention Program.

#### **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;
- \* work practice controls and procedures;
- \* workplace violence prevention Policy Statement.

The employer may implement these control measures alone or in combination to address hazards identified in the hazard assessment.

#### **General building, workstation and area designs:**

- \* Review the design of all new or renovated facilities to ensure safe and secure conditions for employees. Ensure that facilities are designed to ensure the privacy of patients, clients and customers, yet permit employees to communicate with other staff in emergency situations. (Such communication could be via clear partitions, video cameras, speakers or alarms, etc. as appropriate to the workplace situation.)
- \* Design work areas and arrange furniture to prevent entrapment of the employees and/or minimize potential for assault incidents.
- \* Control access to employee work areas. (Use of locked doors, buzzers, card access, etc.)
- \* 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 identify the location of the room or location of the employee by means of an alarm sound and/or a lighted indicator or equally effective measure. Adequate personnel must be available to render prompt assistance if such systems are utilized.
- \* Utilize Closed Circuit Television which permit security guards to monitor high risk areas, both inside and outside the building.
- \* Utilize Metal Detection Systems to identify persons with weapons.
- \* Utilize cellular telephones, beepers, CB radios or hand-held alarms or noise devices in field situations.
- \* Examine and maintain security equipment on a regular basis to ensure its effectiveness.

**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 confidentiality and safety for affected employees.
- \* Train employees on awareness, avoidance, and action to take to prevent mugging, robbery, rapes and other assaults.
- \* Modify existing work practices that are identified by the hazard assessment where 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. Training should be designed to deal with the nature of this risk.

**Managers and supervisors** should undergo the training outlined thus far plus additional training to enable them to recognize a potentially hazardous situation or to make any necessary changes in the physical plant, patient care treatment program, staffing policy and procedures.

Managers and supervisors should also be trained to ensure that employees are not placed in assignments that compromise safety and in methods and procedures which will reduce the security hazards. They should be trained to behave compassionately towards co-workers when an incident does occur. They need to ensure that employees follow safe work practices and receive appropriate training to enable them to do this. They should reinforce the employer's WPV Prevention Program, promote safety and security, and ensure employees receive additional training as the need arises.

**Security personnel** need to be trained whenever possible for the specific job, facility layout, security hardware on premises and particular high risk jobs.

#### **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:

- \* collect facts on who, what, when, where and how the incident occurred;
- \* record information;
- \* identify contributing causes;
- \* recommend corrective action;
- \* encourage appropriate follow-up;
- \* consider changes in controls, procedures, policy.

**Follow-up** - Procedures should be established for responding quickly and appropriately to the medical and psychological needs of employees following exposure to an assault incident. Use of existing Employee Assistant Programs (EAPs) or the establishment of such a program and its use should be encouraged. All employees affected by workplace violence should be provided with appropriate medical and psychological treatment and follow-up. Provisions for medical confidentiality and protection from discrimination(7) must be included to prevent the victims of workplace violence from suffering further loss.

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FOOTNOTE(7) See applicable laws governing confidentiality.

**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

An effective recordkeeping system helps in selecting the appropriate level of controls to prevent recurrence and in determining required training. Records should be kept up to date. The following records should be kept:

- \* **OSHA 200 Log** - OSHA regulations require entry on the Injury and Illness log of any injury which requires more than first aid, causes loss of consciousness, requires modified duty, or results in lost time from work. Assaults should be entered on

the log. Doctors' reports of work injury and supervisors' reports shall be kept of each recorded assault. Fatalities or catastrophes(8) must be reported to OSHA.

FOOTNOTE(8) An employee death resulting from an employment accident or illness caused by or related to a workplace hazard **or** the hospitalization (not examination and release) of three (3) or more employees resulting from an employment accident or illness caused by a workplace hazard must be orally reported by the employer within eight (8) hours.

