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@ A S S O C I A T E S



## **Violence in the Workplace**

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Woman-owned  
Small Business



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## Death Before Dinner

Think about that....the picture shown in the first screen is from the attack on the World Trade Centers....that WAS a form or Workplace Assault/Violence.

- OSHA estimates that 2 million workers per year are a victim of workplace violence.
- An average of 20 employees are murdered each week while at work or on duty. (NIOSH 1996).
- The leading **cause of death in the workplace** for men is accidental injury; the leading cause for women is homicide.

## Predictive Information:

- FBI Statistics indicate **80%** of Active Shooter scenarios occur in the workplace.
- In **two-thirds** of workplace homicides, the attacker has no known personal relationship with the victims.
- **27%** of businesses have experienced at least one violent workplace incident within the last **5** years.
- Male Gender + Previous aggressive behavior are the 2 most accurate predictors of violence.

## Definition of Work Place Assault:

### The National Institute for Occupational Safety and Health (NIOSH) –

"...any physical assault, threatening behavior, or verbal abuse occurring in the work setting" *(NIOSH, 1996)*.

This definition is broad and vague, which makes it hard to discern particular issues and/or make policies addressing specific issues such as workplace bullying, threats, or actual violence.

# Types of Workplace Assault/Violence:

- Type 1: **CRIMINAL**- No legitimate relationship, occurs in the course of, or as a result of the perpetrator committing a criminal act.
- Type 2: **CUSTOMER/CLIENT**- a relationship exists between the parties and assault or violence occurs as a result of one party attacking the other.
- Type 3: **WORKER ON WORKER**- usually involves or begins as verbal abuse and escalates to bullying and can progress to physical violence or homicide.
- Type 4: **PERSONAL RELATIONSHIP**- the perpetrator has a personal relationship with the worker which spills over into the workplace.

# Sometimes Violence Is The Business



## Workplace Risk Factors:

- Exercise physical control over others
  - Or make decisions that significantly influence other peoples lives
- Handling of weapons (as part of the job)
- Contact with individuals taking medications
- Security/Police Functions
- Physical care of others

## Jobs with Inherent Dangers:

- Delivery Drivers
- Any Monetary Exchange with Public
- Working Alone or in Small Groups
- Night Shift Workers
- Police Officers
- Nursing Home Caregivers
- Alcohol Served / Available

And...more and more:

- Pharmaceutical
- Nurses
- Teachers/Educators



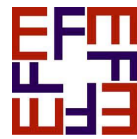
## Show me the numbers

### Average time off work (Non-Fatal)

- **20%** RTW in 3-5 days
- **50%** RTW in 6-31 days
- **23%** required over 31 days to RTW
- +/- **7%** RTW Unknown

## While Workplace Violence is not a funny topic, here are Headlines to ponder:

- Actual Newspaper Headline (1997):  
“Miners Refuse To Work After Death” (1997)  
“Airport worker hits man with baby” (2017)



# The PREVENTION Problem



Security is NOT Safety

BOTH ARE IMPORTANT  
FACTORS



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# Prevention Requires Pre-Planning!

**Workplace assault can be minimized, however having training and a clear plan must be implemented to reduce both the risk and the fall out.**

**Prevention and training with regard to response and treatment of an assault victim is rarely incorporated as it is not thought to be cost effective.**

# SAFETY is Risk Reduction

## SAFETY IS WHAT YOU CAN DO:

- Pay Attention to those around you.
- Be Aware of areas where entry can be gained and detection avoided (provide security cameras/lights-SECURITY).
- Evaluate Stress Levels and be aware of unusual or inappropriate responses.
- Analyze the area for items that can be used as a weapon.
- Be knowledgeable about security measures and alarms that can be utilized.
- Assess exit locations.
- Avoid working alone.

## Things to for

- **Non-physical aggression often precedes physical violence!!!**
- **Verbal Threats**
- **Displays of Paranoia / Bizarre Behavior**
- **Fascination with Violence**
- **Irresponsible or Unreasonable actions**
- **Depression and/or Substance/Alcohol Abuse**
- **Change in Performance**

# Security Strategies

SECURITY is what an organization can do:

- New Hire and Annual Training
- Surveillance
- Security
- Improved Lighting
- Smart work plans (working in pairs if possible)
- Local Law Enforcement Communication
- Violence / Active Shooter Training.



