CONTENTS

• Reducing Physical Risks:
  • Infection Control & Communicable Disease
  • Weapons in Homes
  • Preventing Workplace Violence
  • Bomb Threats
LEARNING OBJECTIVES

At the end of this training module, the learner will be able to:

• State the minimum means of preventing and controlling infection
• State what to do when persons served keep guns in their homes
• Define workplace violence and be familiar with indicators of potentially violent behavior
• Be familiar with steps in preventing workplace violence and the agency’s workplace violence program
• State procedure for bomb threats
MINIMUM MEANS OF PREVENTION & CONTROL

• All staff is responsible for prevention and control of infection
• Absolute minimum means of doing this:
  • Proper hand washing
  • Proper cough etiquette
  • Use of standard precautions or universal precautions
  • Recognizing when one has a communicable disease and avoid exposing others
• Since this is an outpatient setting, personal protective equipment is not available.
  • Contact the Safety Officer if there is question of exposure to blood or other bodily fluids
WEAPONS IN HOMES OF PERSONS SERVED
ASK ABOUT WEAPONS

- Staff are urged to inquire whether weapons are kept in homes in which they are providing services
- Staff is to determine if the weapons are in a locked area
- If a family does not respond to a request to have weapons locked:
  - Staff member should determine an alternative location for services
- Educate families on the dangers inherent in having weapons that are not secure
WORKPLACE VIOLENCE:
IDENTIFYING & PREVENTING VIOLENCE
YOU WILL BE TESTED ON THIS MATERIAL
WHAT IS WORKPLACE VIOLENCE?

The National Institute for Occupational Safety and Health (NIOSH) definition of workplace violence:

• Any physical assault, threatening behavior, or verbal abuse occurring in a work setting

• Includes, but is not limited to –
  • beatings, stabbings, 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.
The Bureau of Labor Statistics (BLS) Census of Fatal Occupational Injuries (CFOI) reported:
- 518 workplace homicides (2010) - 11% of all fatal workplace injuries that occurred in 2010
- 77 of those were multiple-fatality homicide incidents (2+ people)
- 69 homicides
- 8 assailant suicides (in work status at the time of incident)
- Homicide remains leading cause of death in the workplace for women

Northwestern Life Insurance Company study between July 1992 – July 1993 found:
- 1 out of 4 full-time workers was harassed, threatened, or attacked on the job
- Employers who implemented programs to prevent violence and harassment in the workplace were far less likely to experience such incidents
REQUIREMENTS

• 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 give adequate warning of its existence
  • Recently, also interpreted to include being aware of the potential for workplace violence and responding accordingly to reduce the identified risk
INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR

The FBI’s National Center for the Analysis of Violent Crime, Profiling, and Behavioral Assessment Unit identified the following as indicators:

- Direct or veiled verbal threats of harm
  - For example, predicting that bad things are going to happen to a coworker
- Intimidating, belligerent, harassing, bullying, or other inappropriate and aggressive behavior
  - Physical or verbal
- Numerous conflicts with supervisors and other employees

Continued...
INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR

Continued:

• Bringing a weapon to the workplace, brandishing a weapon in the workplace, making inappropriate references to guns, or exhibiting a fascination with weapons

• Statements showing fascination with incidents of workplace violence

• Statements indicating approval of the use of violence in similar situations or the use of violence to resolve a problem

• Statements indicating identification with perpetrators of workplace homicides

Continued...
INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR

Continued:

• Statements indicating desperation to the point of contemplating suicide
  • Over family, financial, and other personal problems
• Drug/alcohol abuse
• Unusual or extreme changes in behaviors
• History of violent behavior
• Paranoia and perception that individuals and/or everyone is “out to get the employee” or is against the employee

Continued...
INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR

Continued:
• Inability to take criticism and/or responsibility for own problems
• Perceives that others are to blame and may verbalize the desire for revenge against that person(s) or the company
• Poor impulse control, displays of anger and an escalating propensity to push the limits of normal conduct, with a disregard for the safety of coworkers
• Person with personal life crisis
  • Work-related circumstances such as termination, disciplinary action, change in job assignments, and perceived loss of status
  • Personal circumstances such as relationship issues, financial challenges, health issues, and family problems
PREVENTING WORKPLACE VIOLENCE

• First step in prevention:
  • Recognizing that workplace violence requires an inclusive approach involving all levels of staff and consumers to develop a proactive plan

• Implement an effective prevention plan
  • This will have greater impact than focusing on what steps will be taken after a crisis has occurred

• Employers are more likely to see increased productivity, reduction in violent incidents, and reduction in insurance costs when effective programs to
  • Handle grievances
  • Train employees in security issues
  • Provide adequate physical security
  • Reduce job stress
  • Promote teamwork and a supportive work environment
DON’T IGNORE THE PROBLEM

• Ignoring a situation usually results in escalation
• Morale and productivity suffer
  • Effective employees may leave
• Dealing effectively with situations like hostility, intimidation, and disruptive types of conflict creates a more productive workplace
STEPS TO DEVELOPING A SUCCESSFUL WORKPLACE VIOLENCE PROGRAM

• Analyze the organization’s current ability to handle potentially violent situations
• Fill in any skills gaps that exist
• Develop a procedure for employees to report incidents
• Develop response plans and teams
ELEMENTS OF A SUCCESSFUL WORKPLACE VIOLENCE PREVENTION PROGRAM

• Training for all staff in prevention techniques and grievance procedures
• Good working relationships
• Established policies on workplace violence
• Training management and supervisors in conflict resolution
• Methods of encouraging feedback
• Effective security measures
  • proper lighting
  • sign in procedures for visitors
  • Identification badges for staff
  • Public posting of information and restrictions

Continued...
ELEMENTS OF A SUCCESSFUL WORKPLACE VIOLENCE PREVENTION PROGRAM

Continued:

• Careful screening of potential employees and consumers

• Regular training for all staff in workplace violence prevention

• An organizational value of treating coworkers and consumers with dignity, respect, and integrity

• Clear and consistent responses to any potential for workplace violence

• Support and training for staff going through difficult life situations such as layoffs, disability, divorce, and other life stressors

• The availability of mediation services or other conflict resolution programs
THREATS OF VIOLENCE FROM PERSONS OUTSIDE THE ORGANIZATION

• Policies regarding threats of violence from persons outside the organization
  • For example, a person bringing a gun into the workplace

• Managed as an emergency situation with
  • verbal de-escalation
  • Evacuation of any person not critical to the de-escalation
  • Alerting authorities
CONCLUSION

• The agency welcomes feedback, comments, and recommendations from any staff member as to how the agency can be successful in prevention of violence
BOMB THREATS
TELEPHONED BOMB THREAT

• A specific policy is in place for bomb threats
• In case of a telephoned bomb threat:
  • Try to stay calm
  • Listen carefully to get information from the caller:
    • Where the device is located
    • When is it set to go off
    • What it looks like
    • Why it was placed
  • Gather other clues about the caller or his/her location:
    • Gender
    • Age
    • Unique speech attributes
    • Background noises
HAND DELIVERED THREAT

• If the threat message was hand delivered:
  • Describe the messenger or any other suspicious persons in the area to the 9-1-1 operator
SUSPICIOUS PACKAGES

• If you receive a suspicious package in the mail or observe an abandoned box, backpack, etc.
  • Move away from the area
  • Advise others nearby to do the same
  • Report situation details to the 9-1-1 operator
COMPETENCY BASED TEST

- See Word document “