

WORKPLACE VIOLENCE



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AWARENESS AND PREVENTION PROGRAM

WEST CARROLL HEALTH SYSTEMS

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WORKPLACE VIOLENCE AWARENESS AND PREVENTION PROGRAM

I. Zero-tolerance Policy Statement toward Workplace Violence

West Carroll Health Systems 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 Awareness and Prevention Program (WVAP).

Our program ensures that all employees adhere to work practices that are designed to make the workplace more secure, and so not engage in verbal threats or physical actions which create a security hazard for others in the workplace. Each employee who is assaulted and/or battered will have access to treatment and services to manage the trauma.

II. Applicability

This policy shall apply to all employees of West Carroll Health Systems.

III. Implementation

All department heads are responsible for implementing and maintaining our WVAP 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.

The COO is responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and understood by all employees and are expected to enforce the rules fairly and uniformly.

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 Awareness and Prevention Program.

The Threat Assessment Team consists of:

Amanda Grey, RHIT, CCS

Tracy McNeil, RN, DON

Kristopher Rye

Tonya Putman

Sherry Jordan

Lacey Rollinson

All employees 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.

IV. Definitions

- A. **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.
- B. **Criminal mischief:** Intentional or reckless damaging of the property of another person without permission.
- C. **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.
- D. **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 a public place, or engaging in a course of conduct which alarms or seriously annoys another person.
- E. **Larceny:** Wrongful taking, depriving or withholding property from another (no force involved). Victim may or may not be present.
- F. **Menacing:** Intentionally places or attempts to place another person in fear or imminent serious physical injury.
- G. **Reckless endangerment:** Subjecting individuals to danger by recklessly engaging in conduct which creates substantial risk of serious physical injury.
- H. **Robbery:** Forcible stealing of another's property by use of threat of immediate physical force. (The victim is present and aware of the theft.)
- I. **Sex offense:** Public lewdness: Exposure of sexual organs
Sexual abuse: Subjecting another to sexual contact without consent
Sodomy: A deviant sexual act committed as in rape
Rape: Sexual intercourse without consent
- J. **Assaulted employee:** Any employee who is reasonably put in fear of being imminently struck by a client, customer, or patient, either by a menacing gesture, sudden move, or accompanied by a threat.
- K. **Battered employee:** Any employee who experiences actual physical contact from another (whether or not physical injury occurred).

V. Management Commitment and Responsibilities

Employers have both a legal duty and a moral obligation to provide a safe workplace. To prevent loss of life, 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.

These preventative measures can be used to minimize the risk of violence in the workplace:

1. Careful and thoughtful management of people is the best tool to avoid incidents or workplace violence. Handle problems with and between employees quickly, fairly, and consistently using standard procedures.
2. Maintain open lines of communication with employees. Keep all employees informed of pertinent workplace issues. Conduct open meetings with staff when practical. Ask your employees for safety suggestions and implement them as soon as possible.
3. Design work areas so that there is an unobstructed secondary escape exit, whenever possible.
4. Form a Threat Assessment Team which will be responsible for evaluation intervention, and response activities with respect to violent or potentially violent incidents.
5. Coordinate all phases of the termination process according to policy. Improperly handled terminations cause serious humiliation and anger.
6. Plan ahead and contact the police for added security prior to a visit from an individual who is a known threat.

7. Establish a code word/distress signal that can be used to convey the need to summon other employees.
8. Take all threats of violence very seriously. Watch for and document the “warning signs”.
9. Departmental staff should work together to devise specific approaches to implement these guidelines.
10. Foster a supportive, harmonious work environment
11. Train department heads and employees how to resolve conflict
12. Develop effective policies to protect employees from harassment.
13. Establish procedures for handling grievances
14. Train department heads on how to recognize signs of a troubled employee

VI. Employee Responsibilities

A. Employees are required to:

1. Comply with the workplace violence prevention program and other safety and security measures
2. Participate in employee complaint or suggestion procedures covering safety concerns
3. Provide prompt and accurate reporting of violent or threatening incidents
4. Cooperate in the investigation that reviews violent incidents or threats and security problems
5. Participate in continuing education regarding workplace violence

B. Employees are required to report all threats or incidents of violent behavior in the workplace. Threats or incidents include those actually observed by the employee, those that they may be aware of, or those that they may be informed which may impact the workplace.

