

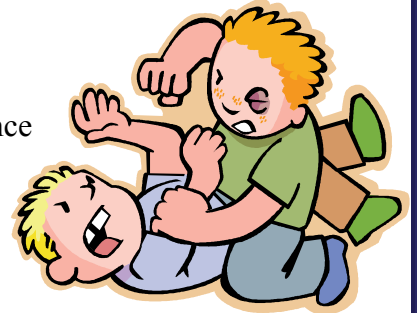


Workplace Violence

* You can't always prevent violence, because it can be unpredictable, but you can reduce the risk by planning ahead and being prepared to act swiftly to deal with threats, intimidation and other disruptive behavior at an early stage.

Safety and Health Training:

* One potential hazard of violence in the workplace is the increased risk of violence because of ineffective training of staff to deal with or identify potential violence problems.



- It is recommended that that facility / agency has a workplace violence protection program in place that includes training of employees.

- Training is a critical component of any prevention strategy for staff, supervisor and other employees
- Training could be conducted by a team of individuals, police force, or others that have specialties in this area.
- Personally knowing team members responsible for workplace safety programs encourage employees and supervisors seek assistance from them at much earlier stage.

Training could include:

- An understanding of the Agency's workplace violence policy and program.
- Encouragement and support to report incidents.
- Ways of preventing or diffusing volatile situations or aggressive behavior, conflict resolution.
- The dynamics of violence
- How to recognize and deal with hostile aggressive persons, nonviolent responses.
- Managing anger.
- Techniques and skills to resolve conflicts.
- Stress management, relaxation techniques.
- Security procedures.
- Personal security measures, self defense.
- Techniques for victim support.

Family Members/Family Friends

* Often time's violence does not occur between co-workers, but between patients and their family members. If you can not diffuse the situation quickly you should:

1. Remove yourself from the situation
2. Call security for help or the designated person when such incidents shall arise
3. Report any violent incidents to management

Things to watch for:

- Verbal expressions of anger and frustration
- Body language – threatening gestures
- Evidence of drug or alcohol use
- Presence of a weapon

Be:

- Calm, present a caring attitude
- Rational, don't counter threats with threats
- Equals, don't give orders
- Understanding, relate to the person's feelings

Avoid:

- Rapid body movements
- Getting too close
- Touching
- Speaking loudly

Always:

- Evaluate the situation for potential violence
- Be alert
- Have someone else in the room when dealing with a potentially violent person
- Keep exits open



Violence Prevention Plan

*To prevent workplace violence a written program should incorporate the above areas and state clear goals and objectives suitable to the size and complexity of the given work place.

- Although not every incident can be prevented, many can be, and the severity of injuries sustained by employees reduced by following a violence prevention plan.
- "Universal Precautions" for violence, states that violence should be expected but can be avoided or mitigated through preparation.



A violence prevention written plan:

- Creates and disseminates a clear policy that violence, verbal and nonverbal threats, and related actions, will not be tolerated.
- Ensures that no reprisals are taken against employees who report or experience workplace violence.
- Encourages prompt reporting of all violent incidents and recordkeeping of incidents to assess risk and to measure progress.
- Establishes a plan for maintaining security in the workplace which includes law enforcement officials and other specialists

Management & Employee Commitment – Are complementary and essential elements of an effective violence prevention program.

* Exposure to workplace violence because of lack of management support and employee involvement!

Possible Solutions: It is recommended that management and employees work together to reduce workplace violence.

Management Commitment: Provides the motivation and resources to deal effectively with workplace violence and should include: A policy that violence, threats, harassment, intimidations, and other disruptive behavior in our workplace will not be tolerated; that all report of incidents will be taken seriously and will be dealt with appropriately. Management should to be committed to:

- Emotional as well as physical health of the employee.
- Appropriate allocation of authority and resources to responsible parties.
- Equal commitment to worker safety and health and patient / client safety.
- A system of accountability for involved managers and employees.
- A comprehensive program of medical and psychological counseling for employees experiencing or witnessing violent incidents.
- No employee reprisals for reporting incidents.

Worksite Analysis, Hazard Prevention & Control

Employee Involvement – Is very important and we feel it is an essential part for things to work smoothly!!

- Understand, support and comply with the established workplace violence program.
- Participate in employee complaint or suggestions sessions
- Provide prompt and accurate reporting of all workplace violence incidents.

Employees should understand that:

- Reporting violence will benefit them, and enable management to identify, address, and solve problems.
- No reprisals will be taken by management or employer.

Employees often do not report violent incidents because:

- Of lack of administrative reporting policies, or procedures.
- They are afraid employer will think they can't handle the job effectively.
- Of misperception that violence is part of the job.
- Of fear of employer reprisals.

Post-Incident Response

* Health care workers, given inadequate support following a violent incident, may quit or be fearful to go back to work.

Possible Solutions – It is recommended that employers provide a program of support for workers involved in violent incidents and workers observing violent incidents.

- Set up trained response teams to respond to emergencies, and provide post – incident response assistance to the worker that includes.