

**Eldred Central School District
Workplace Violence Prevention Plan**

Overview:

The Eldred Central School District is committed to the safety and security of its employees. Workplace violence presents a serious occupational safety hazard. The goal of this plan is to promote the safety and well-being of all people in the workplace.

Acts of violence against any employee where any work-related duty is performed will be thoroughly investigated and appropriate action will be taken, including involving law enforcement authorities when warranted. All employees are responsible for helping to create an environment of mutual respect for each other, as well as students, parents, and other visitors; following all applicable documents and for assisting in maintaining a safe and secure work environment.

This plan was developed in consultation with the authorized employee representative(s) and is designed to meet the requirements of New York State Labor Law.

Program review

Name & Title of Authorized Person to conduct program review	Date
Traci Ferreira, Superintendent	04/30/24

The most current version of this plan will be made available to employees, their authorized representatives, and to representatives of the NYS Department of Labor by contacting Traci Ferreira at: ferreirat@eldred.k12.ny.us or (845) 456-1100, extension 5296.

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Introduction:

What is Workplace Violence?

Any physical assault or acts of aggressive behavior occurring where a public employee performs any work-related duty in the course of his or her employment including but not limited to:

1. An attempt or threat, whether verbal or physical, to inflict physical injury upon an employee;
2. Any intentional display of force which would give an employee reason to fear or expect bodily harm;
3. Intentional and wrongful physical contact with a person without his or her consent that entails some injury;
4. Stalking an employee with the intent of causing fear of material harm to the physical safety and health of such employee when such stalking has arisen through and in the course of employment.

What is the New York State Workplace Violence Prevention Law?

On June 7, 2006, New York State enacted legislation creating a new Section 27-b of State Labor Law that requires public employers (other than schools covered under the school safety plan requirements of the education law) to perform a workplace evaluation or risk evaluation at each worksite and to develop and implement programs to prevent and minimize workplace violence caused by assaults and homicides. The Law is designed to ensure that the risk of workplace assaults and homicides are regularly evaluated by public employers and that workplace violence prevention programs are implemented to prevent and minimize the hazard to public employees.

Purpose of this program:

The purpose of this Workplace Violence Prevention Program is to provide information to managers, supervisors, employees, and their authorized representatives about preventing and responding to incidents of workplace violence or threats of violence in accordance with the "New York State Public Employer Workplace Violence Prevention Law."

The goal of this program is to reduce the probability of threats or acts of violence in the workplace and to ensure that any incident, complaint, or report of violence is taken seriously and dealt with appropriately as expeditiously as possible. This program outlines the major components of our effort to meet these goals.

Eldred Central School District Policy Statement
Workplace Violence Prevention
Policy & Incident Reporting

The Eldred Central School District is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our agency, staff, and clients. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on district property will be thoroughly investigated and appropriate action will be taken, including summoning criminal justice authorities when warranted. All employees are responsible for helping to create an environment of mutual respect for each other as well as clients, following all policies, procedures and program requirements, and for assisting in maintaining a safe and secure work environment.

This policy is designed to meet the requirements of NYS Labor Law 27b and highlights some of the elements that are found within our Workplace Violence Prevention Program. The process involved in complying with this law included a workplace evaluation in conjunction with employee unions that was designed to identify the workplace violence hazards our employees could be exposed to. Other tools that were utilized during this process included establishing a committee made up of management and Authorized Employee Representatives who will have an ongoing role of participation in the evaluation process, recommending methods to reduce or eliminate the hazards identified during the process and investigating workplace violence incidents or allegations. All employees will participate in the annual Workplace Violence Prevention Training Program.

The goal of this policy is to promote the safety and well-being of all people in our workplace. All incidents of violence or threatening behavior will be responded to immediately upon notification. The Eldred Central School District has identified response personnel that include a member of management and an employee representative. If appropriate, the Eldred Central School District will provide counseling services or referrals for employees. All district personnel are responsible for notifying the contact person designated below of any violent incidents, threatening behavior, including threats they have witnessed, received, or have been told that another person has witnessed or received.

Designated Contact Person(s):

Name: Caleb Russell

Title: Business Administrator

Department: Central Business Office

Phone: (845) 456-1100 extension, 5146

Location: Eldred Junior-Senior High School Business Office

Workplace Risk Assessment

This workplace risk assessment is based upon the evaluation of the physical environment from each school. Any incidents that may occur after the implementation of this program must be carefully documented and analyzed in order to make improvements to this program during the required annual review or as necessary. Although workplace violence can occur in any work setting, some settings or factors may pose a greater degree of risk. Employment situations or factors that may pose a higher risk for the Eldred Central School District employees include, but are not limited to the following:

_____ Working in public settings: The majority of the work is in a public setting.

_____ Working late night or early morning hours: Late night and/or early morning hours are not usual, but do occur due to school/community events or for weather-related job duties.

_____ Exchanging money with the public: District employees do not deal with the exchange of money.

_____ Working alone or in small numbers: District employees work groups vary in size for different community/school events but employees frequently work alone.