Examples of inappropriate behavior which shall be reported include:

1. Unwelcome name-calling, obscene language, and other abusive behavior.
2. Intimidation through direct or veiled verbal threats.

3. Physically touching another employee in an intimidating, malicious, or sexually harassing manner, including such acts as hitting, slapping, poking, kicking, pinching, grabbing, and pushing.
4. Physically intimidating others including such acts as obscene gestures, “getting in your face”, fist-shaking, throwing any object.

VII. Workplace 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. Hazard assessments include records review, workplace security analysis and workplace surveys.

A. 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 record
- * 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, job titles, activities, time of day, etc.

B. 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.

C. 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.

Employee questionnaires should be reviewed, updated and distributed as needed. Results should be analyzed and used to revise and improve the overall content and implementation of the WVAP Program.

VIII. Department Head and Employee Education and Training

All employees, including department heads, should be taught:

- * Techniques for recognizing the potential for violence
- * Procedures, policies and work environment arrangements developed to control the risk to workers
- * The appropriate response to incidents of violence, including emergency and hostage situations
- * How to obtain medical assistance and follow up
- * Procedures for reporting, investigating and documenting incidents of violence
- * Cash handling procedures
- * A review and definition of workplace violence
- * A full explanation and full description of our program 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 for measures that have been instituted in this organization to prevent workplace violence including:
 - o How to summon assistance in case of an emergency or hostage situation
 - o Post incident procedures, including medical follow-up and the availability of counseling and referral

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 before taking a new job assignment, annually or when laws or procedures change

Management Commitment & Employee Involvement

Department heads 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. 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.

- 1) **Violence by Strangers**
- 2) **Client/customers**
- 3) **Co-workers**
- 4) **Personal Relationships**

When violence may be committed by strangers, workers can be victimized both inside and outside the “traditional” workplace, but while acting within the course and scope of their employment.

Violence by client/customer(s) against workers are of concern. This involves individuals that may have a history of violent behavior, such as prison inmates and 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 deemed effective are the focus for prevention.

Co-worker violence can occur on several levels; between supervisors and subordinates or between non-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 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.

IX. Workplace Violence Incident Reporting, Investigation, Follow-up and Evaluation

All incidents must be reported within 24 hours and reported directly to the employee's supervisor. An "Incident Report Form" will be completed for all incidents. The department head will immediately notify their supervisor and provide the Incident Report Form. 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.

- A. **Incident Reporting** – 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 local police department (if applicable)
 - * Secure work area where the disturbance occurred
 - * Ensure the physical safety of employees and others remaining in the area as soon as possible
 - * Ensure that no worker 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.
- B. **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 reoccurrence 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
- C. **Follow-up** – Responding quickly and appropriately to the medical and psychological needs of employees following exposure to an assault incident shall be followed up on. Provisions for medical confidentiality and protection from discrimination must be included to prevent the victims of workplace violence from suffering further loss.
- D. **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.

X. **Organization-wide Recordkeeping of Workplace Violence Incidents**

Recordkeeping

An effective recordkeeping system helps in selecting the appropriate level of controls to prevent reoccurrence and in determining required training. Records should be kept up to date. We will maintain an accurate record of all workplace violence incidents. All incidents report forms will be kept for a minimum of three years. 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. Workplace Violence Incident reports of work injuries shall be kept of each recorded assault. Fatalities or multiple hospitalizations (3) must be reported to OSHA within twenty-four hours.

