

WORKPLACE VIOLENCE

AWARENESS AND PREVENTION PROGRAM

WEST CARROLL HEALTH SYSTEMS

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Workplace Violence and Prevention Program

Introduction

Violence impacts Organizations in a variety of ways. The tragedy of dead or seriously injured employees is obvious. Less obvious is the damage an organization can sustain from the consequences of actual or threatened violence. Morale and productivity suffer when employees are frightened or disturbed by violent incidents or threats of violence. Should the victim be a key employee or important executive, day to day operation can be seriously disrupted. Employees who lose confidence in the organization to provide them with a safe and hazard-free working environment may be inclined to look elsewhere for work. Fear and anxiety can induce a variety of personnel problems that can sap the strength of the organization. Negative attention via the news media can cause public relations problems for the organization; customers or clients may be frightened away, business associates may sever ties to avoid connection to such an occurrence and the recruitment of quality employees may become particularly difficult if your organization has a reputation of violence in the workplace.

Liability is always an issue. It is virtually certain that any violent incidents will result in some sort of litigation. It is also certain that the litigation will attempt to show that the organization was somehow negligent in its approach to workplace violence.

There is no guaranteed prevention program for workplace violence. Human nature is too unpredictable for that. There are however proven techniques used to minimize the risk of workplace violence in our workplace. Organizations that accept the possibility of workplace violence and actively plan to prevent it stand an excellent chance of avoiding a violent incident. Organizations that choose to ignore the danger, run the very real risk of becoming the lead story on the six o'clock news.

Definitions

According to the **National Institute for Occupational Safety and Health (NIOSH): WORKPLACE VIOLENCE** is any physical assault, threatening behavior or verbal abuse occurring in the work setting. It includes but is not only limited to beatings, stabbing, 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.

Workplace may be any location, either permanent or temporary, where an employee performs a work-related duty. This includes, but is not limited to, the buildings and the surrounding perimeters, including the parking lots, field locations, clients' homes, and traveling to and from work assignments.

Workplace violence incidents can be divided into categories depending in the relationship between the assailant and the worker or workplace. These categories are:

- * **Violence by Strangers:** In this type of incident the violence is committed by a stranger. This stranger has no legitimate relationship to the worker or workplace and enters the workplace, usually on the pretense of being a customer, to commit a robbery or any other violent act. Workers may also may be victimized by strangers outside the “traditional” workplace but while acting within the course and scope of their employment.
- * **Violence by Customer/Client:** In these incidents, the violence is committed by someone who receives a service provided by a business, such as a current or former customer, client or patient, a passenger, a criminal suspect or a prisoner. The violence can be committed in the workplace or, as with service providers, outside the workplace but while the worker is performing a job related function.

Violence of this kind is divided into two types. One type involves people who may be inherently violent such as prison inmates, mental health service recipients, or other client populations. The other type involves people who are not known to be inherently violent, but are situationally violent. Something in the situation induces an otherwise non-violent client or customer to become violent. Typically, provoking situations are those which are frustrating to the client or customer, such as denial of needed or desired services or delays in receiving such services.

- * **Violence by Coworker:** In co-worker incidents, the perpetrator has an employment relationship with the workplace. The perpetrator can be a current or former employee, a prospective employee, a current or former supervisor or a manager. Co-worker violence that occurs outside the workplace, but which resulted or arose from the employment relationship would be included in this category. This type of violence again can be divided into two types. Violence between supervisors and subordinates, and violence between workers at the same levels.
- * **Violence by Personal Relations:** In personal relations incidents, the violence is committed by someone who has a personal relationship with the worker, such as a current or former spouse or partner, a relative or a friend. Included in this category is the perpetrator who has a personal dispute with the worker and enters the workplace to harass, threaten, injure or kill.

- ***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 the potential violent actions.

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

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

WHO'S RESPONSIBILITY

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.

WORKPLACE VIOLENCE AWAENESS AND PREVENTION PROGRAM

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).

