

# WORKPLACE VIOLENCE PREVENTION

## MANAGING THROUGH DIFFICULT SITUATIONS

Charlotte Regional Safety & Health Conference

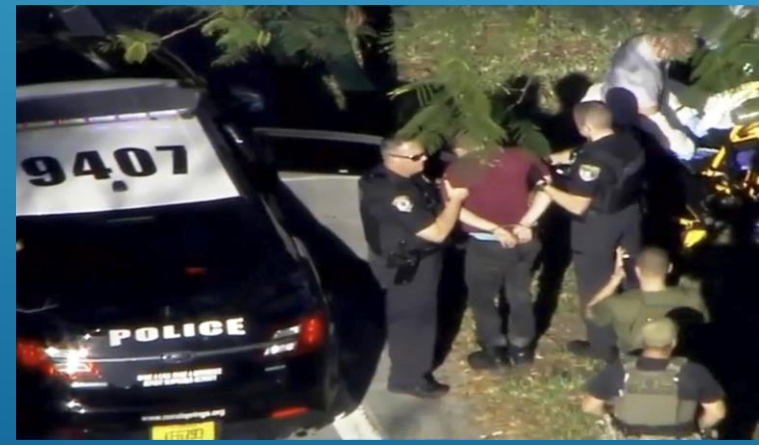
Jeffrey Walden

April 19, 2018

WORKPLACE VIOLENCE  
PREVENTION IS OUR  
GOAL!

A decorative graphic consisting of several parallel white lines of varying lengths, slanted diagonally from the bottom-left towards the top-right, located in the lower right quadrant of the slide.

# MARJORIE STONEMAN DOUGLAS HIGH SCHOOL



WAS THIS INCIDENT  
PREVENTABLE?



# WERE THERE FAILURES? WAS THERE BLAME?

## Law Enforcement

- Sheriff's Office
- School Resource Officer
- FBI

## School System


- School Administration
- Faculty
- Counselors

## Mental Health Professionals

Florida Department of Child & Family Services

Gun Laws / Local, State and Federal Legislature

# “MARJORY STONEMAN DOUGLAS HIGH SCHOOL PUBLIC SAFETY ACT”

- Raised the minimum age for ALL GUN PURCHASES from 18 to 21
  - 3 day waiting period on gun purchases or until background is completed
  - Bump Stock Ban
  - Provisions for arming school employees
  - Provides funding for school security (Personnel & Physical)
  - Expands mental health services
  - Authorizes schools to address immediate mental health issues
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# “MARJORY STONEMAN DOUGLAS HIGH SCHOOL PUBLIC SAFETY ACT”

Recognizes the importance of PREVENTION and “REQUIRES” each school board to establish a threat assessment team at each school within the district.

Multi-faceted Team:

- School Safety Specialist
- School Administrators
- Mental Health Professionals
- Law Enforcement
- Child & Family Services

Authorizes the threat assessment team to share confidential records information

# WORKPLACE VIOLENCE - 2017

28 incidents of mass attacks, during which three or more persons were harmed, were carried out in public places within the United States. 147 people were killed; 700 injured\*

## Key Stats:

- 46% Occurred in Businesses
- 14% Occurred in Schools
- 82% involved a firearm
- 50% were over in less than 5 minutes
- 29% of the attackers committed suicide

## Attackers:

- Ranged in age from 15 to 66
- 100% were male
- 1/3 (9) had histories related to Domestic Violence (7 had charges related to DV)
- 2/3 experienced mental health symptoms prior to the attack (psychosis and suicidal ideations most common)
- 80% engaged in communications or exhibited behaviors of concern



# WORKPLACE VIOLENCE PREVENTION PROGRAM

Establish and maintain a Workplace Violence Prevention Program

- Credible complaint system in place that is seen as safe, accessible and that all complaints will be investigated fairly and impartially.
- Managers should understand how Human Resources/Employee Relations issues ARE OFTEN workplace violence issues
- Should be a focus on early warning behaviors and employees should have a general knowledge of Workplace Violence indicators
- Safety is everyone's responsibility and employees must understand why they are so important in keeping everyone safe.
- Education is a KEY COMPONENT to that should involve ALL employees

