WORKPLACE VIOLENCE INSPECTION CHECKLIST

This checklist was adapted from "Violence on the Job: A Guidebook for Labor and Management" published by the Labor Occupational Health Program, University of California, Berkeley, 1997.

Use this checklist as part of a regular safety and health inspection or audit that is conducted by the joint labor/management safety committee or by the union itself. Although this checklist can be used for any facility, it can also be adapted to meet the local union's needs. If a question does not apply to the workplace, then write "N/A" (not applicable) in the notes column. Add any other questions that may be appropriate.

Use this inspection checklist to determine which hazards are well controlled and what control measures need to be enhanced. While inspecting the facility for workplace violence hazards, the local union or committee may need to ask workers or investigate in other ways to answer some of the checklist questions.

STAFFING

1. Is there someone responsible for building security?

   ☐Yes ☐No ☐Sometimes Notes_____

   Who is it? _____

2. Are workers told who is responsible for security?

   ☐Yes ☐No ☐Sometimes Notes_____

3. Is adequate and trained staffing available to protect workers against assaults or other violence?

   ☐Yes ☐No ☐Sometimes Notes_____

4. Is there a "buddy system" for when workers are in potentially dangerous situations?

   ☐Yes ☐No ☐Sometimes Notes_____

5. Are there trained security personnel accessible to workers in a timely manner?

   ☐Yes ☐No ☐Sometimes Notes_____

6. Do security personnel have sufficient authority to take all necessary action to ensure worker safety?

$\Box$Yes $\Box$No $\Box$Sometimes Notes_____

7. Are security personnel provided outside the building?

$\Box$Yes $\Box$No $\Box$Sometimes Notes_____

8. Is the parking lot attended or otherwise secure?

$\Box$Yes $\Box$No $\Box$Sometimes Notes_____

9. Are security escorts available to walk employees to and from the parking lot?

$\Box$Yes $\Box$No $\Box$Sometimes Notes_____

TRAINING

1. Are workers trained in the emergency response plan (for example, escape routes, notifying the proper authorities)?

$\Box$Yes $\Box$No $\Box$Sometimes Notes_____

2. Are workers trained to report violent incidents or threats?

$\Box$Yes $\Box$No $\Box$Sometimes Notes_____

3. Are workers trained in how to handle difficult clients or patients?

$\Box$Yes $\Box$No $\Box$Sometimes Notes_____

4. Are workers trained in ways to prevent or defuse potentially violent situations?

$\Box$Yes $\Box$No $\Box$Sometimes Notes_____

5. Are workers trained in personal safety and self-defense?

$\Box$Yes $\Box$No $\Box$Sometimes Notes_____

FACILITY DESIGN

1. Are there enough exits and adequate routes of escape?

$\Box$Yes $\Box$No $\Box$Some Notes_____

2. Can exit doors be opened only from the inside to prevent unauthorized entry?

☐Yes ☐No ☐Some Notes_____

3. Is the lighting adequate to see clearly in indoor areas?

☐Yes ☐No ☐Some Notes_____

4. Are there employee-only work areas that are separate from public areas?

☐Yes ☐No ☐Some Notes_____

5. Is access to work areas only through a reception area?

☐Yes ☐No ☐Some Notes_____

6. Are reception and work areas designed to prevent unauthorized entry?

☐Yes ☐No ☐Some Notes_____

7. Could someone hear a worker call for help?

☐Yes ☐No ☐Some Notes_____

8. Can workers observe patients or clients in waiting areas?

☐Yes ☐No ☐Some Notes_____

9. Do areas used for patient or client interviews allow co-workers to observe any problems?

☐Yes ☐No ☐Some Notes_____

10. Are waiting and work areas free of objects that could be used as weapons?

☐Yes ☐No ☐Some Notes_____

11. Are chairs and furniture secured to prevent use as weapons?

☐Yes ☐No ☐Some Notes_____

12. Is furniture in waiting and work areas arranged to prevent employees from becoming trapped?

☐Yes ☐No ☐Some Notes_____

13. Are patient or client areas designed to maximize comfort and minimize stress?

☐Yes ☐No ☐Some Notes_____

14. Is a secure place available for employees to store their personal belongings?

☐Yes ☐No ☐Some Notes_____

15. Are private, locked restrooms available for staff?

☐Yes ☐No ☐Some Notes_____

SECURITY MEASURES

Does the workplace have:

1. Physical barriers (Plexiglas partitions, elevated counters to prevent people from jumping over them, bullet-proof customer windows, etc.)?

