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Course Objectives



- Injury Illness Prevention Program/Department Safety & Health Representative
- Defining Workplace Violence
- Inappropriate Behavior
- Recognizing Warning Signs
- How to diffuse a potentially hostile situation
- Imminent danger
- How to report incidents
- Anthem-Employee Assistance Program

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Workplace Violence?...



Umpqua Community College  
North Umpqua River  
Site of shooting

**The Columbine Effect**

SHOOTING INCIDENTS	THE COLUMBINE EFFECT
74	89
53	126
21	9

**95%**

OF THE SHOOTING INCIDENTS THAT HAVE OCCURRED SINCE COLUMBINE, 95% HAVE BEEN THE RESULT OF A SINGLE SHOOTER.



**BREAKING NEWS**  
Shooting At West Harris

**BREAKING NEWS**  
POLICE IN STANDOFF WITH POSSIBLE SUSPECTS OF DEADLY MASS SHOOTING IN SAN BERNARDINO

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## Workplace Violence?...



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## The Law

- 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".



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## Workplace Violence Incident Report Form

<https://www.sjgov.org/department/hr/default> (Human Resources Website)

<https://www.sjgov.org/department/hr/risk/forms> (Workplace Violence Incident Report Form )

<https://www.sjgov.org/department/hr/risk/policies> (SJ County Workplace Violence Policy)

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## Types of Workplace Violence



- Type I: Criminal Intent
- Type II: Customers/Client/Patients
- Type III: Co-worker
- Type IV: Personal

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## Workplace Violence

- Includes violent acts or the threat of violence.
- Harassment, intimidation, or other threatening, disruptive behavior.
- Can occur at or outside the workplace.
- Ranges from threats and verbal abuse to physical assaults and homicide.



*if I don't get my raise,  
I am going to ...*

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## Statistics

According to the Bureau of Labor Statistics, 392 U.S. workers were workplace homicide victims in 2020.

- Of those victims who died from homicide:
  - 81% were men
  - 44% were aged 25 to 44
  - 28% were Black and 18% were Hispanic

There were also 37,060 nonfatal injuries in the workplace resulting from an intentional injury by another person.

<https://www.cdc.gov/niosh/topics/violence/facts.html>

An annual average of 1.3 million nonfatal workplace violent victimizations occurred during the combined five years from 2015 to 2019 (based on data from Bureau of Justice Statistics (BJS) National Crime Victimization Survey).

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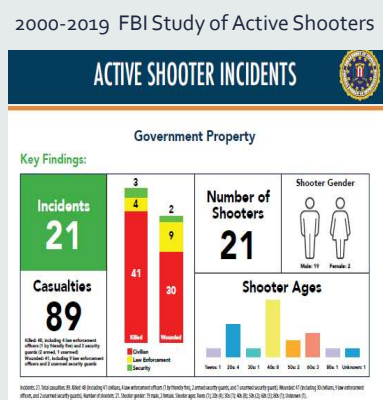
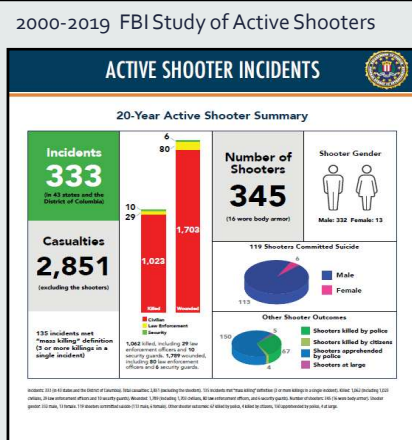
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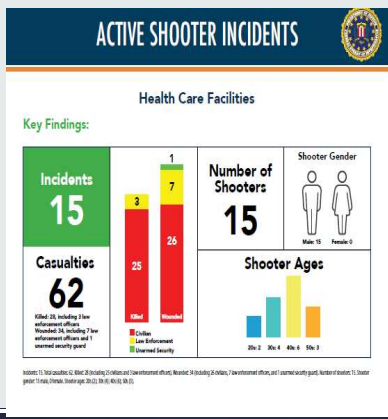
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California Department of Industrial Relations  
Workplace Violence Incidents at Hospitals  
10/01/2020-9/20/2021 (including 311 facilities)  
Total Incidents reported: 10,005

<https://www.dir.ca.gov/dosh/Reports/Annual-Report-WPV-Incidents-2020-2021.pdf>



## 2000-2019 FBI Study of Active Shooters




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## Approaches to Violence Prevention - Preparation

- Assess the situation
  - Physical environment
  - Personal
- Attempt to gain control of the situation
  - Listen
  - Solution
- Develop a plan ahead of time
  - Develop engineering control systems (alarm, video screening, metal detection)
  - Know department codes
- Take care of your own stress

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## Workplace Violence?...




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## Recognizing Warning Signs

- Invading personal space
- Flushed face, twitching face or lips, and shallow breathing
- Escalating loudness, often with profanity
- Using overly aggressive actions and language, possibly due to intoxication or drug abuse
- Making statements about losing control (veiled threats)
- Opening and closing of the hands and/or using the index finger to point
- Darting or jerking eye movements, rapid looking around



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## Diffuse/De-escalation Techniques in Managing Negative Behavior

- Stand at an angle to the disturbed person, which is less threatening than directly facing him or her.
- Do not invade personal space; stay at least four feet from the individual.
- Do not maintain a rigid stance or cause the individual to feel cornered.
- Do not touch the individual, unless it is necessary to manage extreme behavior.
- Break eye contact with the individual to reduce the suggestion of aggression or control
- Ask the individual, "Why are you so angry?"
- Show that you are listening to the individual and respect his or her feelings.

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## Workplace Violence?...