# WORKPLACE VIOLENCE PREVENTION PROGRAM

You don't need not reinvent the wheel but can draw on knowledge and experience that is already available

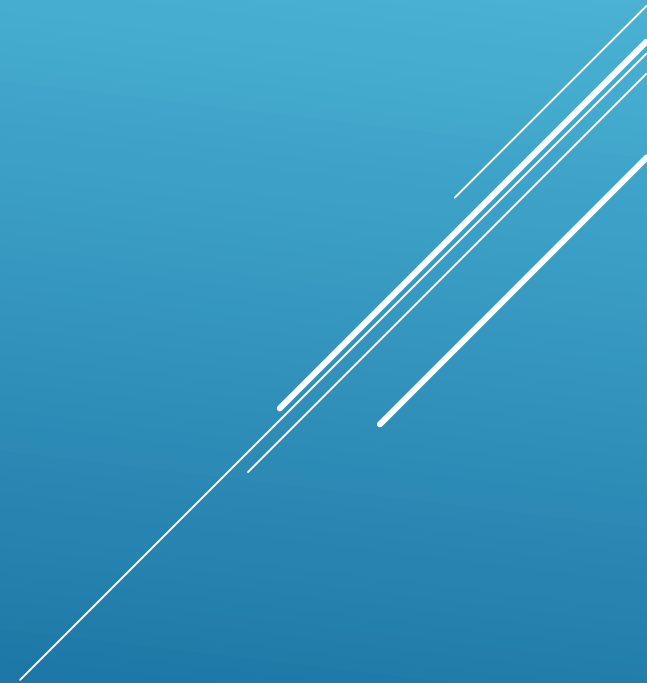
ASIS

ATAP

SHRM

CORPORATE ATTORNEY

LAW ENFORCEMENT



Workplace Violence  
Prevention and Intervention

ASIS/SHRM WVPI.1-2011

# AMERICAN NATIONAL STANDARD



## OSHA INSTRUCTION

U.S. DEPARTMENT OF LABOR Occupational Safety and Health Administration

DIRECTIVE NUMBER: CPL 02-01-052 EFFECTIVE DATE: September 8, 2011  
SUBJECT: Enforcement Procedures for Investigating or Inspecting Workplace Violence Incidents

### ABSTRACT

**Purpose:** This instruction establishes general policy guidance and procedures for field offices to apply when conducting inspections in response to incidents of workplace violence.

**Scope:** OSHA-wide.

**References:** Guidelines for Preventing Workplace Violence for Health Care and Social Service Workers, OSHA Publication 3148, 2004.

Recommendations for Workplace Violence Prevention Programs in Late-Night Retail Establishments, OSHA Publication 3153, 2009.

Violence in the Workplace: Risk Factors and Prevention Strategies, NIOSH - Current Intelligence Bulletin 57, July 1996.

Workplace Violence Prevention Strategies and Research Needs, NIOSH Publication #2006-144, 2006.

BLS, Workplace Injuries, 2008.

OPM, Dealing with Workplace Violence: A Guide for Agency Planners, February 1998.

ABSTRACT - 1

U.S. Department of Justice  
Federal Bureau of Investigation

# WORKPLACE VIOLENCE

## ISSUES IN RESPONSE


Critical Incident Response Group  
National Center for the Analysis of Violent Crime  
FBI Academy, Quantico, Virginia

U.S. Department of Justice  
Federal Bureau of Investigation

## Making Prevention a Reality: Identifying, Assessing, and Managing the Threat of Targeted Attacks

Behavioral Analysis Unit—National Center for the Analysis of Violent Crime

# CREATE A CULTURE OF SAFETY AND PREVENTION

- A strong safety culture has the greatest impact on workplace violence prevention
  - What is “The Norm”? - EVERYONE is responsible for safety and is responsible for reporting threatening, unsafe, concerning or suspicious behaviors
  - Establish and communicate strong workplace violence policies.
  - There must be accountability.
- 

# CREATE A CULTURE OF SAFETY AND PREVENTION

- It is critical to encourage employees to report issues without the fear of negative consequences.
- There must be a credible complaint system in place that is seen as safe and accessible with the believe that complaints will be investigated fairly and impartially.
- Creating an effective safety and prevention culture is an ongoing process and is a large commitment.