    ☐Yes ☐No ☐Some Notes_____

2. Security cameras or closed circuit TV in high-risk areas?

    ☐Yes ☐No ☐Some Notes_____

3. Panic buttons (portable or fixed)?

    ☐Yes ☐No ☐Some Notes_____

4. Alarm systems?

    ☐Yes ☐No ☐Some Notes_____

5. Metal detectors?

    ☐Yes ☐No ☐Some Notes_____

6. X-ray machines?

    ☐Yes ☐No ☐Some Notes_____

7. Door locks?

☐Yes ☐No ☐Some Notes_____

8. Internal phone system to activate emergency assistance?

☐Yes ☐No ☐Some Notes_____

9. Phones with an outside line programmed to call 911?

☐Yes ☐No ☐Some Notes_____

10. Two-way radios, pagers or cellular phones?

☐Yes ☐No ☐Some Notes_____

11. Security mirrors (convex mirrors)?

☐Yes ☐No ☐Some Notes_____

12. Secured entry (buzzers)?

☐Yes ☐No ☐Some Notes_____

13. Personal alarm devices?

☐Yes ☐No ☐Some Notes_____

OUTSIDE THE FACILITY

1. Do workers feel safe walking to and from the workplace?

☐Yes ☐No ☐Sometimes Notes_____

2. Are the entrances to the building clearly visible from the street?

☐Yes ☐No ☐Sometimes Notes_____

3. Is the area surrounding the building free of bushes or other hiding places?

☐Yes ☐No ☐Sometimes Notes_____

4. Is video surveillance provided outside the building?

☐Yes ☐No ☐Sometimes Notes_____

5. Is there enough lighting to see clearly outside the building?

☐Yes ☐No ☐Sometimes Notes_____

6. Are all exterior walkways visible to security personnel?

☐Yes ☐No ☐Sometimes Notes_____

7. Is there a nearby parking lot reserved for employees only?

☐Yes ☐No ☐Sometimes Notes_____

8. Is the parking lot free of bushes or other hiding places?

☐Yes ☐No ☐Sometimes Notes_____

9. Is there enough lighting to see clearly in the parking lot and when walking to the building?

☐Yes ☐No ☐Sometimes Notes_____

10. Have neighboring facilities and businesses experienced violence or crime?

☐Yes ☐No ☐Sometimes Notes_____

WORKPLACE PROCEDURES

1. Is public access to the building controlled?

☐Yes ☐No ☐Sometimes Notes_____

2. Are floor plans posted showing building entrances, exits and location of security personnel?

☐Yes ☐No ☐Sometimes Notes_____

3. Are these floor plans visible only to staff and not to outsiders?

☐Yes ☐No ☐Sometimes Notes_____

4. Is other emergency information posted, such as telephone numbers?

☐Yes ☐No ☐Sometimes Notes_____

5. Are special security measures taken to protect people who work late at night (escorts, locked entrances, etc.)?

☐Yes ☐No ☐Sometimes Notes_____

6. Are visitors or clients escorted to offices for appointments?

☐Yes ☐No ☐Sometimes Notes_____

7. Are authorized visitors to the building required to wear ID badges?

☐Yes ☐No ☐Sometimes Notes_____

8. Are identification tags required for staff (omitting personal information such as the person's last name and social security number)?

☐Yes ☐No ☐Sometimes Notes_____

9. Are workers notified of past violent acts by particular clients, patients, etc.?

☐Yes ☐No ☐Sometimes Notes_____

10. Is there an established liaison with local police?

☐Yes ☐No ☐Sometimes Notes_____

11. Are patients or clients in waiting areas clearly informed how to use the department's services so they will not become frustrated?

☐Yes ☐No ☐Sometimes Notes_____

12. Are waiting times for patient or client services kept short to prevent frustration?

☐Yes ☐No ☐Sometimes Notes_____

13. Are broken windows and locks repaired promptly?

☐Yes ☐No ☐Sometimes Notes_____

14. Are security devices (locks, cameras, alarms, etc.) tested on a regular basis and repaired promptly when necessary?

☐Yes ☐No ☐Sometimes Notes_____

FIELD WORK

<u>Staffing:</u>

1. Is there adequate staffing in the field?

   ☐Yes ☐No ☐Sometimes Notes_____

2. Are escorts or "buddies" provided for people who work in potentially dangerous situations?

   ☐Yes ☐No ☐Sometimes Notes_____

3. Is assistance provided to workers in the field in a timely manner when requested?

   ☐Yes ☐No ☐Sometimes Notes_____

<u>Training:</u>

1. Are workers briefed about the area in which they will be working (gang colors, neighborhood culture, language, drug activity, etc.)?

