

Goals: This safety session should teach employees to:

- Be aware of the potential sources of workplace violence.
- Know techniques to reduce the possibility of violent incidents.

Applicable Regulations: General Duty Clause Sec. 5(a)1



1. Most Workplace Violence Involves Robbery or Work With Unstable People

Jobs that are most likely to have violent incidents include:

- Security and corrections work (e.g., armored car drivers, prison guards)
- Handling cash (e.g., banks, retail stores, taxi drivers)
- Working alone and/or late at night (e.g., gas stations or hotels)
- Emotional situations (e.g., hospital emergency room)

2. Some Workplace Violence Occurs When People 'Snap' Under Extreme Personal or Job-Related Pressure

Work situations that may push the emotionally unstable to violence include:

- Losing a job or fear of losing a job
- Receiving a warning or reprimand
- Not receiving an expected raise or promotion
- Believing others are acting unfairly or showing hostility
- Holding a grudge against a supervisor or co-worker

Personal situations that may lead to violence at work include:

- Emotional or mental illness that causes people to blame work for their problems
- Substance abuse, especially with drugs that cause violent behavior
- Jealousy, revenge, and similar reactions to rejection by a spouse or partner
- Inability to cope with overwhelming personal, financial, and/or health problems

3. Cooperate With Security Measures Designed to Prevent Violence

- Keep all security doors closed and locked.
- Wear an identification badge at all times.
- Don't lend your pass card, ID, or access code numbers to others.
- Don't bring weapons, drugs, or alcohol to work.
- Require visitors (even relatives or ex-employees) to sign in and wear name tags.
- Meet visitors in the reception area and escort them into and out of the building.
- Report any burned-out or inadequate lighting.
- Keep security and police phone numbers close at hand.
- Report any threats or frightening behavior.
- Keep purses and valuables locked up out of sight.
- Arrange a "danger signal" to use with co-workers.



- Alert security to strangers without identification in the work area.
- Inform security if you're being stalked, harassed, or fear being attacked at work.

4. Take Threats and Disturbing Behavior Seriously

Co-worker or customer violence is rare. But the following behaviors may be danger signals, especially if they develop suddenly. A person may not become violent, but may need professional help if he or she:

- Threatens violence or talks about "getting even"
- Tries repeatedly to intimidate others
- Claims that others are out to "get" him or her
- Talks a lot about weapons
- Holds grudges and blames others for problems
- Displays frequent unreasonable anger
- Combines any of the above with substance abuse


5. Try to Reduce the Tension in Angry Situations

- If you're attacked:
 - Try to run away and yell to alert others to the attack.
 - Hand over money, jewelry, etc., to a robber.
- Don't threaten or yell at a person who threatens or gets unreasonably angry.
 - Stay calm, polite, and respectful.
- Alert your supervisor or security to situations that are getting out of hand.

6. Cooperate With Investigations of Violent Behavior

- Don't move or remove anything from an investigation scene without permission.
- Answer all questions from security personnel or police.

Discussion Points:

-  – Briefly review your organization's policies for reporting and handling violent or potentially violent behavior.

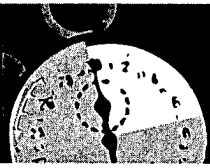
Conclusion: Help Prevent Violence in Your Workplace

Take advantage of security equipment and procedures and avoid actions that could provoke or lead to violence.

Test Your Knowledge



Have your employees take the workplace violence quiz. By testing their knowledge, you can judge their understanding of the causes and preventive measures and whether they need to review this important topic again soon.



SECURITY

Help Keep Violence Out of the Workplace

Take Security Seriously

- Wear, and don't lend your identification badge to others.
- Keep security doors closed and locked.
- Escort visitors to the work area after they sign in and obtain a name tag.
- Obey rules against weapons, drugs, and alcohol at work.
- Set up a "danger signal" with co-workers.
- Know security and police phone numbers.
- Tell security if you see a stranger with no identification in a work area or if there's someone you fear might attack you at work.
- Lock up purses and valuables.

Be Alert to Potentially Violent Behavior

You might have cause for concern if a customer or co-worker:

- Threatens violence
- Threatens to "get even" with you, co-workers, or supervisors
- Tries repeatedly to intimidate you or others
- Talks a lot about weapons
- States that others are out to "get" him or her
- Holds grudges
- Blames others for problems
- Displays frequent, unreasonable anger
- Combines disturbing behaviors with substance abuse

**Report behavior that concerns
you. You may be able to head off
violence and get troubled people
the help they need.**



SEGURIDAD

Ayuda a mantener la Violencia Fuera del Lugar de Trabajo

Tome la Seguridad Seriamente

- Use su placa de identificación y no se la preste a nadie.
- Mantenga las puertas de seguridad cerradas y con llave.
- Acompañe a los visitantes al área de trabajo después de que firmen la hoja de visitas y obtengan una tarjeta de identificación.
- Respete las normas que prohíben las armas, las drogas y el alcohol en el trabajo.
- Establezca una “señal de peligro” con sus compañeros de trabajo.
- Sepa cuáles son los números de teléfono de los encargados de seguridad y de la policía.
- Avísele a un guardia de seguridad si ve a una persona extraña que no tenga identificación en el área de trabajo o si teme que alguna persona lo pueda atacar en el trabajo.
- Deje su cartera y objetos de valor en un lugar cerrado con llave.

Este Alerta al Comportamiento Potencialmente Violento

Usted puede tener razones para preocuparse si un cliente o compañero de trabajo:

- Amenaza con violencia.
- Amenaza con “vengarse” de usted, de sus compañeros de trabajo o de los supervisores.
- Trata repetidamente de intimidar a usted o a otras personas.
- Habla frecuentemente de armas.
- Dice que otras personas están “trás” de él o ella.
- Guarda rencor.
- Le echa la culpa a otras personas por sus problemas.
- Se muestra enojado con frecuencia y sin motivo.
- Presenta actitudes preocupantes con abuso de sustancias.

Reporte comportamiento que le preocupa. Es posible que pueda parar la violencia y ayudar a que la gente con problemas obtenga la ayuda necesaria.

MEETING SIGN-IN SHEET

LOCATION
MANAGER:

Meeting Date:

TOPIC OF MEETING:
SUMMARY OF MEETING:



Name	Title

Name	Title