If an employer's management team is not committed to a workplace violence prevention program, then it is unlikely to be successful.



# WORKPLACE VIOLENCE PREVENTION



If I see what?  
Say something  
to who?

# MANAGING THROUGH DIFFICULT SITUATIONS



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# MANAGING THROUGH DIFFICULT SITUATIONS

Define Workplace Violence:

*Acts or threat of physical violence, or physically intimidating behavior or language which is intended or makes another individual reasonably fear for his/her safety (bullying; harassment)*

*Includes threats or acts of violence that occur off company premises, where an employee is exposed to violent or threatening conduct because of their work for the company*

# MANAGING THROUGH DIFFICULT SITUATIONS

Active Shooter Incidents

Workplace Harassment / Intimidation / Threats / Disciplinary Issues

Customer Involved Issues

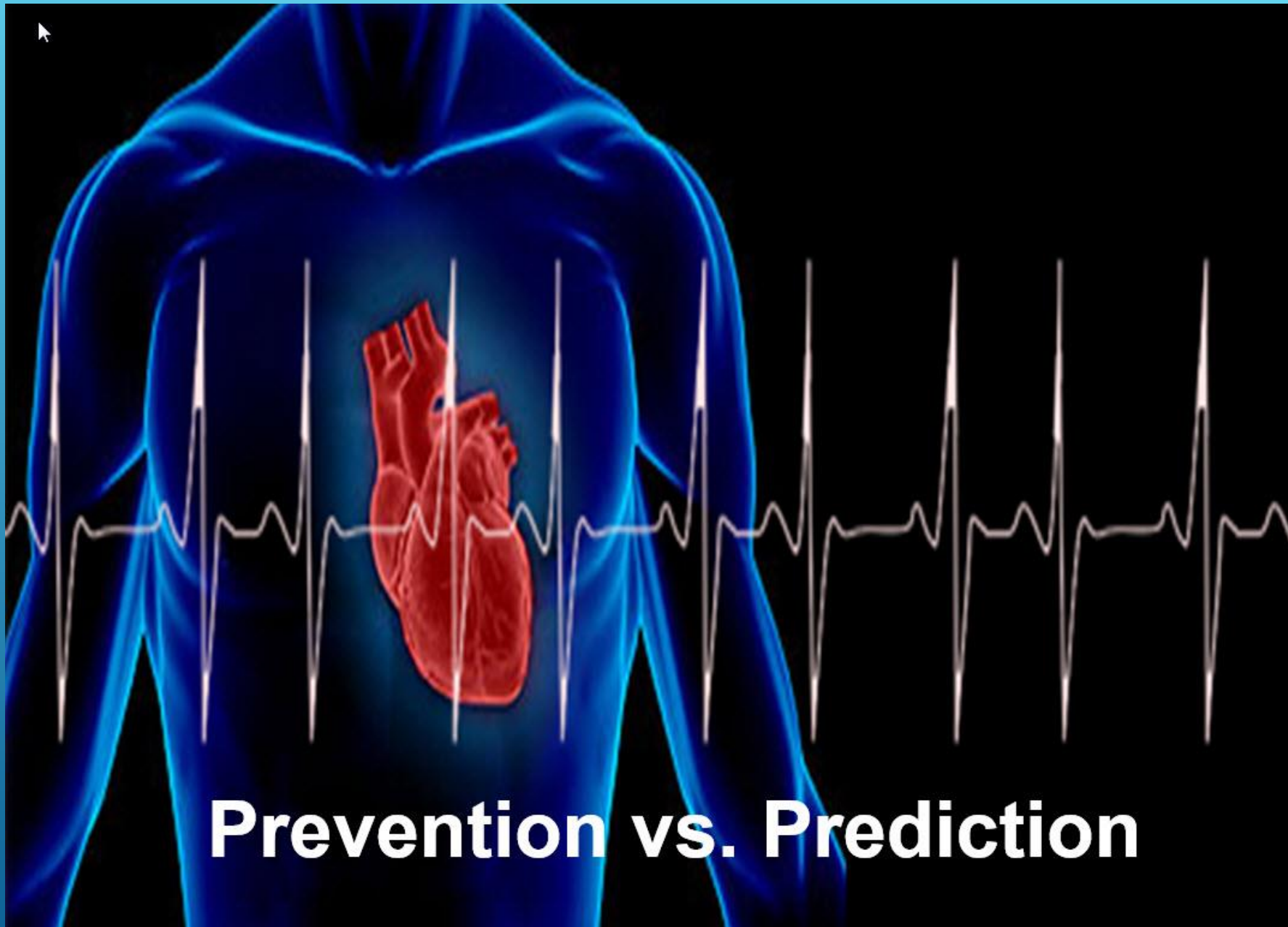
Employee Suicide Threats

Domestic Violence

Workplace Violence and Suicide Indicators (risk factors)