   ☐Yes ☐No ☐Sometimes Notes_____

2. Can workers effectively communicate with people they meet in the field (same language, etc.)?

   ☐Yes ☐No ☐Sometimes Notes_____

3. Are people who work in the field late at night or early mornings advised about special precautions to take?

   ☐Yes ☐No ☐Sometimes Notes_____

<u>Work Environment:</u>

1. Is there enough lighting to see clearly in all areas where workers must go?

   ☐Yes ☐No ☐Sometimes Notes_____

2. Are there safe places for workers to eat, use the restroom, store valuables, etc.?

☐Yes ☐No ☐Sometimes Notes_____

3. Are there places where workers can go for protection in an emergency?

☐Yes ☐No ☐Sometimes Notes_____

4. Is safe parking readily available for workers in the field?

☐Yes ☐No ☐Sometimes Notes_____

Security Measures:

1. Are employees provided two-way radios, pagers, or cellular phones?

☐Yes ☐No ☐Sometimes Notes_____

2. Are employees provided with personal alarm devices or portable panic buttons?

☐Yes ☐No ☐Sometimes Notes_____

3. Are vehicle door and window locks controlled by the driver?

☐Yes ☐No ☐Sometimes Notes_____

4. Are vehicles equipped with physical barriers (Plexiglas partitions, etc.)?

☐Yes ☐No ☐Sometimes Notes_____

Work Procedures:

1. Are workers given maps and good directions covering the areas where they will be working?

☐Yes ☐No ☐Sometimes Notes_____

2. Are workers given alternative routes to use in neighborhoods with a high crime rate?

☐Yes ☐No ☐Sometimes Notes_____

3. Does a policy exist to allow workers to refuse service to clients or customers (in the home, etc.) in a hazardous situation?

☐Yes ☐No ☐Sometimes Notes_____

4. Has a liaison with the police been established?

☐Yes ☐No ☐Sometimes Notes_____

5. Do workers avoid carrying unnecessary items which someone could use as a weapon against them?

☐Yes ☐No ☐Sometimes Notes_____

6. Is a safe vehicle or other transportation provided by the employer for use in the field?

☐Yes ☐No ☐Sometimes Notes_____

7. Are vehicles used in the field routinely inspected and kept in good working order?

☐Yes ☐No ☐Sometimes Notes_____

8. Is there always someone who knows where each worker is?

☐Yes ☐No ☐Sometimes Notes_____

9. Are name tags required for workers in the field (omitting personal information such as last name and social security number)?

☐Yes ☐No ☐Sometimes Notes_____

10. Are workers notified of past violent acts by particular clients, patients, etc.?

☐Yes ☐No ☐Sometimes Notes_____

Are special precautions taken when workers:

1. Perform "enforcement" functions (parking control officers, inspectors, etc.)?

☐Yes ☐No ☐Sometimes Notes_____

2. Have to take something away from people (remove children from the home, turn off utilities, etc.)?

☐Yes ☐No ☐Sometimes Notes_____

3. Have contact with people who behave violently?

   ☐Yes ☐No ☐Sometimes Notes_____

4. Use vehicles or wear clothing marked with the name of an organization that the public may strongly dislike?

   ☐Yes ☐No ☐Sometimes Notes_____

5. Perform duties inside people's homes?

   ☐Yes ☐No ☐Sometimes Notes_____

6. Have contact with dangerous animals (dogs, etc.)?

   ☐Yes ☐No ☐Sometimes Notes_____

Workplace Violence Incident Report Form

This incident report was adapted from "Violence on the Job: A Guidebook for Labor and Management" published by the Labor Occupational Health Program, University of California, Berkeley, 1997.

As soon as reasonably possible, the local union representative should document incidents (or even close calls) of workplace violence. Workers who were involved in the incident as well as any workers who may have witnessed what happened should be interviewed. This form may be completed by the worker involved in the incident or the union representative.

PERSONAL INFORMATION

1. Name (optional)

_____

2. Job title_____

3. Facility/employer address

_____

_____

_____

_____

_____

☐Male ☐Female

4. Years in current job_____

INCIDENT DESCRIPTION

5. Date incident occurred

_____

6. Time incident occurred

_____

7. Location where incident occurred (be specific)

_____

_____

_____

_____

_____

8. Describe the incident

_____

_____

_____

_____

_____

9. Type of incident (check all that apply)

☐ Grabbed   ☐ Threatened with weapon

☐ Pushed   ☐ Verbally harassed

☐ Slapped   ☐ Verbally threatened

☐ Kicked   ☐ Bomb threat

☐ Scratched   ☐ Animal attack

☐ Hit with fist   ☐ Robbery

☐ Hit with object   ☐ Vandalism (employer's property)

☐ Bitten ☐ Vandalism (own property)

☐ Knifed (or attempted) ☐ Arson

☐ Shot (or attempted) ☐ Other

☐ Sexually Assaulted

☐ Assaulted with weapon

10. What type of weapon was used? How was the weapon obtained?

_____

_____

_____

_____

_____

11. Were you working alone? If no, who was with you that may have witnessed the incident?

_____

_____

_____

12. Was security personnel on duty at the time of the assault? If yes, was security notified? Did security respond? When?

