



How Well-Protected is Your Workspace from Workplace Violence?

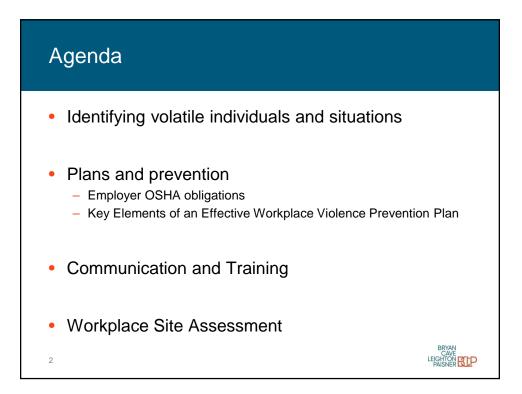
April 4, 2019

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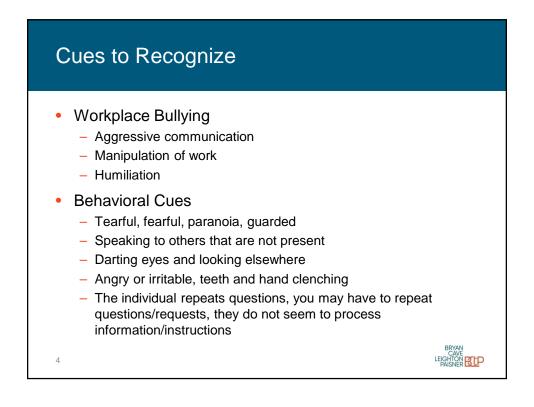
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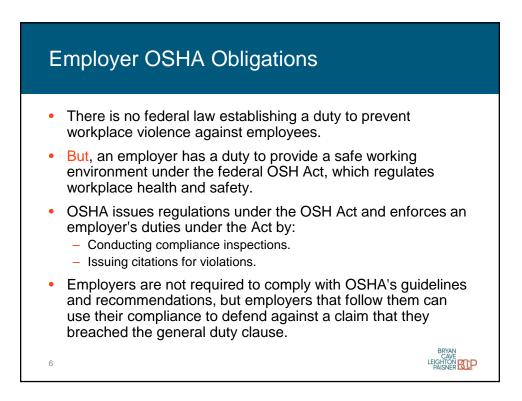




- Have a plan for dealing with workplace violence and ensure all employees are familiar with it.
 - Is adequate and trained staffing available to protect workers against assaults or other violence?
 - Is there a "buddy system" for when workers are in a potentially dangerous situation?
 - Does the workplace have security measures in place in an effort to prevent violent situations?
- At a minimum the plan must include:
 - 1. Escape routes

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2. Law enforcement notification

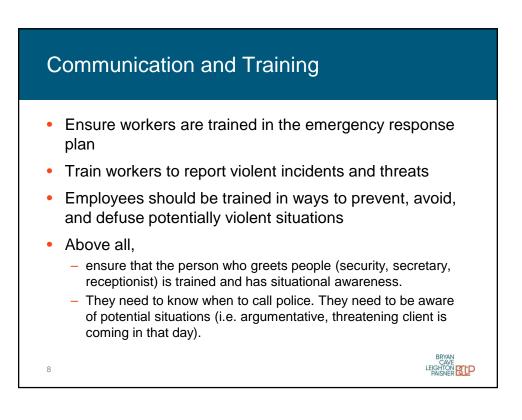


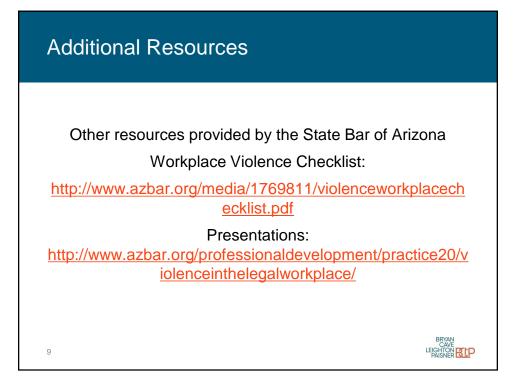
Key Elements of an Effective Workplace Violence Prevention Plan

- OSHA recommends five key elements of effective workplace violence prevention:
 - Management commitment and employee involvement.
 - A worksite analysis of security.
 - Hazard prevention and control.
 - Safety and health training for employees and management.
 - Recordkeeping and workplace violence prevention program evaluation.
- OSHA recommends employers institute several management steps, including, for example:
 - Allocating sufficient resources to prevent violence.
 - Developing a system of accountability for implementing a violence prevention program (such as creating a workplace safety team).

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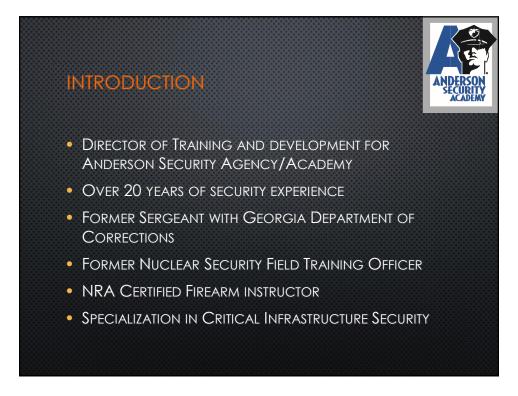
- Creating a zero-tolerance policy for workplace violence







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WORKPLACE VIOLENCE DEFINED



- ANY ACT OF AGGRESSION, VERBAL ASSAULT, PHYSICAL ASSAULT, OR THREATENING BEHAVIOR THAT OCCURS IN THE WORKPLACE ENVIRONMENT AND CAUSES PHYSICAL OR EMOTIONAL HARM TO GUESTS, STAFF OR VISITORS.
- INCLUDES OVERT AND COVERT BEHAVIORS RANGING IN AGGRESSIVENESS FROM VERBAL HARASSMENT TO MURDER.