- \* **Incidents of assaults** - should describe who was assaulted, the type of activity, (i.e. unprovoked sudden attack), and all other circumstances of the incident. The records should include a description of the location/environment, potential or actual costs, lost time, nature of injuries sustained, etc.
- \* **Incidents of abuse, verbal attacks or aggressive behavior** - Any acts of aggression should be recorded; they may be threatening to the worker, but may not 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**

[Next part: PART III](#)





## III

[Previous part: PART II](#)

- \* **Sample Workplace Violence Prevention Program (WPVP)**
- \* **Completed Written WPVP Program (Example)**
- \* **Sample Self Inspection Security Checklist**
- \* **Sample Incident Report Form**
- \* **Sample Employee Security Survey**

## 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.

**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: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

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 hazard. 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: \_\_\_\_\_ Area \_\_\_\_\_

Representative: \_\_\_\_\_ Area \_\_\_\_\_

Representative: \_\_\_\_\_ Area \_\_\_\_\_

Periodic inspections will be performed according to the following schedule:

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Frequency (Daily, weekly, monthly, etc.)

**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;
- \* methods of recognizing and responding to workplace security hazards;
- \* training on how to identify potential workplace security hazards (such as no lights in parking lot while leaving late at night, unknown person loitering outside the building, etc.)
- \* review of measures that have been instituted in this organization to prevent workplace violence including:
  - \* use of security equipment and procedures;
  - \* how to attempt to diffuse hostile or threatening situations;
  - \* how to summon assistance in case of an emergency or hostage situation;
  - \* post-incident procedures, including medical follow-up and the availability of counseling and referral.

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.

#### **INCIDENT REPORTING AND INVESTIGATION**

All incidents must be reported within **[Time]**. 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 **[Job Title]**.

Each incident will be evaluated by the Threat Assessment Team. The team will discuss the causes of the incident and will make recommendations on how to revise the program to prevent similar incidents from occurring. All revisions of the Program will be put into writing and made available to all employees.

#### **RECORDKEEPING**

We will maintain an accurate record of all workplace violence incidents. All incident report forms will be kept for a minimum of **[Time]**, 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 employee, but not resulting in injury, will be recorded. These records will be evaluated on a regular basis by the Threat Assessment Team.

Minutes of the Threat Assessment Team meetings shall be kept for **[Time]**.

Records of training program contents, and the sign-in sheets of all attendees, shall be kept for **[Time]**. Qualifications of the trainers shall be maintained along with the training records.

**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.

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.

#### **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: <b>John Smith</b>	Title: <b>Vice President</b>	Phone: <b>555-1212</b>
Name: <b>Jane Doe</b>	Title: <b>Operations</b>	Phone: <b>555-1234</b>
Name: <b>Frank Kras</b>	Title: <b>Shop Steward</b>	Phone: <b>555-1233</b>
Name: <b>James Brown</b>	Title: <b>Security</b>	Phone: <b>555-1456</b>
Name: <b>Susan Dean</b>	Title: <b>Treasurer</b>	Phone: <b>555-1567</b>
Name: <b>Tom Jones</b>	Title: <b>Legal Counsel</b>	Phone: <b>555-1678</b>
Name: <b>Sally Field</b>	Title: <b>Personnel</b>	Phone: <b>555-1789</b>

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

Periodic inspections will be performed according to the following schedule:

**First Monday of Every Month**

-----  
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 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:

- \* 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.

#### 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:

- \* employees who work in the field have experienced threats of violence on several occasions, and there have been several near miss incidents. Employees noted that they were unsure of how to



handle the situation and that they are often afraid to travel by themselves to areas they perceive are dangerous;

- \* employees who work directly with clients in the office have also experienced threats, both verbal and physical, from some of the clients.

#### 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

- \* Employees who have client contact in the facility, will have their work areas designed to ensure that they are protected from possible threats from their clients.
- \* Changes to be completed as soon as possible and include:
  - \* arranging desks and chairs to prevent entrapment of the employees;
  - \* removing items from the top of desks, such as scissors, staplers, etc. that can be used as a weapon;
  - \* installing panic buttons to assist employees when they are threatened by clients. The buttons can be activated by one's foot. The signal will be transmitted to a supervisor's desk, as well as the security desk, which is always staffed.