_____ Working in a setting with uncontrolled access to the workplace: The district has a single entry point for the general public in all district buildings. Other entry points at district buildings require a swipe badge and/or key.

_____ Working in a setting where previous security problems have occurred: The district has not had any previous security problems recorded.

_____ Having a mobile workplace assignment: District employees do not have mobile workplace assignments.

_____ Working with a population which might expose one to potentially violent persons (e.g. in health care, social service, public service or criminal justice settings): District employees work with students that at times could potentially become verbally and/or physically aggressive.

_____ Having duties that include the delivery of passengers, goods, or services: District transportation, extra-curricular advisories and/or athletic coaches deliver students on a regular basis to and from school and/or events.

Hierarchy of Controls

There are three main types of control measures that may be implemented as part of a safety program to protect employees from recognized hazards including workplace violence. This is referred to as the “hierarchy of control measures.”

Engineering controls eliminate or reduce the hazard through substitution or design.

- Examples include:
- Increased lighting
- Designing secure building access
- Security hardware
- Eliminating isolated work areas

Administrative or work practice controls eliminate or reduce the hazard by changing organizational policies and procedures.

Examples include:

- Increased staffing
- Employment of security personnel
- Developing building access control procedures
- Cross-shift communication to share information regarding agitated clients
- Providing information on criminal history and violence information on clients, inmates, customers Elimination of long customer wait times Provision of personal alarms
- Training

Personal Protective Equipment (PPE) examples include:

(For the most part, this type of intervention is not relevant to workplace violence prevention)

Every employer has a responsibility to address all risk factors that their employees are potentially exposed to. When considering the most appropriate control measures, an effort must be made to try to eliminate the hazard whenever possible. When total elimination is not feasible, try to change the way the job is being performed, assigned, or scheduled to reduce the hazard. Training or PPE should not be relied upon as the only control measure, and interventions should have a balanced approach to changing individual worker versus organizational behavior.

Control methods that the Eldred Central School District will use to prevent workplace violence incidents

The Eldred Central School District has taken the following measures at the school buildings and transportation building to reduce the threat or likelihood of incidents of workplace violence.

All district buildings have been outfitted with multiple security cameras to record most areas frequented by employees and accessible to the public. The cameras are monitored by the administration, Director of Technology and School Resource Officer. These employees have access to contact the Police in the event of an emergency. In addition, signage indicating the use of surveillance cameras is posted.

District employees are provided with radios to call for assistance and report emergencies when the employees are not in their classroom and/or regular work location.

Employees are instructed that when confronted with an irate community member, that they are to contact a supervisor or if necessary the police department and if applicable to not exit the school vehicle to confront the community member.

Employees are provided with Workplace Violence Prevention training as required by this program.

Prevention of violence in the workplace is the responsibility of every employee. The following section focuses on early warning signs and workplace issues that have the potential to trigger violent behavior. Management, employees, and their authorized representatives should be familiar with the issues below in order to become aware of and to reduce the likelihood of workplace violence.

Early warning signs of potential violence:

There is no single “profile” that can identify a potentially dangerous individual. However, certain patterns of behavior and events frequently precede episodes of violence.

A list of indicators of increased risk of violent behavior include, but are not limited to the following:

- Direct or veiled threats of harm
- Intimidation, belligerence, bullying or other inappropriate behavior directed at others
- Numerous conflicts with supervisors and employees; verbal comments indicating expressions of hostility directed at coworkers, supervisors or others
- Bringing an unauthorized weapon to work, brandishing a weapon in the workplace, making inappropriate reference to guns or fascination with weapons

- Fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides
- Statements indicating an increased tone of desperation from the person, feeling that normal interventions to solve the problem will not work, feeling hopeless about a situation at work, with family, financial and other personal problems
- Signs of abuse of drugs/alcohol on or off the job
- Extreme or uncharacteristic changes in behavior or displays of emotion
- Employees with ongoing domestic difficulties
- Employees with a temporary order of protection against any respondent

These behaviors should be reported to an employee's supervisors and/or the administrator of this program. Some behaviors may require immediate law enforcement intervention where others may require disciplinary action or indicate a need for an Employee Assistance Program (EAP) referral.

Workplace issues that may trigger violence:

Listed below are two categories of common issues that may trigger workplace violence.

1. **Employee issues**
 - a. Negative performance review
 - b. Unwelcome change in role due to performance or reorganization issue
 - c. Criticism of performance
 - d. Conflict with coworker or supervisor
 - e. Personal stress outside the workplace
 - f. Increased workload or pressure e.g. deadlines, projects, etc.
2. **Workplace issues** (any of the following may be an employee's perception of issues):
 - a. No clearly defined rules of conduct
 - b. Lack of training
 - c. Inadequate hiring practices/screening of potential employees
 - d. Insufficient supervision
 - e. Lack of discipline or inconsistent discipline in workplace
 - f. Lack of or inadequate employee support systems
 - g. Failure to address incidents as they occur
 - h. Overly authoritarian management style

Taking this into account, there are three key elements that may help to prevent a violent situation from occurring:

1. Recognizing the early warning signs (such as a change in a person's behavior preceding an episode of violence).
2. Recognizing issues or events that may trigger violence.
3. Early intervention to prevent a violent incident from occurring.