All department hands 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 had occurred. We will not discriminate against victims of workplace violence.

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.

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.

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

Establishment of a Threat Assessment Team
Threat assessment Team

Amanda Grey, RHIT, CCS
Kristina Kitchens, RN, DON
Kevin Ratcliff
Annette Rice
Chastity Stanley
Lacey Rollinson

Management Commitment & Employee Involvement

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.

Two basic types of violence by client/customer(s) against workers are of concern. The First 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 circumstance.

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.

Organization Wide Hazard Assessment

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

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 that 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, units, job titles, unit activities, time of day, etc.

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.

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.

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 of 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:

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

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.

Management and Employee Education and Training

All employees, regardless of their level of risk, 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

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

Managers and supervisors 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.

Training for all employees, including managers and supervisors, was given.

Training included:

- * 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:
 - How to summon assistance in case of an emergency or hostage situation
 - Post incident procedures, including medical follow-up and the availability of counselling and referral

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

Workplace violence Incident reporting and Investigation

All incidents must be reported within 244 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.

Incident Reporting – A procedure for reporting violent incidents should be developed. This procedure should apply to all types of violent incidents, whether or not physical injury has occurred (i.e. verbal abuse, threats of violence, menacing, etc.). This procedure should be in writing and should be easily understood by all employees. It should take into account issues of confidentiality. Employees may be reluctant to come forward otherwise. Employees should not fear reprisal for bringing their concerns to management's attention.

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 other 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.

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

Follow-up – Procedures should be established for responding quickly and appropriately to the medical and psychological needs of employees following exposure to an assault incident. Provisions for medical confidentiality and protection from discrimination must be included to prevent the victims of workplace violence from suffering further loss.

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.

Organization-wide Recordkeeping of Workplace Violence Incidents

We will maintain an accurate record of all workplace violence incidents. All incidents report forms will be kept for a minimum of three (3) years.

Any injury which requires more than first aid, is a lost-time injury, requires modified duty, or causes loss of consciousness, will be recorded on OSHA 200 log. Workplace Violence Incident reports will be kept of each recorded incident.

Incidents of abuse, verbal attack, or aggressive behavior which may be threatening to the employee, but not resulting in injury, will be recorded. These records will be evaluated on a regular basis by the Threat Assessment Team.

Recordkeeping

An effective recordkeeping system helps in selecting the appropriate level of controls to prevent recurrence and in determining required training. Records should be kept up to date. 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 (24) 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** – that assess their views of high risk work areas and activities.
- * **Insurance records**
- * **Workers' Compensation Records**
- * **Medical records**

Assaulted and/or Battered Employee Policy

I. Purpose:

To establish a formalized procedure to ensure that resources are available to provide support to all employees who have recently been assaulted and/or battered.

II. Policy :

Each employee who is assaulted and/or battered will have access to treatment and services to manage the trauma.

III. Implementation:

A. Definition:

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.

Battered employee: Any employee who experiences actual physical contact from another (whether or not physical injury occurred).

B. Procedure:

1. Assaulted employee:

- a. Following an assault, the employee must notify his/her immediate supervisor. The supervisor must assist the employee to complete the incident form on all employee assaults.
- b. The supervisor should refer the employee to the administrator. Timely referral is encouraged.
- c. Following an assault, a meeting must take place in the department where the assault occurred to process the incident as soon as possible.

2. Battered employee:

- a. Following an incident whereby an employee is battered, the employee must notify his/her immediate supervisor.
- b. At the time of the incident, an incident form must be completed. If the employee is able to do so, it must be completed by the supervisor.