- * **Incidents of assaults** – should describe who was assaulted, the type of activity, (i.e. un-provoked 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; this 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 meeting 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** – assess their views of high risk work areas and activities.
- * **Insurance records**
- * **Workers' Compensation Records**
- * **Medical records**

XI. Warning signs of Potentially Violent Individuals

- * **Boundary crossing** includes pushing the limits of acceptable workplace behavior and continual testing of established rules.
- * **Chemical dependence** upon alcohol and/or drugs may agitate or create paranoia and aggressive behavior.
- * **Concentration problems** such as difficulty recalling instructions, forgetfulness, repetition of errors, and staring into space indicate a troubled employee.
- * **Depression** causes nearly one in seven sufferers to commit a violent act either upon themselves or others. Symptoms of depression include; despair, ambivalence, slowed work pace, continual sad or blank facial expressions, withdrawal, self-condemnation, self-destructive behavior, hopelessness, helplessness, inappropriate guilt/shame, and poor personal hygiene.
- * **History of violence**, including domestic abuse, is the best predictor of violent behavior.
- * **Obsessive interest in weapons and violent incidents** may be revealed in casual conversations, and by preoccupation with hobbies such as marksmanship. An

obsession with an impending apocalypse, or destruction of the world, is also common among unstable individuals.

- * **Obsession with job** may cause a deeper sense of loss in the case of a poor performance review or termination. These individuals may be loners, having little else of importance in their lives.
- * **Pathological “blamers”** Cannot take responsibility for their own actions. They will not admit wrongdoing, even for minor mistakes, always blaming other people, the organization, or the system.
- * **Personality disorders** can result in antisocial behavior such as repeated fighting and domestic violence. These individuals have little remorse about wrongdoings and will find ways to justify their violent behavior. Mood shifts, inappropriate anger, skillful manipulation of others, and preoccupation of self are indicators of personality disorders.
- * **Sexual harassment** is conduct on the part of a superior or co-worker that requires submission for obtaining or retaining a job, creates an intimidating, hostile, or offensive work environment, or affects personal decisions or job performance of the harassed person.
- * **Personal stress** can result in excessive personal phone calls, desk pounding or throwing of objects, crying, lapses in attention, and general frustration with the surrounding environment. Debt, separation, divorce, or the death of a relative can all cause excessive stress.
- * A pattern of **poor interpersonal relationships** may result in belligerence, overreaction to criticism, and verbal harassment.
- * **Psychosis** is a loss of contact with reality which may be manifested as paranoia, loss of association during conversations, flat facial expressions, extreme ambivalence, hallucinations, poor insight, talking to oneself, or bizarre delusions.
- * **Romantic obsession** is a fixation upon an idealized romantic love for another person. Behavioral signs may include stalking, numerous phone calls, spying, and unwanted visits and gifts.
- * **Safety issues** like recklessness and a sudden increase in accident rate reveal lapses in concentration and disregard for personal/co-worker safety.
- * **Unusual/changed behavior** includes verbal outbursts, inappropriate remarks, and threats such as “they’ll regret this”. A series of escalating threats is a particularly important indicator of potential violent actions.

Potential Causes of Workplace Violence:

- * Robbery (predominate motive in occupational homicides)
- * Diversity and change in the workplace
- * Family problems
- * Shifts of responsibility at home
- * Layoffs, downsizing, right sizing, wrong sizing (re-engineering)

- * Dismissals
- * Employee conflicts
- * Technological innovations/lack of re-training
- * Substance abuse/mental illness
- * Prevalence of violence in society (High Crime Area)
- * Availability of weapons
- * Glamorization of violence in the media
- * Financial pressures
- * Mental illness
- * Event stress:
 - Death or divorce
 - Accident or illness
 - Work-related

Factors That Can Add “Fuel to the Fire”:

- * Management does not talk with or delegate control of employees
- * Employee work is fast paced and performed in poor environment conditions
- * Overtime is frequent and mandatory
- * Employee benefits have recently been cut

Workplace Violence Procedures

- I. **Communication Guidelines** All threats of violence or violent episodes will be taken seriously. It is the responsibility of all WCHS staff to question the presence of all individuals in patient rooms, or patient care areas. Staff should alert their department

head to the presence of any suspicious individuals they encounter on facility premises.