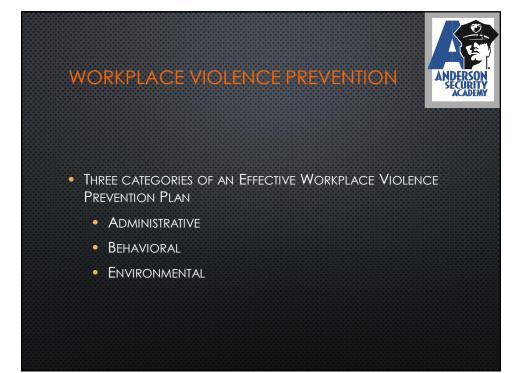


- 2. There is nothing we can do about it.
- 3. MANAGEMENT AND THE AGENCY JUST DON'T CARE.

WORKPLACE VIOLENCE STATISTICS



- ALMOST 2 MILLION EMPLOYEES SUFFER NON-FATAL WORKPLACE ASSAULTS.
- HOMICIDE IS THE FOURTH-LEADING CAUSE OF FATAL OCCUPATIONAL INJURY IN THE US.
- HOMICIDE IS THE LEADING CAUSE OF WORKPLACE DEATH FOR FEMALES.
- MOST NON-FATAL WORKPLACE ASSAULTS OCCUR IN THE SERVICE INDUSTRY, TYPICALLY BY THE GUEST/CLIENT.
- BUREAU OF LABOR STATISTICS: 50% OF NON-FATAL INJURIES TO WORKERS FROM ASSAULTS AND VIOLENT ACTS OCCUR IN SOCIAL SERVICE SETTINGS.



ADMINISTRATIVE COMPONENTS



- WORKPLACE VIOLENCE PREVENTION POLICY
- NO REPRISAL REPORTING POLICY
- DOCUMENTATION AND RECORD KEEPING
- INCIDENT REPORTING PROCEDURES/STRUCTURES

BEHAVIORAL COMPONENTS

- TRAINING AND EDUCATION
- Post Incident Response Procedures
- POST INCIDENT REPORTING PROCEDURES

ENVIRONMENTAL COMPONENTS



- WORKSITE AUDIT/ANALYSIS
- PANIC ALARMS
- ACCESS CONTROLS
- Physical Lighting





- CERTAIN RISK FACTORS HELP IDENTIFY IF A DEPARTMENT IS A LOW, MEDIUM OR HIGH RISK. DEPARTMENT MANAGERS MUST ALSO HAVE THE TRAINING TO IDENTIFY POTENTIALLY DANGEROUS SITUATIONS AND KNOW THE PROCEDURES FOR RESPONDING TO AND REPORTING THEM.
- MANY COMPANIES UTILIZE A SECURITY MANAGEMENT PLAN TO HELP IDENTIFY RISK FACTORS IN ALL DEPARTMENTS AND WORK AREAS.

DEVELOPING PERSONAL SAFETY HABITS



- IDENTIFY LIMITING HABITS
- THE 21 RULE
- CREATING NEW HABITS
- TAKING ACTION
- NO RETREAT, NO SURRENDER POLICY
- EVALUATE YOURSELF
- BENEFITS AND COMMITMENT

WHO COMMITS VIOLENCE?



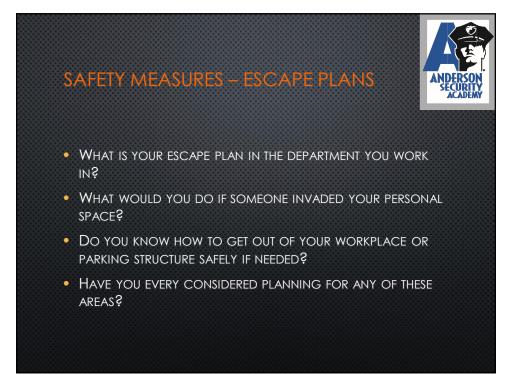
PEOPLE DO!

- CHARACTERISTICS OF INDIVIDUALS WHO COMMIT VIOLENCE
 - STRANGER
 - CLIENT/PATIENT
 - LATERAL
 - DOMESTIC
 - EXTREME

INDICATORS OF VIOLENCE



- DIRECT OR VERBAL THREATS OF HARM
- INTIMIDATION OF OTHERS BY WORDS AND OR ACTIONS
- REFUSING TO FOLLOW POLICIES
- HYPERSENSITIVITY OR EXTREME SUSPICIOUSNESS
- EXTREME MORAL RIGHTEOUSNESS
- INABILITY TO TAKE CRITICISM REGARDING JOB PERFORMANCE
- HOLDING A GRUDGE



EMPLOYEE TRAINING



- INCREASE AWARENESS
- INCREASE CONFIDENCE
- INCREASE OVERALL SAFETY
- INCREASE QUALITY OF LIFE
- INCREASE SELF-IMPROVEMENT
- INCREASE SENSE OF OVERALL PEACE
- INCREASE ABILITY TO PROTECT OTHERS

- REDUCE FEAR
- REDUCE STRESS
- REDUCE INJURIES
- Reduce liability Risk
- REDUCE LOSS OF PROPERTY
- REDUCE FEELINGS OF INADEQUACY
- REDUCE INABILITY TO RESPONSE TO SITUATIONS

CONTACT INFORMATION



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