## Health & Safety Programs

While OSHA has 5 major components to any ***effective*** Safety & Health Program:

- 1) Management Commitment
- 2) Worksite Analysis
- 3) Hazard prevention and control
- 4) Health & Safety training
- 5) Recordkeeping & program evaluation

Each employer must evaluate their individual risks and the prevention methods that will work best for their organization.



## Hinderances and Barriers

- Difficult or unclear definitions of workplace assault/violence.
- Victim Blaming/Poor Reflection on the Reporting source
- Lack of response from management after reporting occurs.
- Convoluted reporting processes. **(Reporting the incident to the police does not mean that a workers compensation claim has been filed).**

# Crisis Intervention Plans

- Needs to be customized
- Should include a Panel of Physicians
- Should include Employer Contacts who can direct employee for medical care
- May also include guidelines for addressing suspected sexual and/or criminal assault.

**\*Assistance in developing plans can be obtained from law enforcement, health care providers, and/or rehabilitation providers\***

# How To: What to do when Workplace Violence Occurs

- **Get immediate medical intervention for injuries sustained.**
- **Do not blame the victim –even if the injured employee violated safety protocol.**
- **Consider Implementing Field Case Management as soon as possible.**

# Assault Resulting in Hospitalization or Fatality

- **Be aware of other co-worker reactions.**
- **Encourage contact with the injured employee and/or their family.**
- **Be willing to think outside of the box.**
- **Involve as many persons as possible with any return to work scenario.**

# Treatment Strategies

- **Medical Treatment for sustained physical injuries.**
- **Psychological counseling for:**
  - **Assessment**
  - **Coping Mechanisms**
  - **Relaxation techniques**
- **Medications such as Lexapro**
- **Exposure to site of accident/injury**
- **Graduated Return to work**

## Make It Work

Allow/encourage the injured party to return to the workplace, particularly the scene of the trauma.

Follow up with phone calls or cards that do NOT address work status, medical treatment, or possible/actual legal issues.

Facilitate the return to work process by being willing to think outside the box. Ensure that the treating providers are aware of the job opportunities that exist.

Recognize that people are different and recover/respond differently to situations.

# Recovery

★ Best Predictor in Quality of Recovery? ★  
★ Pre-Injury Personality & Coping Mechanisms ★



## Fatal Violence Case Study

When someone is fatally injured at work, there is natural fallout with other employees.

### Example/Case Study

- **2 women present during a bank robbery in which a co-worker was killed. The employees were held hostage at gunpoint.**
- **Both off work for 9 months.**
- **One received counseling and was able to return to work for the employer in a different role at a different location.**
- **One utilized the time off work and returned to college, she quit her job and gained employment in another area.**



# Severe Assault & Return to Work- Case Study

- 28 year old married woman, mother of 3.
- Worked at an apartment complex for 5 years. Closing duties on a Thursday afternoon.
- Man came into office earlier in the day inquiring about available rentals. Seemed normal and friendly. Returned at the end of the day to be shown an apartment.
- Began filling out paperwork and then attacked employee when her co-worker left. Raped and stabbed her 11 times.
- Husband reported her missing approximately 3.5 hours later, police policy to not investigate for 24 hours.
- Found the next day by co-worker.
- Hospitalized for 5 days.
- Case Management implemented within 24 hours. Successful RTW.

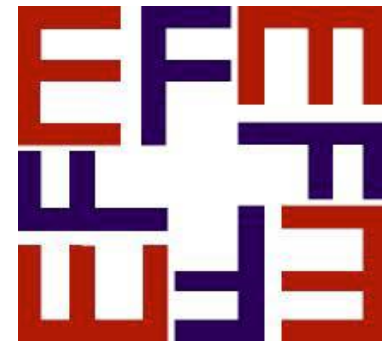
# UPDATED INFORMATION

Retail thieves are getting more brazen & violent according to USA Today (November 16, 2018) resulting in 424 violent deaths in **retail** locations.

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  - Susan Magruder-Hoey, Catastrophic Supplier, CRC, CCM, CLCP
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- THIS PRESENTATION WAS CREATED BY ANASTASIA SETTLE, RN, CCM

# Questions and Answers



*Thank you!*

