



WORKPLACE VIOLENCE





Preparation, Prevention, and Response Procedures

What is workplace violence?

Workplace Violence means any act of violence or threat of violence that occurs in a place of employment. It includes:

- Verbal or written abuse (ex. texts, electronic messages and social media posts)
- Causing, or threatening to cause, psychological injury or physical harm (ex. verbal abuse, intimidation, assault, battery, suicide, homicide)
- Using, or threatening to use, a firearm or other weapon to cause injury (ex. robbery, mass violence, terrorism)

What are the 4 types of workplace violence?

 <p>Type 1 Violence CRIMINAL INTENT</p> <p>Workplace Violence committed by a person who is not at the worksite for a legitimate business purpose, but is someone entering the business intending to commit a crime.</p>	 <p>Type 2 Violence GUEST - ON - WORKER</p> <p>Workplace violence directed at employees by customers, clients, patients, students, inmates or visitors.</p>
 <p>Type 3 Violence WORKER - ON - WORKER</p> <p>Workplace violence against an employee by a present or former employee, supervisor or manager.</p>	 <p>Type 4 Violence PERSONAL RELATIONSHIP</p> <p>Workplace violence committed in the workplace by someone with a past or present personal relationship to an employee.</p>

Who is at risk of workplace violence?

Anyone can be the victim of a workplace violence. Factors that increase the risk of workplace violence include:

<ul style="list-style-type: none"> • Exchange of money with the public. • Delivering passengers, goods, or services. • Mobile work assignments. • Healthcare, public service, or criminal justice settings. 	<ul style="list-style-type: none"> • Working alone or in small numbers. • Working late night or early morning hours. • Working in isolated or high crime areas. • Workplaces where alcohol is served.
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Know the Warning Signs

<ul style="list-style-type: none"> • Making direct or indirect threats. • Inappropriate comments or aggressive behavior. • Exhibiting a preoccupation with workplace violence. • Expressing desperation over family, financial or personal problems. • Showing extreme changes in mood, behavior, or hygiene. 	<ul style="list-style-type: none"> • Showing signs of alcohol or substance abuse. • Conflicts with supervisors or other employees. • Attendance problems, violations of company policy, or recent discipline. • Bringing or brandishing a weapon at the workplace.
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How can you help prevent workplace violence?

1. Avoid physical harm and other forms of workplace violence.
2. Inform your supervisor of:
 - Physical or verbal threats against an employee
 - Suspicious conduct by non-employees or strangers in the workplace.
 - Rumors of possible workplace violence.
 - Arguments or physical fights between coworkers, clients, and/or non-employees.
3. Request a copy and study your employer's written Workplace Violence Prevention Plan (WVPP)
4. Ask your employer about resources available to troubled employees and concerned coworkers.

How should you respond to an immediate threat of workplace violence?

1. Stay calm
2. If there is an immediate danger or someone is injured and needs medical attention, call 9-1-1.
3. Secure your personal safety and the safety of others first. Leave the area if your safety is at risk.
4. If necessary, follow established procedures for evacuation, lockdown, or sheltering-in-place.
5. In a verbal altercation or threatened attack, speak to the aggressor quietly and calmly. Avoid arguing or escalating the situation.
6. Promptly report any workplace violence incidents to your supervisor.

How are you protected?

<ul style="list-style-type: none"> • Your safety is of primary importance to us. • We have zero-tolerance policy against all forms of workplace violence and threats of violence. • Employees may request a copy of our Workplace Violence Prevention Plan at no cost to the employee. 	<ul style="list-style-type: none"> • All reports of workplace violence incidents or threats are taken seriously. • Incidents will be thoroughly investigated, documented, and if necessary, prompt corrective action will be taken. • Employees who report workplace violence incidents or concerns are protected from retaliation by their employer or by law enforcement.
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United States Department of Labor Occupational Safety & Health Administration (OSHA) 1.800.321.6742 (OSHA)

www.osha.gov/workers

California Department of Industrial Relations Division of Occupational Safety and Health (Cal/OSHA) 1.833.579.0927

www.dir.ca.gov/DOSH