



WORKPLACE VIOLENCE

OBJECTIVES

- Learn Job Option's workplace violence policy.
- Understand the mutual responsibility of employer and employee to maintain a safe workplace and prevent workplace violence.
- Be able to identify workplace situations that may be potentially violent.
- Recognize the warning signs for potential violence.
- Learn how to respond to actual or potentially violent situations.

WHY IS THIS IMPORTANT?

Workplace violence is a serious threat that affects around 2 million Americans each year. Additionally, around 800 Americans per year lose their lives due to workplace violence.

Being able to recognize the signs of potentially violent situations and knowing the correct way to handle them could save your life or the life of a co-worker.

JOB OPTIONS, INC.'S POLICY & RESPONSIBILITY

Job Options, Inc. has adopted a **ZERO TOLERANCE** policy towards workplace violence. JOI will respond promptly to reported threats, acts of violence, and acts of aggression **by employees** or **against employees by co-workers, members of the public,** or others.

- JOI is responsible for providing safeguards to ensure a workplace that is free of violence and threats of violence.
- All employees are responsible for making and reporting observations and taking measures that help to ensure a secure workplace that is free of violence and threats of violence.
- Employees that witness or experience any workplace violence situation, including threats of violence, **must** report the incident immediately to their supervisor or manager.



NOTE: Every effort will be made to keep a reporting employee's identity confidential.



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WHAT IS WORKPLACE VIOLENCE?

Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, which is one of the leading causes of job-related deaths. **It is important to note that workplace violence is NOI annoying behavior, disliking a co-worker, or a rude customer.**

Workplace violence acts can include:

- Beatings
- Stabbings
- Rapes
- Threats or obscene phone calls
- Harassment of any nature
- Being followed, cursed or yelled at
- Intimidation
- Shootings
- Suicides/near suicides

Who might be a participant in workplace violence?

- Co-workers
- Former employees
- External visitors or customers to the workplace
- Family members or domestic partners



RECOGNIZING VIOLENT POTENTIAL

Everyone has his/her own "normal" behavior. It is important to be a good observer of unusual behavior that is a change from one's normal routine. If you have a serious concern regarding someone's behavior, **report it to your supervisor or manager** immediately.

WARNING SIGNS OF VIOLENCE:



- Direct or indirect threats of harm
- Intimidation, belligerence
- Harassment, bullying
- Numerous conflicts
- Bringing a weapon to work

- Inappropriate reference to weapons
- Fascination with incidents of workplace violence
- Extreme change in behavior
- Stalking
- Retaliation



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WHAT TO DO IN VIOLENT SITUATIONS

Verbal Assault and Threats

- Remove yourself from the situation immediately. Do not put yourself at risk or make the situation worse.
- **Inform your supervisor or manager immediately.**
- Complete any reporting forms or write down the details as soon as possible so you do not forget them.

Armed Hold-Up

- Stand still and keep your hands where they can be seen.
- Do not make any sudden movements.
- Obey the offender's instructions exactly.
- Remain calm and quiet.
- Speak only when spoken to. Do not try to challenge or reason with the person.
- Do not shout or provoke the offender.
- Mentally note, if you can do so safely, the offender's details – height, build, hair color, race, age, any scars or tattoos, and their speech (accent or phrases they use).
- When the offender leaves, immediately lock up the area to prevent him/her from re-entering.

Physical and Armed Assaults

- If at all possible, remove yourself from the situation immediately. Do not put yourself or others at risk or make the situation worse.
- If able to do so, immediately leave the area and take refuge in a safe place.
- Mentally note anything you remember about the offender. You will be asked to provide details on the location and a description of the person armed.
- Call for help if possible.
- If you are injured, seek medical assistance immediately.
- Contact the police and notify your supervisor or manager.

Stay Aware – Be Prepared

It is essential that everyone stay aware of their surroundings and the activity around them. Being prepared is about giving people the knowledge to make the right decisions, before help arrives, to protect themselves and their co-workers if they suddenly find themselves in a bad situation. The potential of workplace violence can be frightening and uncomfortable to discuss but training and knowledge will provide you with the tools to best protect you and your co-workers.



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SUMMARY

Job Options, Inc. is committed to a **Zero Tolerance** workplace violence policy. It is the mutual responsibility of management and employees to help prevent violence at work. To do this, you must be alert and be able to identify potentially violent situations. If you do notice a situation or behavior that may lead to violence, **immediately report it to your supervisor or manager.**

Any inappropriate use of the reporting system will be subject to disciplinary action. Any report made in good faith will be accepted and handled in a serious manner.

TEST YOUR KNOWLEDGE

1. If someone you know outside of work is stalking or threatening you, you should:
 - a) Keep it to yourself
 - b) Inform your supervisor or manager
 - c) Change jobs
2. You might be concerned about a co-worker who begins to complain that:
 - a) Everyone is out to get him
 - b) Work is boring
 - c) Raises are too small
3. You should always report a co-worker who:
 - a) You don't personally like
 - b) Threatens you with violence
 - c) Likes to party on weekends

4. The best way to calm down an angry person is to yell right back:
 - a) True
 - b) False
5. Which of the following is a warning sign that someone may become violent?
 - a) Someone who is heard saying that they want to physically hurt a co-worker
 - b) A co-worker who doesn't like their job.
 - c) A co-worker who complains about the rules
 - d) A co-worker who you don't get along with

Name: _____

Date: _____