The employee shall notify their department head immediately, who shall in turn notify the COO. After regular hours, the charge nurse shall be made aware as well.

*For small or isolated cases, the COO or department head will brief patients and staff that may be involved or affected.

*For more serious or large scale events (**bomb threat on site, active shooter on site, armed intruder on site, or violent confrontation with a weapon on site**), a **Code Black** may be instituted over the intercom system. If needed, notices shall be posted at entrances.

II. Code Black Response Procedures:

Immediate Response: Whenever a threat or physical act has occurred, immediately report this to your department head. The department head will then report this to the COO who will initiate the “Threat Assessment Team,” if needed for the following:

A. Violence In-House

Employee will:

- *Notify department head
- *Call a “Code Black” if necessary

COO will:

- *Call victims' family if injuries are involved
- *If an employee injury is involved, complete employee incident report

B. Indirect Threats

Employee will:

- *Notify department head who will notify COO

COO or department head will:

- *Interview victim and determine if a continued risk exists
- *If a risk exists, get description/name of threatening people and notify police
Where applicable
- *Prepare an incident report
- *If the victim is an employee, the COO will determine next steps
- *If the victim is a patient, the COO along with the PCP shall determine next Steps

III. Investigation Considerations

Document circumstances of each person's involvement on the incident report to include:

- *Direct quotes of what was heard
- *Description of behaviors and actions associated with the threat
- *Relationship between all individuals involved and any between the victim and perpetrator
- *Who was contacted and when (e.g. 911 called at 9:00AM)

IV. Bomb Threat Procedure:

1. If a bomb threat is received the person receiving the treat shall immediately notify the COO or department head.
2. The ward clerk/receptionist shall call 911 and announce ***Code Black*** over the intercom.
3. The building and property shall be immediately evacuated. The ward clerk/receptionist shall be responsible for the evacuation on the lobby/waiting areas. The nurse shall be responsible for the evacuation on the patient rooms and restrooms. Other departments shall be evacuated by the department head.
4. No one shall be allowed to re-enter the building until the property has been searched and cleared by the authorities.

V. Active Shooter Inside the Workplace Procedure:

1. If an **active shooter enters the facility**, the person who has the first awareness shall notify the COO or the department head.
2. The ward clerk/receptionist shall remain calm and call 911 immediately via cell phone to maintain contact with law enforcement at all times to update/apprise them of the situation. Lock and barricade doors and announce ***Code Black*** over the intercom.
3. If you are in an office, stay there and secure the door. If you are in a hallway, get into a room and secure the door.
4. RUN-If there is an accessible escape path, attempt to evacuate the premises. The ward clerk/receptionist(s) shall be responsible for helping the visitors evacuate the lobby/waiting areas. The nurse(s) shall be responsible for helping evacuate the patient/exam rooms and restrooms. Leave personal belongings behind. Keep your hands visible. The ward clerk/receptionist shall be responsible for preventing individuals (except emergency personnel) from entering the front lobby. Follow instructions of any police officers. Do not attempt to move wounded people until the situation is under control.
5. HIDE-If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Hiding places should be:
 - *Out of the shooter's view

- *Provide protection if shots are fired in your direction (i.e. office with closed/locked door)
- *Not trap you or restrict your options for movement
- 6. To prevent an active shooter from entering your hiding place:
 - *Lock the door
 - *Block the door with heavy furniture
- 7. If the active shooter is nearby:
 - *Lock the door
 - *Silence your cell phone and /or other electronic devices
 - *Turn off any source of noise
 - *Hide behind or under large items (cabinets, desks)
 - *Remain quiet
- 8. If evacuation and hiding out are not possible:
 - *Remain calm
 - *Dial 911, if possible, to alert police to the active shooter's location
 - *If you cannot speak, leave the line open and allow the dispatcher to listen
- 9. FIGHT-as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - *Acting as aggressively as possible against the shooter
 - *Throwing items and improvising weapons using available such as a fire extinguisher
 - *Yelling
- 10. Once law enforcement has arrived:
 - *Remain calm and follow officers' instructions
 - *Put down any items in your hands
 - *Immediately raise hands and spread fingers
 - *Keep hands visible at all times
 - *Avoid making quick movements towards officers
 - *Avoid pointing, screaming, or yelling
 - *Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises
 - *Do not leave until law enforcement officers have instructed you to do so