_____

_____

_____

_____

13. Who threatened or assaulted you?

☐ Client/customer

☐ Parent

☐ Family/friend
of client or patient

☐ Co-worker

☐ Stranger

☐ Person in custody

☐ Spouse or partner

☐ Former spouse or partner

☐ Robber/burglar

☐ Patient

☐ Student

☐ Supervisor/manager

☐ Passenger

☐ Animal

☐ Other

14. Were any threats made before the incident occurred? If yes, did you ever report to your supervisor or manager that you were threatened, harassed, or suspicious that the attacker may become violent?

_____

_____

_____

_____

INCIDENT ANALYSIS

15. Has this type of incident occurred before at the workplace?_____

16. What do you think were the main factors that contributed to the incident?

_____

_____

_____

_____

_____

17. What could have prevented or at least minimized the damage caused by this incident?

_____

_____

_____

POST-INCIDENT RESPONSE

18. Did you require medical attention as a result of the incident?

19. Did you miss work as a result of the incident?

20. Did you apply for workers' compensation?

21. Was the incident reported to a supervisor or manager?

22. Was a police report filed?

23. Was immediate counseling provided to affected employees and witnesses who desired it?

24. Was critical incident debriefing provided to all affected staff who desired it?

25. Was post-trauma (follow-up) counseling provided to all affected staff who desired it?

26. Was all counseling provided by a professional counselor?

27. Was the counseling effective?_____

28. Was the victim advised about legal rights?

_____

Report completed by

_____

Department/Job Title/Union Position

_____

Date_____

Phone number_____

Appendix **G:**

Workplace Violence Contract Language

Negotiating contract language that makes the employer responsible for protecting workers from threats and assaults can be very effective in addressing workplace violence issues — particularly in those states where public employees are not covered by OSHA regulations. Most of the examples of the contract language written in this Appendix come from contracts negotiated by AFSCME. Other examples of AFSCME contract language are scattered throughout this guidebook.

Every contract should at least have a "general duty clause" that basically requires the employer to provide a safe and healthful workplace to its employees. To make this language more specific to workplace violence issues, the word "secure" could be added to the "general duty clause."

The Employer shall provide a safe, healthful, and secure workplace.

Contract language that requires the employer to implement a comprehensive workplace violence prevention program as described in Chapter 8 can also be negotiated by the local union. If the contract is not due to expire soon, this language, in the mean time, could be used as the basis of a "memorandum of understanding" or other negotiated document that later could be incorporated into the contract once it is re-negotiated. The contract language may also include the employer's and union's commitment to jointly address workplace violence issues.

The Employer, in cooperation with the Union, shall develop a comprehensive workplace violence prevention program that includes:
(a) methods for identifying work practices and environmental factors that may lead to violence;
(b) procedures for implementing controls that will reduce the risks for violence, including training employees;
(c) procedures for responding to violence if it occurs; and,
(d) the provision of support to staff who have experienced violence.

More specific workplace violence contract language can be negotiated in addition to the general duty clause and workplace violence prevention program. Contract language that targets specific occupations, such as correctional officers or social services workers, may also be useful. The following types of workplace violence contract language are options:

Staffing

In situations where a significant risk of violence has been identified, an adequate level of trained and permanent staff must be provided to cope with the level of demand generated by patients, clients, and their relatives and friends.

Security

The Employer agrees to maintain reasonably secure parking facilities for all employees. Security will be provided for employees who work at night and on weekends. (AFSCME Local 544-1, Ohio Council 8 and the County Department of Human Services, 1991-1993 contract)

Counseling

The Employer shall provide employees appropriate and adequate Critical Incident Stress Debriefing (CISD). CISD is to be used for critical job-related incidents including, but not limited to, mass casualty, work peer suicide, serious work injury, and/or work-related death of co-workers. (AFSCME Local 3999, Council 18 and City of Santa Fe)

Leave

...assault leave shall be granted to an employee who is unable to work and who, therefore, is absent from his/her assigned duties because of disability resulting from a physical assault which is clearly unprovoked. Said leave shall not be charged against sick leave earned... Said employee shall be granted the aforementioned assault leave and shall be maintained on full pay status during such absence, up to a maximum of ninety (90) working days. (OAPSE/AFSCME Local 461-1 and the Mathews Board of Education [Ohio], 1991-1994 contract)

Should an assault on a member occur and if it results in loss of time, the employee shall be paid in full for a period not to exceed six (6) months, and such paid absence shall not be deducted from any sick leave to which such employee is entitled under this Agreement." (BENTE/AFSCME Local 2419 and the City School District, Rochester, NY, 1994-1996 contract)

Training

The Employer will provide employees training in techniques in recognizing potentially violent situations/behavior, defusing violent situations, and protecting themselves. The Employer will provide annual refresher training.

Identifying and Assessing Workplace Violence Hazards

AFSCME in Action

Research has shown that the most important predictor of future violence is past violence. It is vital, therefore, that staff in institutions or social service agencies have access to information on violent incidents caused by clients or patients. Some AFSCME locals have negotiated for the "right-to-know" about the violent histories of clients and patients. For example, Oregon AFSCME Local 1246 (Council 75) negotiated with the Oregon State Fairview Training Center that: "the Agency shall make available all information regarding clients assigned to the work unit. If an employee who normally does not work on the cottage, visits it for purposes of carrying out assigned duties, the employee may contact the person responsible for the shift to inquire about any clients who may be dangerous."