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## Diffuse/De-escalation Techniques in Managing Negative Behavior

- Indicate that you want to help resolve the situation and do not make any promises you cannot keep.
- Display sincerity, do not make threats, and do not set limits that you cannot enforce.
- Clarify communication and ask for specific responses.
- Ignore challenges and comment only on the person's behavior.
- Move and speak slowly, quietly, and confidently.

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## Constructive Anger Management

- Awareness
  - Pay attention to body language
  - Watch and listen for anger "triggers"
- Assertion
  - Avoid threats or manipulation
  - Use "I" messages
- Limits
- Expectations
- Contact
  - Listen actively and carefully
  - Be genuine, don't play a "role"

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## Things to Avoid

- Arguing
  - Confronting
  - Defending
- Put-downs
  - Criticizing, blaming, labeling
  - Sarcasm, teasing



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## Never Say

- Calm down
- It's your fault
- I told you . . .
- Is that the best you can do
- We have no control over that
- You should/shouldn't have
- No
- I can't



These are "hot-button" words that **set off** angry or upset people.

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## Imminent Danger

Above all, **trust your instincts**. Situations of immediate danger dial **9-911** (if someone is brandishing a firearm).



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## RUN, HIDE or FIGHT



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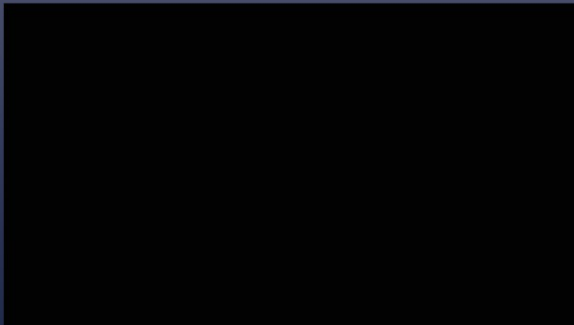
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## RUN, HIDE or FIGHT



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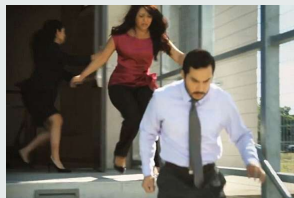
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## Run

Have an escape route and plan in mind

- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Stop individuals from entering the active shooter area
- Keep your hands visible and do not run to police officers
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe



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## Hide Out

If evacuation is not possible, find a hiding place and ensure the following:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)

Do not trap yourself or restrict your options for movement to prevent an active shooter from entering your hiding place:

- Lock the door
- Block the door with heavy furniture



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## Hide Out - Continued

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet



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## If evacuation and hiding out are not possible

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen



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## Fight

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions



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## Incident Reporting

- Report incident to immediate supervisor or manager
- Supervisor or manager will complete and file report with Human Resources



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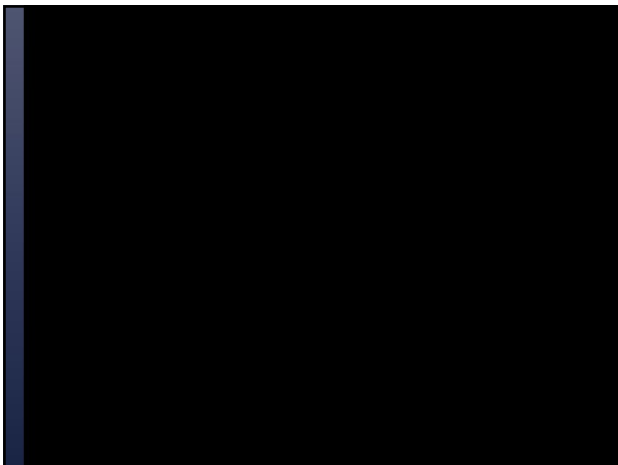
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## Employee Assistance Program (EAP)

- No charge to employee
- Effective
- Confidential
- Professional



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## Employee Assistance Program (EAP)

[www.anthemEAP.com](http://www.anthemEAP.com) Login PRISM  
Phone 833-954-1067

About Your Services | EAP Orientation | Feedback | Enroll the Expert

Choose Language:

Parenting | Aging | Balancing | Thriving | Working | Living | International

RESOURCE CENTER

Your self-service area to:

- Search for EAP counselors
- Confirm your first appointment
- Send messages to your EAP

FIND RESOURCES NEAR YOU

Your self-service area to find:

- Child Care
- Adult Services
- Pet Sitter
- Elder Care

Use our handy search tool

FINANCIAL AND LEGAL ASSISTANCE

- Quicken WillMaker & Trust
- Financial management tools
- Legal assistance

Talkspace +

Learn to Live +

Let's Talk Depression +

Domestic Violence +

Critical Event Support +

Addiction and Recovery +

Special Feature +

ID Monitoring +

Legal/Financial +

Live Tobacco Free +

Savings Center +

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## In Conclusion

### Goals of this presentation were to:

- Heighten employee awareness of:
  - The extent and potential for workplace violence.
  - Characteristics of potentially violent situations.
  - Options that can be taken by the company and individuals to reduce the potential for and more effectively deal with incidents of workplace violence.

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## Be S.A.F.E. (Not Sorry)

### **S - Stay Aware**

Keep your eyes and ears open

### **A - Analyze the Situation**

Always consider the big picture

### **F - Factor in Feelings**

Trust your instincts

### **E - Engage in Solution**

Speak up, talk to someone in authority

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## Questions / Comments

### ▪Emma Bell– Safety Officer

▪(209) 953-7427

### ▪Vacant– Risk Management Analyst

### ▪County Human Resources

▪(209) 468-3370

▪[www.sjgov.org/hr](http://www.sjgov.org/hr)



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