



Workplace Violence Prevention

**Broome County Government
Security Division**

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OBJECTIVES



- What is workplace violence
- Broome County Policy
- Role of Broome County Security
- Trends/Risk Factors
- Recognition Signs
- Avoidance Tips
- Action Plans
- Goals



REQUIREMENTS

- Confidentiality
- Commitment from Management and Involvement of Employees
- Prompt and accurate action on reported incidents
- Ability for program re evaluation and improvement
- Comprehensive written policy

3 STEP PROCESS



- Understand the magnitude and effects
- Identify aggressors/victims
- Recognize and implement solutions to curtail, eradicate and immunize our Organization

ROLE OF SECURITY



- Assess Security needs, conduct physical Security assessments in conjunction with the Department and Risk and Insurance and develop an overall safety plan
- Participate in workplace safety training as provided.
- Respond and intervene to any incident as needed, to calls concerning safety in the workplace and assist employees who experience threats of violence
- Investigate harassing/threatening telephone calls, emails, or other communications and document the incident. **157**

ROLE OF SECURITY



- Assess the incident, the suspect, and shift the focus of aggression
- Re-enforce policy, issue warning, arrest and assist in the prosecution of offenders, aid in securing and enforcing orders of protection, coordinate future business concerns with the offender
- Keep a certified copy of all orders of protection provided by the employee in a confidential file.
- Document all incidents and their resolutions in writing

WHO TO CALL



- Contact on-site Security Officer (if assigned)
- Business hours 2107 or 2106
- Police, Fire, and Ambulance or after hours call 778-1911
- EMERGENCY DIAL 911 or 9-911 from County phone
- BCS will usually also be sent to your emergency

TRENDS



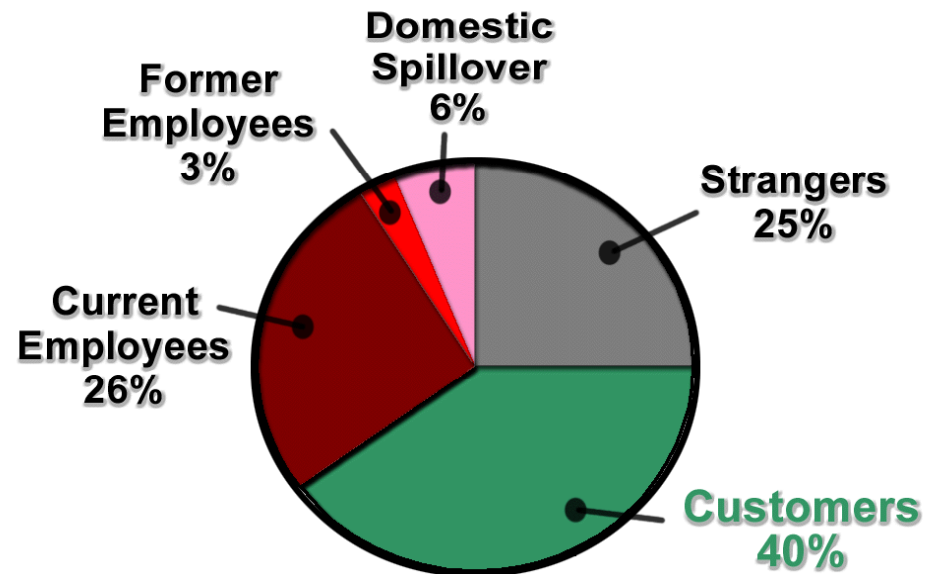
- Each week in the United States:
 - 33,000 workers assaulted
 - 17 workers are murdered
 - Workplace violence accounts for 18% of all violent crime
 - Most incidents occur when the aggressor has a legitimate business relationship with the victim

AGGRESSORS



- Strangers
- Clients/Customers
- Co-Workers
- Personal Relationships

PHYSICAL VIOLENCE



DOMESTIC VIOLENCE



- Notify your Supervisor or other appropriate person
- Notify Security
- Provide Security with any orders of protection
- Have communication devices
- Continually apprise needed people of events



RISK FACTORS

- Contact with the public
- Working during off hours
- Exchanging money with the public
- Working alone or in small numbers
- Working in the field or in remote locations with no back up or obtaining assistance
- Lack of training
- Lack of Security controls

ADMINISTRATIVE CONTROLS



- Policies and Procedures in place
- Pre- employment screening
- Adequate staffing, examine review work practices
- Security procedures, reviews, audits
- Report systems for threats or unusual behaviors
- Adequate methods to defuse situations
- Annual training, post incident care

ENVIRONMENTAL CONTROLS



- Various cash control methods
- Separation of workers from the general public
- Visibility and Lighting
- Access control
- Safety Devices
- Video monitoring
- Magnetometer



BEHAVIORAL CONTROLS



- Training of non violent responses
- Conflict resolution
- Knowledge of safety device use
- Commitment of Management and Employee involvement
- Prepared to use all resources available
- Prepared to activate violence plan

THREATENING BEHAVIORS



- Questioning
- Argumentative
- Verbal Intimidation (shouting/profanity)
- Staring
- Physical Intimidation (posturing)