In 1996, the Wisconsin State Employees Union sponsored workshops that introduced members to workplace violence issues

Although many people believe that workplace violence is random and unpredictable, a number of factors have been identified that may increase a worker's risk for violence. Identifying these *risk factors* involves looking at the work environment, work practices and victim and perpetrator characteristics:

Environmental risk factors that predict violence include:

- a violent society;
- a violence-prone neighborhood;
- the large number of weapons in circulation;
- people who have a history of violence; and/or
- hospitalization instead of incarceration of violent criminals.

Work practices associated with workplace violence include:

- low staffing levels;
- working alone;
- working late at night or early in the morning;
- working with money or prescription drugs;
- long waits for services by customers, clients or patients; and/or
- the lack of available services.

Victim characteristics include:

- employees who work in homes or in the community;
- workers who handle money or prescription drugs;
- workers in correctional institutions or institutions for the
- mentally ill or developmentally disabled who are not trained in violence avoidance or self-defense;
- employees who provide care, advice or information, such as health care workers, mental health workers, emergency room and admission workers, and social services workers;
- workers who handle complaints, such as social service, child welfare and unemployment workers; and/or
- workers who have the authority to act against the public, inspect premises, and enforce laws, such as

and what they could do about it. As a result of educating employees, an ad hoc joint labor/management committee on workplace violence was created. The committee developed a workplace violence policy that served as a first step in developing specific actions such as methods of supporting victims and witnesses of workplace violence, preventive measures, education and training, and data collection and analysis.

inspectors, child welfare workers, law enforcement/corrections officers and security guards.

Perpetrator characteristics include:

- persons with a history of violent behavior;
- gang members
- relatives of injured persons
- drug users

Although some employers and so-called workplace violence "experts" promote profiling of perpetrators to predict violence, it is often inaccurate and can lead to mislabeling and possibly discriminating against groups of people and workers. For more information on profiling, consult Chapter 8.

Identifying hazards, collecting information and documenting incidents is a very important part of addressing workplace violence problems. Employers are not required to correct hazards which they do not know exist. Solutions cannot be found for unreported problems. A hazard assessment is a method of identifying, analyzing and documenting workplace hazards. Assessing workplace violence hazards involves some of the same tools used to document any other workplace safety or health problem. These include checklists and surveys, investigating incidents and reviewing available records.

1. **Inspect the Workplace** - Appendix A contains a workplace violence inspection checklist that can be used as part of a safety and health inspection or safety audit. While inspecting for workplace violence risk factors, review the physical facility and note the presence or absence of security measures. Local law enforcement officials may also be able to conduct a security audit or provide information about their experiences with crime in the area.
2. **Conduct a Survey** - The most important source of information on workplace hazards is workers. In fact, workers may be the only source of information on workplace violence hazards since management may not document incidents (or near misses). In addition, conducting regular surveys may also enable the local union to evaluate workplace violence prevention measures.

Information can be collected either through a written questionnaire distributed to workers or through one-on-one personal interviews. A written survey may be appropriate if the union wants personal or sensitive information. For example, a worker may be reluctant to voice to a union representative fears about a co-worker, but may be more willing to describe the problem in an anonymous questionnaire. Alternatively, a one-on-one interview is a good technique for organizing as it gets people talking about their jobs and working conditions. Oral surveys are also a way to involve workers who do not read well. Appendix B through E contains several workplace violence surveys.

3. **Analyze Safety Records** - By reviewing records of prior instances of workplace violence, local unions may be able to identify factors that contributed to the incident. Some of these documents must be requested from the employer. Others (for example, medical records or workers' compensation records) may require permission from the affected worker. Sensitive or confidential information may not be necessary to analyze the incidents; a summary of the information that includes at least the nature of the injury and type of treatment needed may be sufficient.

   Records and reports on prior incidents may help determine:

      o If a workplace violence problem exists and how serious the problem is.
      o If management is aware, or should be aware, that a workplace violence problem exists.
      o Trends in a particular department or work area, at a certain time of day or night, among specific job titles or job tasks, or under a particular supervisor or manager.

Once the risks for workplace violence have been identified and documented, the local union may not be able to address all of them at once. Rank issues based on how many people are affected, how easily they can be resolved, how serious they are, or other criteria based upon local needs.