Workplace Violence Policies & Non-retaliation Policies


Reporting Requirements / Duty to Report / Who to Notify



**Prevention vs. Prediction**


# MANAGING THROUGH DIFFICULT SITUATIONS

## Workplace Violence Indicators:

- Intimidation, belligerence, harassment, bullying, yelling, screaming, throwing or kicking objects, slamming doors or other inappropriate behavior
  - Physically touching in an intimidating, malicious or sexually harassing manner, including hitting, slapping, poking, kicking, pinching and grabbing
  - Verbal comments of hostility directed at coworkers
  - Statements indicating approval of violence
  - Threats of suicide or homicide
  - Extreme mood swings or noticeable change in behavior.
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# MANAGING THROUGH DIFFICULT SITUATIONS

## Common Signs for Suicide:

- Feel they are a burden or as though they don't belong
  - Feel that nobody cares about them
  - Talking about feeling hopeless
  - Looking for or have acquired a way to kill themselves
  - Pulling away from family or friends
  - Giving away possessions / Putting their affairs in order
  - Taking risks
  - Statements like: "Things would be better if I just weren't around."
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# MANAGING THROUGH DIFFICULT SITUATIONS

What resources are available?

Employee Relations/Human Resources Consultants

Employee Assistance Program

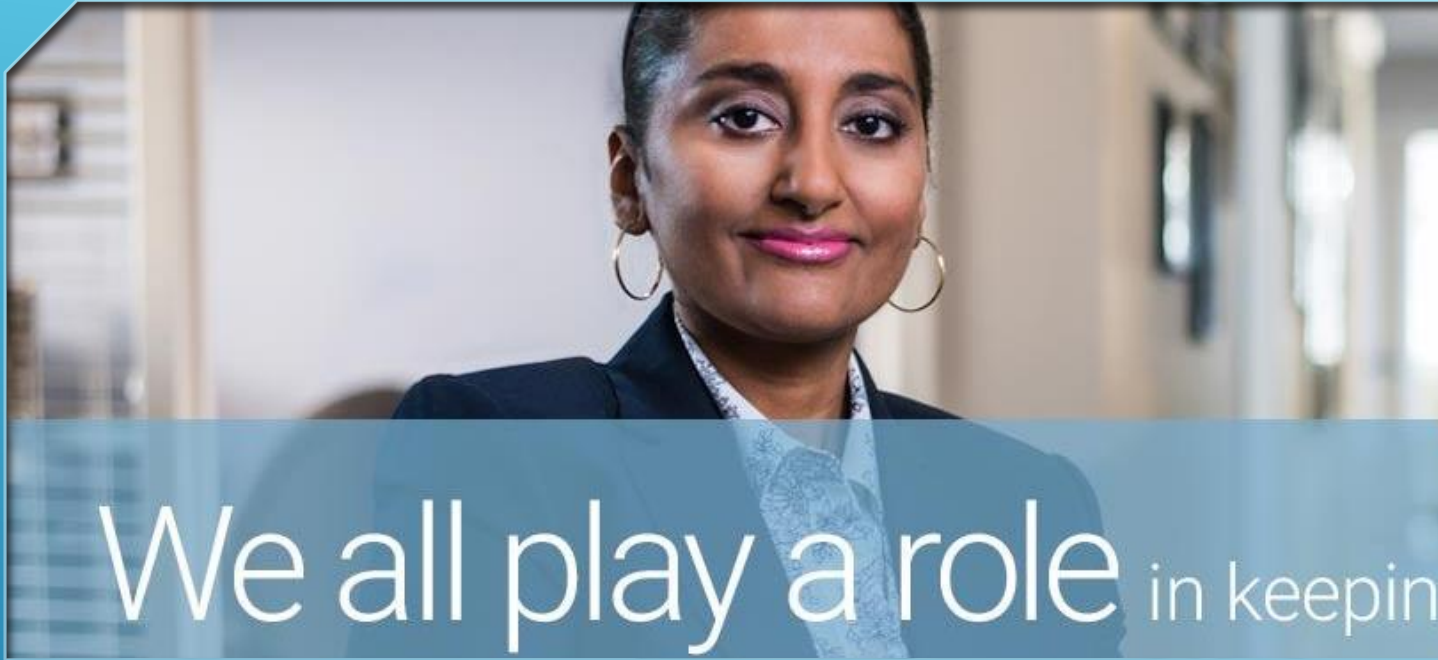
Employee Relief Fund

Legal assistance

Employee Leave (Vacation Sick LOA)

Domestic Violence Resources

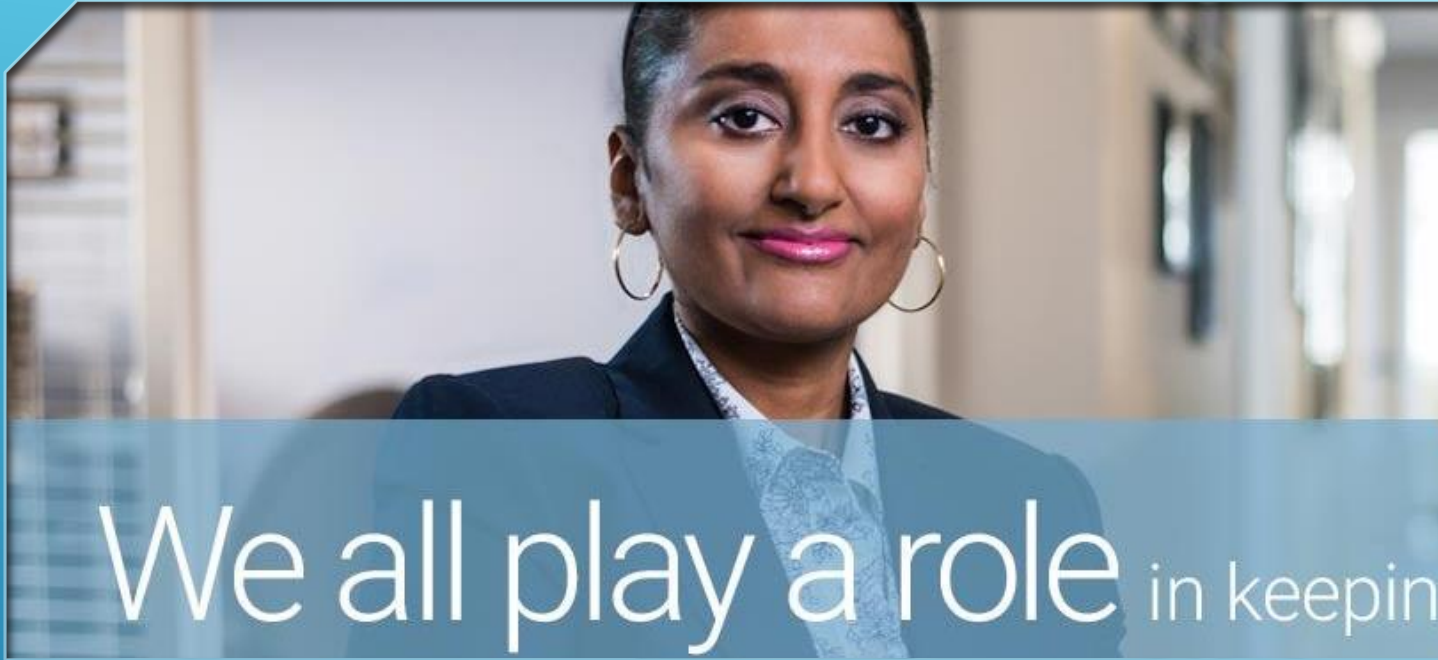
Suicide Counseling



if you  
**SEE** | **SAY**  
something | something™

We all play a role in keeping our community safe.





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THANK YOU!