TYPES OF THREATS



- Vague
- Conditional
- Direct

- Non Verbal
- Verbal
- Physical



CO-WORKER RECOGNITION SIGNS



- *A person who requires a lot of attention to maintain a working relationship.*
- Unlikely to listen; unreasonable, uncooperative
- Unwilling to be a team player
- Drastic change in behavior/appearance
- Increased problems with co workers



CO-WORKER THREATENING BEHAVIORS

- Hate speak- racial, sexual, disability
- Increasing arguments
- Accusatory behaviors
- Intense tantrums
- On the verge of loosing control
- Job performance issues

CO-WORKER CONTRIBUTING FACTORS OF VIOLENCE



- Do more with less
- Believe they were treated unfairly
- Believe they are held accountable in ways others are not

RECOGNITION SIGNS



- Anxiety- nervousness, doubtful, embarrassed, seeks assistance
- Generally rational and responsive
- Heightened Anxiety - over compliant, withdrawn, challenging
- Generally irrational

RECOGNITION SIGNS



- Difficult in accepting authority
- Hold grudges
- Sabotage of property
- Expresses threats
- Sexual harassment
- Intimidating or disruptive behavior

RECOGNITION SIGNS



- Progressive misconduct
- Interpersonal conflicts
- Depression/loner
- Substance abuse
- Difficulty in controlling temper
- Body Language

BODY LANGUAGE



- To understand and to be understood
- Over 60% of the information we receive from a communication is what we see.
- We must also interpret the intent of the statement from what we see in addition to what we hear.

SELF EVALUATION



- Be your own critic
- Be an actor, salesman, neutral
- Stress/attitude- leave it home

SELF EVALUATION



- Be your own critic
- Be an actor, salesman, neutral
- Stress/attitude- leave it home
- Courteous/Respectful/Sincere
- Be in control of yourself
- Be in control of your voice

SELF EVALUATION



- Listen to the content of their statements
- Focus on speaker- show interest
- Be aware of your body language
- Portray confidence
- Guide conversation
- Keep it verbal



WHY

- Result of frustration or anger
- Attempt to gain an advantage
- Intent to cause harm
- Desperate act

CONTRIBUTING FACTORS OF VIOLENCE



- Perception of no alternative
- Ineffective problem solving
- Ineffective communication
- Poor communication skills (on your part) generally will cause escalation of an incident.

BEST PRACTICES



- Be prepared
- Understand your emergency plans
- Keep emergency numbers near phone
- Know your procedure to get help
- Know the approximate response time
- Be observant

AVOIDANCE TIPS



- Keep it verbal
- Avoid being the focus of aggression
- Communicate with confidence
- Trust your instincts

DEFUSE THE SITUATION



- Emotional state- acknowledge it
- Define the problem
- Limit Distractions
- Get on the same level
- Determine what is desired
- Listen to unrelated issues

DEFUSE THE SITUATION



- Eye contact
- Full attention
- Speak calmly
- Build trust
- Be honest
- Ask for examples
- Ask open ended questions

OPEN ENDED QUESTIONS



- Tell me more.
- What else can I do?
- What are you asking me to do?
- Tell me about it.
- Give me an example.
- What would you like to see happen?
- How is it you feel this way?



DO'S

- Identify the feeling
- Use active listening skills/empathy
- Pay attention to your non-verbal's
- Reframe the problem
- Apologize- if you made a mistake
- Tell the person what you will do

DON'T



- Say I understand
- Make judgments
- Offer unrealistic reassurance
- Make assumptions
- Defend anyone
- Blame anyone
- Directly challenge





NON-EMERGENCY ACTION PLAN

If possible with Security standing by or a Supervisor stepping forward:

- Cease business
- Defuse the situation
- Explain Agency policy
- Allow for an apology or a retraction
- Continue business if possible
- Manage the threat
- Always report the threat

FIELD SAFETY TIPS



- Notify others of your schedule
- Call ahead when possible
- Know your location/verify address
- Communication Devices/Service
- Do not knock on other doors searching for client
- Meet client at entrance to building
- Must have safe approach/ exit of premises
- Review if working alone or off hours
- If uncertain of safety leave and call supervisor

FIELD SAFETY TIPS



- Identify yourself
- Don't ask for a drink or use the bathroom
- Be aware of pets
- Do not enter unknown or limited areas of home
- Look for alternative exits/escape routes
- Evidence of substance abuse
- Occurrence of physical or verbal abuse
- Weapons seen, suspected or used

NON-EMERGENCY IN FIELD ACTION PLAN



- Leave at the first safe opportunity
- Defuse situation if necessary to leave
- Report the incident

DIRECT THREAT



- If you have reason to believe that violence is imminent:
- Immediately get out/secure in place
- Activate plan
- Notify co-workers/supervisors
- Call Police and/or Security
- Assess the incident
- Document the incident

WEAPON'S



- **Threat of:**
 - Consider the threat real
 - Discreetly elicit assistance

- **If present:**
 - Use time
 - Neutral location
 - Get assistance

GOALS



- Prevention
- Early Recognition
- Decisive Action
- Safe Work Place