Types of Records to Review

Request from the Employer:

- Injury and Illness Log (OSHA Form 200) for the past two years to determine if any assaults or injuries associated with violence have been reported.*
- Workers' Compensation records for the past two years to see if any worker has applied for medical or lost-time benefits due to a workplace violence injury.
- Employee medical records to check if workers ever sought treatment for minor or severe workplace violence injuries.**
- Incident reports (including threats) or accident investigation reports to detect any patterns of workplace violence.
- Reports conducted by security personnel, such as an on-site security review.
- Minutes or records from labor/management or safety committee meetings where issues of workplace violence were discussed or raised.
- Complaints made by employees, citizens, clients, patients or customers about violent or threatening incidents.

Other Records to Obtain:

- Police reports on violent incidents or suspicious activity in and around the workplace.
- Grievances and arbitrations related to workplace violence such as harassment, assaults, security hazards or threats.
- Correspondence between the union, management, OSHA, or any other official pertaining to workplace violence or security.

* In all states with federally approved OSHA coverage for public employees, public employers are required to maintain and keep for five years a log of all job-related injuries and illnesses. The federal version of this form is called OSHA Form 200.

** If a public employer is covered by federal OSHA Standard 1910.20, individual employees have a right to obtain copies of their personal medical records held by the employer or the employer's consulting physician. Union representatives have the right to obtain overall medical results, as long as individual workers are not identified. The union can receive written authorization from a worker to receive his/her medical records.

Appendix **B:**

AFSCME SURVEY OF VIOLENCE IN THE WORKPLACE

AFSCME is conducting a survey to determine the extent of occupational violence experienced by its members. We are collecting information about any intentional physical injury (any form of physical contact), verbal threats, and/or harassment directed towards workers or that occur in their workplace while performing their work duties and/or activities. Please take a few minutes to complete this survey.

PERSONAL AND WORKPLACE INFORMATION:

1. What is your job title?

_____

2. How large is your workplace (# of employees)?

_____

3. Who is your employer?

_____

4. How long have you been working at your current job? _____ years

5. Employment status (check one):

☐Full-time ☐Part-time

FACILITY DESIGN AND FIELD WORK:

6. Is access to office areas/employees' workstations restricted to only authorized staff and escorted guests?

☐Yes ☐No ☐Don't know

7. Are all areas that employees walk through (e.g., parking lots, hallways, stairwells, etc.) secure and well lit?

☐Yes ☐No

8. Do you conduct home visits or field work?

☐Yes ☐No

9. Are employees who conduct field work provided with personal alarm systems, beepers, phones, or other means of directly communicating a need for assistance?

☐Yes ☐No ☐Don't know

10. How can security be improved at your workplace or in the field (e.g., better lighting, more security personnel, metal detectors)?

_____

_____

_____

TRAINING

11. Have you received any employer-sponsored training on how to deal with potentially violent situations?

☐Yes ☐No

If yes, has your training prepared you to deal with violent situations that may arise in your working environment?

☐Yes ☐No ☐Don't know

EMPLOYER POLICIES

12. Is there a violence prevention program at your workplace?

☐Yes ☐No ☐Don't know

13. Does your workplace have a written policy concerning violence?

☐Yes ☐No ☐Don't know

If yes, have you read it?

☐Yes ☐No

14. Is there a program to provide support for employees who are victims of violence?

☐Yes ☐No ☐Don't know

15. Is there counseling available for (please check all that apply):

☐victims of assaults?

☐those who were witnesses?

☐those who are concerned?

☐don't know.

VIOLENT INCIDENTS

16. Have you ever been harassed at your current job?

☐Yes ☐No

If yes, who harassed you (check one)?

☐Client   ☐Inmate

☐Patient   ☐Resident

☐Stranger

☐Relative or friend of patient/client/inmate

☐Co-worker (or former co-worker)

☐Manager/supervisor

☐Spouse/lover (or former spouse/lover)

☐Other _____

If yes, please describe:

_____

_____

_____

17. Have you ever been threatened at your current job?

❑Yes ❑No

If yes, who threatened you (check one)?

❑Client   ❑Inmate

❑Patient   ❑Resident

❑Stranger

❑Relative or friend of patient/client/inmate

❑Co-worker (or former co-worker)

❑Manager/supervisor

❑Spouse/lover (or former spouse/lover)

❑Other _____

If yes, please describe the nature of the threat:

❑Threat to injure or kill you.

❑Threat of personal property damage.

❑Threat to injure or kill your family.