VI. Active Shooter In the Area Procedure:

1. The person who has the first knowledge that an **active shooter is in the area** will notify the COO or department head
2. The COO or department head will call the police department/sheriff's office to inquire if the facility is in imminent danger
3. The COO or department head will make a decision based on information received from the police department/sheriff's office if the facility will go on lockdown.

4. If the facility is placed on lockdown, the ward clerk/receptionist shall be responsible for locking the front door. No one other than emergency personnel shall be allowed to enter or leave the building
5. In the event the facility is placed on lockdown, the ward clerk/receptionist(s) shall move patients/visitors to an area of safety further inside the building away from windows and doors. The nurse(s) shall be responsible for keeping the patients in the exam rooms' calm.
6. If the facility is placed on lockdown the ward clerk/receptionist(s) shall call scheduled patients to reschedule their appointments
7. The facility shall remain on lockdown until the COO or department head has received the "all clear" from local law enforcement officers.

VII. Techniques Used to Prevent and Minimize the Risk of Workplace Violence

The following are techniques used in West Carroll Health System's program to reduce the hazards associated with violence in the workplace:

- * Try to stay calm. Raising your own voice may increase the anxiety of the potentially violent person.
- * Speak slowly, softly, and clearly to reduce the momentum of the situation.
- * Move away from any objects, such as scissors or heavy objects that may be employed as a weapon.
- * Avoid challenging body language such as placing your hands on your hips, moving toward the person, or staring directly at them. Remain seated and do not turn your back on the individual.
- * Position yourself, if possible, so that an exit route is readily accessible.
- * Listen empathetically by really paying attention to what the person is saying. Let the person know that you will help them within your ability to do so or you will send for additional help.
- * Remain helpful while you summon your supervisor for assistance. Sometimes, the opportunity to talk to the boss will help satisfy an irritated client.
- * Neither agree with distorted statements nor attempt to argue – REMAIN CALM. Avoid defensive statements. This is not the time to place blame back on the enraged person.
- * Ask the belligerent person to leave and come back at a time when they feel calmer.
- * Ask questions to help regain control of the conversation
- * Ask uninvolved parties to leave the area if this can be done safely. Use the prearranged code word to alert your supervisor/coworker to call police.

- * Never challenge, try to bargain, or make promises that you cannot keep.
- * Describe the consequences of any violent behavior.
- * Do not physically touch an outraged person or try to force them to leave.
- * Calmly ask the person to place any weapons in a neutral location while you continue to talk to them.
- * Never attempt to disarm a weapon from the person in question. Weapon retrieval is only to be done by a police officer.

SUMMARY

Although workplace violence seems to be increasing all around us, you can decrease the odds that you will become a victim. Keep in mind that verbal threats are as much a form of workplace violence as physical attacks. Don't ignore angry outbursts by anyone. Know that workplace stress and conflicts can cause a violent

incident which should be properly resolved, if possible. Protect yourself from external and internal violence by following the information provided in this program. Most importantly, report any violence that occurs in your workplace. By informing your supervisor of potentially dangerous individuals, you could save many lives – even your own.

West Carroll Health Systems recognizes the importance of an effective safety and health management program for its employees and has established this program to improve both employee morale and productivity, reduce workers' compensation costs and lower overall litigation costs.