Techniques Used to Prevent and Minimize the Risk of Workplace Violence

Use Common Sense Approaches

West Carroll Health System's program to reduce the hazards associated with violence in the workplace is based on Common Sense, reflecting the following:

1. The potential impact of one or more violent incidents
2. The likelihood of violent incidents occurring
3. The lost effectiveness of the different measures you could take to reduce your risk

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

- * 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.
- * 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.
- * Design work areas so that there is an unobstructed secondary escape exit, whenever possible.
- * Form a Threat Assessment Team which will be responsible for evaluation, intervention, and response activities with respect to violent or potentially violent incidents.
- * Coordinate all phases of the termination process according to policy. Improperly handled terminations cause serious humiliation and anger.
- * Plan ahead and contact the police for added security prior to a visit from an individual who is a known threat.
- * Establish a code word/distress signal that can be used to convey the need to summon other employees.
- * Take all threats of violence very seriously. Watch for and document the "warning signs".

- * Departmental staff should work together to devise specific approaches to implement these guidelines.
- * Foster a supportive, harmonious work environment
- * Train supervisors and employees how to resolve conflict
- * Develop effective policies to protect employees from harassment.
- * Establish procedures for handling grievances
- * Train supervisors on how to recognize signs of a troubled employee

Guidelines for handling a Potential Violent Confrontation

- * 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.

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

REPORT NO.: _____

14. WAS YOUR SUPERVISOR NOTIFIED: YES NO

15. SUPERVISORS 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 BREIFLY 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 WORK DAYS: 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: _____

VIOLENCE INCIDENT REPORT
(Confidential Incident Report)

A reportable violent incident should be defined as any threatening remark or overt act of physical violence against a person(s) or property whether reported or observed.

1. Date: _____
Date of week: _____
Time: _____
Assailant Female Male
2. Specify Location: _____
3. Violence directed toward: Patient Staff Visitor Other
Assailant: Patient Staff Visitor Other
Assailant Name: _____
Assailant: Unarmed Armed (weapon) _____

4. Predisposing factors: Intoxication
 Dissatisfied with care/waiting time
 Greif Reaction
 Prior history of violence
 Gang related
 Other (Describe) _____

5. Description of incident:
 Physical abuse
 Verbal Abuse
 Other
6. Injuries:
 Yes
 No
7. Extent of Injuries: _____
8. Detailed description of the incident:

9. Did any person leave the area because of the incident?

- Yes No Unable to determine
-

10. Present at time of incident:

- Police

Name of department _____

- Hospital security officer

11. Needed to call:

- Police

Name of department _____

- Hospital security
-

12. Termination of incident:

- Incident diffused Yes No
Police notified Yes No
Assailant arrested Yes No
-

13. Disposition of assailant:

- Stayed on premises
 Escorted off premises
 Left on own
 Other _____

14. Restraints used: Yes No

Type: _____

15. Report completed by: _____ Title: _____

Witnesses: _____

Supervisor notified: _____ Time: _____

Please put additional comments, according to numbered section, on reverse side of form.

Source: Reprinted with permission of the Metropolitan Chicago Healthcare Council, Guidelines for Dealing with Violence in Health Care, IL, 1995.

EMPLOYEE SECURITY SURVEY

1. Do either of these two conditions exist in your building or at your alternate work site?

- 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 client?
- 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 worksite would a violence related incident most likely to occur?

- Lounge Exits Deliveries Private offices
- Parking lot Bathroom Entrance Other

If other please specify,

Definition of Potential Workplace Violence Incidents

1. 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.

2. Criminal mischief:

Intentional or reckless damaging of the property of another person without permission.

3. 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.

4. 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 about public place, or engaging in a course of conduct which alarms or seriously annoys another person.

5. Larceny:

Wrongful taking, depriving or withholding property from another (no force involved). Victim may or may not be present.

6. Menacing:

Intentionally places or attempts to place another person in fear or imminent serious physical injury.

7. Reckless endangerment:

Subjecting individuals to danger by recklessly engaging in conduct which creates substantial risk of serious physical injury.

8. Robbery:

Forcible stealing of another's property by use of threat of immediate physical force. (Victim is present and aware of the theft.)

9. Sex offence:

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

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.