❑Other

_____

_____

18. Have you ever been physically assaulted at your current job?

❑Yes ❑No

(if no, proceed to question #27)

19. Who physically assaulted you (check one)?

☐Client ☐Inmate

☐Patient ☐Resident

☐Stranger

☐Relative or friend of patient/client/inmate

☐Co-worker (or former co-worker)

☐Manager/supervisor

☐Spouse/lover (or former spouse/lover)

☐Other _____

20. Please describe:

Grabbed: ☐Yes ☐No

If yes, on how many occasions? _____

Most recent occurrence (m/yr):_____/_____

Slapped: ☐Yes ☐No

If yes, on how many occasions? _____

Most recent occurrence (m/yr):_____/_____

Pushed: ☐Yes ☐No

If yes, on how many occasions? _____

Most recent occurrence (m/yr):_____/_____

Kicked: ☐Yes ☐No

If yes, on how many occasions? _____

Most recent occurrence (m/yr):_____/_____

Hit with a fist: ☐Yes ☐No

If yes, on how many occasions? _____

Most recent occurrence (m/yr):_____/_____

Hit with an object: ☐Yes ☐No

If yes, on how many occasions? _____

Most recent occurrence (m/yr):_____/_____

Knifed (or attempted): ☐Yes ☐No

If yes, on how many occasions? _____

Most recent occurrence (m/yr):_____/_____

Other (please specify):

_____

_____

_____

21. Where did your most recent violent incident occur?

☐Office

☐Parking lot

☐Client's residence

☐While traveling to or from a client visit

☐Other (please specify):

_____

22. Were you alone when you were assaulted?

☐Yes ☐No

23. What was the extent of your most recent injury (check all that apply)?

☐Cuts

☐Bruises

☐Broken bones

☐Internal injury

☐Psychological trauma

☐Other (please specify):

_____

_____

24. Did you seek medical attention for your most recent injury?

☐Yes ☐No

25. Did you need to stay overnight in a hospital for your most recent injury?

☐Yes ☐No

26. Did you lose time from work as a result of your most recent injury(s)?

☐Yes ☐No

If yes, how many days: _____ days

27. Did you ever report an incident (harassment, threat, or physical assault) to management?

☐Yes ☐No

If yes, describe how management responded and what actions were taken?

_____

_____

_____

PERSONAL OPINION

28. On a scale of 1 to 10 (1 = not worried, 10 = very worried), how concerned are you about your personal safety at work? Please circle one.

1   2   3   4   5   6   7   8   9   10

(not worried)   (very worried)

29. On a scale of 1 to 10 (1 = not prepared, 10 = very prepared), how prepared do you feel to handle a violent situation (i.e., physical injury, threat, or harassment)?

1   2   3   4   5   6   7   8   9   10

(not prepared)   (very prepared)

30. On a scale of 1 to 10 (1 = not committed, 10 = very committed), how would you rate your employer's commitment to preventing workplace violence?

1   2   3   4   5   6   7   8   9   10

(not committed)   (very committed)

31. Have you seriously considered changing your occupation due to violent incidents you were involved in, witness to, or knew about?

☐Yes ☐No

Additional comments:

_____

_____

_____

_____

_____

Thank you for taking the time to complete this survey. The deadline for completing this survey is_____.

PLEASE RETURN COMPLETED SURVEY TO:

Controlling and Preventing Workplace Violence

Since violence may often be predicted, it may also be prevented, even in workplaces that serve people who tend to be aggressive and violent. Some solutions are easy, painless and cheap, others are more difficult and more expensive. They differ greatly among occupations and workplaces.

The principles used by industrial hygienists to address other safety and health issues can be applied to the workplace violence problem. A combination of these controls will usually be the most effective and practical way to control workplace violence hazards. Not all measures will be practical in every workplace, but effective measures that could reduce the risk of violence may be found for any workplace.

1. **Eliminate or Substitute the Hazard** - Clearly, you cannot replace the inmates in prisons or drug addicts in treatment with less dangerous clients. Nevertheless, in some cases, elimination of the hazard is possible. Mental health and social service workers are frequently assaulted by patients or residents in health care or social service institutions who should be in jails or holding facilities. The physical facilities of an institution may not be equipped to handle high-risk inmates, and mental health attendants may not be trained to deal with highly violent patients. Transferring high-risk inmates or highly violent patients to more appropriate facilities is one method of eliminating potential hazards of workplace violence.

2. **Engineering Controls** - Engineering controls create a barrier between the worker and the hazard. Here are some engineering controls:
   o Control or limit access to the facility by keeping doors locked from the outside and restricting access to the facility, especially after dark.
   o Install locks on doors that lead to staff-only areas, including bathrooms and break areas. Locks that open by verifying an employee's fingerprints or that are accessed by a key card are preferable to combination locks since the code can be easily learned by a perpetrator.
   o Issue identification tags to employees and visitor passes to guests so that workers and security personnel know who belongs in the facility and who doesn't. Minimize the personal information on an identification tag. A perpetrator may only need the worker's last name or social security number to figure out where that person lives.
   o Create better escape routes by re-arranging furniture, aisles and offices to make exits more accessible. Alter the layout of offices, work areas, and waiting rooms to prevent employees from being trapped.
   o Install deep service counters and bullet or shatter-proof glass in reception areas to separate clients from employees.
   o Lock up medical tools or other sharp instruments when not in use, and install metal detectors (stationary or hand-held).