VIOLENCE INCIDENT REPORT FORM
(CONFIDENTIAL INCIDENT REPORT)

1. VICTIMS NAME: _____ JOB TITLE: _____
2. VICTIMS ADDRESS _____
3. HOME PHONE NO.: _____ WORK PHONE NO.: _____

4. DEPARTMENT/SECTION: _____
5. VICTIMS SOCIAL SECURITY NO.: _____
6. INCIDENT DATE: _____
7. INCIDENT TIME: _____
8. INCIDENT LOCATION: _____
9. WORK LOCATION (if different): _____
10. TYPE OF INCIDENT (circle one): Assault, Robbery, Harassment, Disorderly Conduct, Sex Offense, Other. (Please Specify)

(See attached – DEFINITION OF INCIDENTS WORKSHEET)

11. WERE YOU INJURED: • YES • NO

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

12. DID POLICE RESPOND TO INCIDENT: • YES • NO

13. POLICE REPORT FILED: • YES • NO

14. WAS YOUR SUPERVISOR NOTIFIED: • YES • NO

15. SUPERVISOR'S NAME: _____

16. WAS ANY ACTION TAKEN BY EMPLOYER (specify): _____

17. ASSAILANT/PERPETRATOR (circle one): Intruder, Customer, Patient, Resident, Client, Visitor, Student, Co-Worker, Former, Employee, Supervisor,

Family/Friend, Other, (specify): _____

18. ASSAILANT/PERPETRATOR – NAME/ADRESS/AGE (if known): _____

19. PLEASE BRIEFLY DESCRIBE THE INCIDENT: _____

20. INCIDENT DISPOSITION (circle all that apply): No action taken, Arrest, Warning, Suspension, Reprimand, Other: _____

21. DID THE INCIDENT INVOLVE A WEAPON: • YES • NO
Specify _____

22. DID YOU LOSE ANY WORKDAYS: • YES • NO
Specify _____

23. WERE YOU SINGLED OUT OR WAS THE VIOLENCE DIRECTED AT MORE THAN ONE INDIVIDUAL: _____

24. WERE YOU ALONE WHEN THE INCIDENT OCCURRED: _____

25. DID YOU HAVE ANY REASON TO BELIEVE THAT AN INCIDENT MIGHT OCCUR: • YES • NO

Why: _____

26. HAS THIS TYPE OF SIMILAR INCIDENT(S) HAPPENED TO YOU OR YOUR CO-WORKERS: • YES • NO

Specify: _____

27. HAVE YOU HAD ANY COUNSELING OR SUPPORT SINCE THE
INCIDENT? • YES • NO

Specify: _____

28. WHAT DO YOU FEEL CAN BE DONE IN THE FUTURE TO AVOID SUCH
AN INCIDENT: _____

29. WAS THE ASSAILANT INVOLVED IN PREVIOUS INCIDENTS: _____

30. ARE THERE ANY MEASURES IN PLACE TO PREVENT SIMILAR
INCIDENTS? • YES • NO

Specify: _____

31. HAS CORRECTIVE ACTION BEEN TAKEN?

Specify: _____

32. COMMENTS: _____

EMPLOYEE SECURITY SURVEY

1. Do either of these two conditions exist in your building?

- 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 workplace have a written policy on how to handle a violent patient?
- 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
- Security in and out of building
- Security in parking lot
- Have you been assaulted by a coworker
- To your knowledge have incidents of violence ever occurred between your co-workers?

3. Are violence related incidents worse during shift work or in other situations?

Please specify:

4. Where in the building or campus would a violence related incident most likely to occur?

• Patient room • Exits • Deliveries • Private offices

• Parking lot • Bathroom • Entrance • Other

If other please 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. Has anything happened recently at your worksite that could have led to violence?

8. Can you comment about the situation?

9. Has the number of violent patients increased?

Hazard Assessment

On _____, the Threat Assessment Team completed the hazard assessment. This consisted of a records review, inspection of the workday, 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 _____.
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 our employees to identify any additional issues that were not noted in the initial stages of the hazard assessment.

From the survey, the following issues have been identified:

- * _____
- * _____
- * _____
- * _____
- * _____