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

- \* Installation of plexi-glass payment window for employees who handle money and need to take payments from clients (number of employees who take money will be strictly limited);
- \* 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.**
- \* **Employees who work in the field will report to their supervisor periodically throughout the day. They will be provided with a personal beeper or cellular phone, which will allow them to contact assistance should an incident occur.**
- \* **Access to the building will be controlled. All employees have been given a name badge which is to be worn at all times. If employees come in early, or are working past 7:30 p.m., they must enter and exit through the main entrance.**
- \* **Visitors will be required to sign in at the front desk. All clients must enter through the main entrance to gain access.**

#### **TRAINING AND EDUCATION**

Training for all employees, including managers and supervisors, was given on **September 11, 1995**. 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;**
- \* **methods of recognizing and responding to workplace security hazards;**
- \* **training on how to identify potential workplace security hazards (such as no lights in parking lot while leaving late at night, unknown person loitering outside the building, etc.)**
- \* **review of measures that have been instituted in this organization to prevent workplace violence including:**
- \* **use of security equipment and procedures;**
- \* **how to attempt to diffuse hostile or threatening situations;**
- \* **how to summon assistance in case of an emergency or hostage situation;**
- \* **post-incident procedures, including medical follow-up and the**

### **availability of counseling and referral.**

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 **certified by the Society of Industrial Security.**

At the end of each training session, employees are asked to evaluate the session and make suggestions on how to improve the training.

All training records are filed with **the Human Resource Department/Personnel Department.**

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.

## **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.**

Each incident will be evaluated by the Threat Assessment Team. The team will discuss the causes of the incident and will make recommendations

on how to revise the program to prevent similar incidents from occurring. All revisions of the Program will be put into writing and made available to all employees.

**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 employee, but not resulting in injury, will be recorded. These records will be evaluated on a regular basis by the Threat Assessment Team.

Minutes of the Threat Assessment Team meetings shall be kept for **three (3) years**.

Records of training program contents, and the sign-in sheets of all attendees, shall be kept for **five (5) years**. Qualifications of the trainers shall be maintained along with the training records.

**SAMPLE**

**SELF INSPECTION SECURITY CHECKLIST**

Facility: \_\_\_\_\_

Inspector: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_

1. **Security Control Plan:** \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, does it contain:

(A) Policy Statement \_\_\_\_\_ Yes \_\_\_\_\_ No

- (B) Review of Employee Incident Exposure  Yes  No
- (C) Methods of Control  Yes  No  
 If yes, does it include:
- Engineering  Yes  No
- Work Practice  Yes  No
- Training  Yes  No
- Reporting Procedures  Yes  No
- Recordkeeping  Yes  No
- Counseling  Yes  No
- (D) Evaluation of Incidents  Yes  No
- (E) Floor Plan  Yes  No
- (F) Protection of Assets  Yes  No
- (G) Computer Security  Yes  No
- (H) Plan Accessible to All Employees  Yes  No
- (I) Plan Reviewed and Updated Annually  Yes  No
- (J) Plan Reviewed and Updated When Tasks  
 Added or Changed  Yes  No

2. **Policy Statement by Employer**  Yes  No
3. **Work Areas Evaluated by Employer**  Yes  No  
 If yes, how often? \_\_\_\_\_
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**

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. **Work Practice Controls**  Yes  No

If yes, indicate:

(A) Desks Clear of Objects which may become Missiles  Yes  No

(B) Unobstructed Office Exits  Yes  No

(C) Vacant (Bare) Cubicles Available  Yes  No

(D) Reception Area Available  Yes  No

(E) Visitor/Client Sign In/Out  Yes  No

(F) Visitor(s)/Client(s) Escorted  Yes  No

(G) Barriers to Separate Clients from Work Area  Yes  No

(H) One Entrance Used  Yes  No

- (I) Separate Interview Area(s)  Yes  No  
 (J) I.D. Badges Used  Yes  No  
 (K) Emergency Numbers Posted By Phones  Yes  No  
 (L) Internal Phone System  Yes  No  
 If yes, indicate:  
 Does it Use 120 VAC Building Lines  Yes  No  
 Does it Use Phone Lines  Yes  No  
 (M) Internal Procedures for Conflict  
 (Problem) Situations  Yes  No  
 (N) Procedures for employee dismissal  Yes  No  
 (O) Limit Spouse & Family Visits to  
 Designated Areas  Yes  No  
 (P) Key Control Procedures  Yes  No  
 (Q) Access Control to the Workplace  Yes  No  
 (R) Objects which may become Missiles  
 Removed from Area  Yes  No  
 (S) Parking Prohibited in Fire Zones  Yes  No