- o Install panic alarms where employees encounter the public, and security cameras (closed-circuit TV) in and outside the building with a posted sign indicating they are in operation.
- o Provide mobile phones or pagers and personal (hand-held) alarms or portable panic buttons for field personnel.
- o Increase security patrol, especially during evening and early morning hours.
- o Provide adequate lighting and fencing around the building, walkways, facility grounds and parking areas.
- o Install emergency phones throughout the facility and grounds that automatically call security personnel or 911.
- o Get to know your law enforcement beat officers to let them know that you're implementing these measures; ask their advice about what other businesses have done to prevent crime.

3. **Administrative Controls** - Administrative controls are practices that reduce the likelihood for violence. Listed below are examples of administrative controls for workplace violence:
   - o Increase staffing levels so that workers do not work by themselves.
   - o Ban employees from working alone.
   - o Implement a "buddy system" for employees who work with potentially violent clients, patients or inmates.
   - o Record assaults, verbal abuses and "near misses" to learn how to prevent similar incidents from recurring.
   - o Provide security escorts to parking areas for employees who work late at night or early in the morning. Install bright, effective lighting.
   - o Notify security personnel when employees work "off-hours."
   - o Provide training in defusing violent situations, self-defense, escape routes, and procedures to follow when violence occurs.
   - o Provide sensitive and timely information to persons waiting in line or in waiting rooms. Adopt measures to decrease waiting time.

4. **Special Measures for Employees who Work in the Field** -
   - o Prepare a daily work plan and keep a contact person informed of their location throughout the day.
   - o When necessary, use a "buddy system" or provide for back-up assistance (such as police assistance) so that workers do not have to enter a potentially dangerous situation alone.
   - o Provide a communication device (such as a cellular phone or two-way radio) for employees in the field to call for help when necessary.
   - o Provide a portable panic button that will automatically dial for help when activated.
   - o Consider providing personal protective devices (such as pepper gel or mace, stun guns, or other device) to employees and train employees in how to properly use any device. Such devices may not be appropriate for all types of community or legal workers.
   - o Keep vehicles well-maintained. Always lock vehicles.
   - o Provide field staff with hand-held alarms or noise devices.

- Discourage employees from carrying keys, pens or other items that could be used as weapons.
- Be aware that some types of public worker uniforms may be associated with "authority figures" such as inspectors, police or drug enforcers. Not all public sector workers are welcomed in some residences or businesses.
- Be aware that public health nurses and other health care workers may be targeted for the drugs and medical supplies that they carry with them. Health care workers should not wear medical uniforms and carry medical bags if they enter dangerous neighborhoods.
- Establish a relationship with the local police department.
- Management should offer free legal assistance to employees who want to press charges against their attackers.
- Give employees the option to refuse to enter a potentially dangerous situation alone. Employees should be able to request back-up assistance (such as a co-worker, supervisor, police or security escort) when they feel it is necessary.

Emergency Action Plans

Many employers already have an emergency action plan (also called a crisis response plan) that describes procedures to follow during a fire or other emergency. Most, however, do not cover a workplace violence emergencies, including bomb threats. Local unions may want to propose that management expand the emergency action plan to cover violent incidents. The plan should be specific to the type of facility, building and workers it covers. For example is the emergency action plan for a correctional facility will be different from the one that is used by a mental health institution. Also, the plan should be updated and reviewed with workers regularly, particularly if there is turnover among employees or a change to the facility or a work rule.The emergency action plan should describe:

- procedures for calling for help;
- procedures for calling for medical assistance;
- procedures for notifying the proper authorities (security personnel and the police);
- emergency escape procedures and routes;
- safe places to escape inside and outside of the facility;
- securing the work area where the incident took place;
- procedures for accounting for all employees if a facility is evacuated;
- identifying personnel who may be called upon to perform medical or rescue duties; and
- training and educating employees in workplace violence issues and the emergency action plan.

Bomb Threats

Management and the union should develop bomb threat procedures before a threat is ever

received. Procedures to respond to bomb threats can be included in the emergency action plan. By planning ahead, employees will know what to do and be less likely to panic. The union will also have an easier time convincing management to evacuate, or follow other emergency procedures, if those procedures are written as a formal policy.

- As with other threats, take all bomb threats seriously.
- Evacuate the facility and call the police or bomb squad to search the property.
- Instruct all employees, particularly receptionists and secretaries, what to do if a bomb threat call is received.
- Develop a method of reporting bomb threats or suspicious telephone calls.
- Employees (who are not trained) should never search for bombs on their own. Police bomb squads often ask for an employee to assist in searching for bombs since the employee is better able to recognize something unusual in the workplace. Ensure that this employee (and a back-up employee in case the worker is absent from work) volunteers to help and receives special training from the police bomb squad.
- Train employees in how to recognize a suspicious parcel or package and what to do if they identify one.
- Contact the local police department or bomb squad for information on responding to bomb threats. They may also provide training to employees and managers.
- Request that the local police department or bomb squad review the bomb threat procedures and methods of evacuating the facility.