Other: \_\_\_\_\_

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#### 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**  Yes  No  
If yes, is it:

(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: \_\_\_\_\_  
\_\_\_\_\_

**SAMPLE  
INCIDENT REPORT FORM**

1. VICTIMS NAME: \_\_\_\_\_ JOB TITLE: \_\_\_\_\_

2. VICTIMS ADDRESS: \_\_\_\_\_

3. HOME PHONE NUMBER: \_\_\_\_\_ WORK PHONE NUMBER: \_\_\_\_\_

4. EMPLOYERS NAME AND ADDRESS: \_\_\_\_\_

5. DEPARTMENT/SECTION: \_\_\_\_\_

6. VICTIMS SOCIAL SECURITY NUMBER: \_\_\_\_\_

7. INCIDENT DATE: \_\_\_\_\_

8. INCIDENT TIME: \_\_\_\_\_

9. INCIDENT LOCATION: \_\_\_\_\_

10. WORK LOCATION (if different): \_\_\_\_\_

11. TYPE OF INCIDENT: (circle one): Assault, Robbery, Harassment, Disorderly Conduct, Sex Offense, Other. (Please Specify)

\_\_\_\_\_  
(See attached - DEFINITION OF INCIDENTS WORKSHEET)

12. WERE YOU INJURED: (circle): Yes No

If yes, please specify your injuries and the location of any treatment:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

13. DID POLICE RESPOND TO INCIDENT: Yes No

14. WHAT POLICE DEPARTMENT: \_\_\_\_\_

15. POLICE REPORT FILED: Yes No

REPORT NUMBER: \_\_\_\_\_

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: \_\_\_\_\_  
\_\_\_\_\_

24. DID THE INCIDENT INVOLVE A WEAPON: Yes/no Specify \_\_\_\_\_  
\_\_\_\_\_

25. DID YOU LOSE ANY WORK DAYS:            Yes    No  
Specify \_\_\_\_\_

26. WERE YOU SINGLED OUT OR WAS THE VIOLENCE DIRECTED AT MORE THAN ONE INDIVIDUAL: \_\_\_\_\_

27. WERE YOU ALONE WHEN THE INCIDENT OCCURRED: \_\_\_\_\_

28. DID YOU HAVE ANY REASON TO BELIEVE THAT AN INCIDENT MIGHT OCCUR:            Yes    No  
Why: \_\_\_\_\_

29. HAS THIS TYPE OR SIMILAR INCIDENT(S) HAPPENED TO YOU OR YOUR CO-WORKERS:            Yes    No  
Specify: \_\_\_\_\_

30. HAVE YOU HAD ANY COUNSELING OR SUPPORT SINCE THE INCIDENT:            Yes    No  
Specify: \_\_\_\_\_

31. WHAT DO YOU FEEL CAN BE DONE IN THE FUTURE TO AVOID SUCH AN INCIDENT: \_\_\_\_\_

32. WAS THIS ASSAILANT INVOLVED IN PREVIOUS INCIDENTS: \_\_\_\_\_  
\_\_\_\_\_

33. ARE THERE ANY MEASURES IN PLACE TO PREVENT SIMILAR INCIDENTS:

Yes No

Specify: \_\_\_\_\_

34. HAS CORRECTIVE ACTION BEEN TAKEN:

Specify: \_\_\_\_\_

35. COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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.

[Next part: PART IV](#)





## IV

[Previous part: PART III](#)**Resource Guide: References and Additional Information****BOOKS:**

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[Next part: PART V](#)





[Previous part: PART IV](#)

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