Please note: It is important to be careful when drawing assumptions or relying solely on any of the above behaviors as indicators of violence.

Reporting an incident

At the core of this Workplace Violence Prevention Program is the Eldred Central School District's commitment to work with its employees to maintain a work environment free from violence and other disruptive behavior to the greatest degree possible.

Any district employee, upon becoming aware of an instance of physical assault, threatening behavior, or verbal abuse occurring in the work setting must immediately report the facts and circumstances of said incident to their supervisor. In the event that employees observe or experience an incident of violence involving an employee or visitor to a district workplace in which there is an immediate threat to their safety or the safety of others or where an injury has occurred, the employee will immediately obtain law enforcement and medical assistance by calling 911 and in addition notify their immediate supervisor.

The supervisor will immediately conduct a preliminary inquiry into the facts and circumstances of the incident and make a prompt report to the Designated Contact Person listed on page 4 (See Appendix A for a copy of the Incident Reporting 9 Form). In addition to the workplace violence incident report, an accident report would be required to report any injuries to employees.

Retaliation against an employee who makes a good faith report of violence or other disruptive behavior is strictly prohibited and shall be subject to appropriate corrective or disciplinary measures.

Post-Incident Response

- Assure that injured employees receive prompt and appropriate medical care (This includes, but is not limited to, providing transportation of the injured to medical care. Prompt first aid and emergency medical treatment can minimize the harmful consequences of a violent incident.)
- Report the incident to the appropriate authorities as required by applicable laws and regulations
- Inform management about the incident in writing

- Secure the premises to safeguard evidence and reduce distractions during the post incident response process
- Prepare an incident report immediately after the incident, noting details that might be forgotten over time (Appendix A contains a sample incident report form)
- Address the need for appropriate treatment for victimized employees (In addition to physical injuries, victims and witnesses may suffer psychological trauma, fear of returning to work, feelings of incompetence, guilt, powerlessness, and fear of criticism by supervisors or managers.)

A thorough review of this Workplace Violence Prevention Program will be performed after the occurrence of a workplace violence incident or annually along with the participation of the Authorized Employee Representative(s) (where applicable).

In the event that critical incident management or crisis counseling is needed following a workplace violence incident in a district workplace, arrangements will be made through management, employee unions, or the Designated Contact Person listed on page 4.

Employee Information and Training

Training of affected employees will be performed upon initial assignment and annually thereafter. Retraining is required any time there is a significant change to the program, a risk factor, or work control. Training topics will include the following:

- Requirements of the New York State Workplace Violence Prevention Law.
- Details of the risk factors identified in the risk assessment and our organization's procedures for conducting the risk assessment.
- How employees can protect themselves, summon assistance, report threats and incidents, and how to suggest improvements to the program
- Description and review of our written Workplace Violence Prevention Program
- How to obtain a copy of the Workplace Violence Prevention Plan and where it is kept.
- How to obtain post-incident crisis counseling
- Training on dealing with potentially violent clients, citizens, and co-workers.

Recordkeeping Requirements

The record keeping requirements outlined in 12 NYCRR Part 801, Recording and Reporting Public Employees' Occupational Injuries and Illnesses, must be used to document recordable injuries sustained during workplace violence incidents.

In addition to Part 801, all incidents will be investigated and documented to ensure that all threats and workplace violence incidents are reported to management. These reports will provide written notification when a violence incident occurs so that management can develop an appropriate response. The Incident Report will also create a historical record that can be used in

the annual risk assessment and program evaluation. The incident reporting form is attached as Appendix A of this document.

For more information on recordkeeping requirements the NYS DOL Public Employee Safety and Health (PESH) bureau may be contacted as follows:

District Office: Binghamton
44 Hawley Street, 9th Floor
Binghamton, NY 13901-4409
Tel: 607-721-8211

Program review

The Eldred Central School District, with the Authorized Employee Representative, shall evaluate the effectiveness of this Workplace Violence Prevention Program, at least annually or after any serious incident. The review will focus on incident trends, addressing root cause, and the effectiveness of the control measures in place or the need to make changes. The review will also assess whether the reporting and record keeping systems have been effective in collecting all relevant information. Annual risk evaluation and assessment will be performed using forms in Appendix B of this document and kept on file with this program. The cover sheet of this program will be updated with the names and titles of those who perform the review and the date of completion.

Appendix A:

Incident Reporting Form

Workplace Violence Incident Report

1. Date of Incident: _____ Time of day when incident occurred: _____
2. District location where incident occurred: _____
3. Name of employee reporting the incident (unless a “privacy concern case”*):

4. Names and job titles of involved parties:

5. Names – or other identifies – of others involved, if any:

6. Nature and extent of injuries arising from the incident:

7. Names of witnesses:

8. Provide a detailed description of the incident below, including the events leading up to the incident and how the incident ended:

Date Report Submitted

Signature (unless privacy concern)

Print Name (unless privacy concern)

*Note: If the case is a 'privacy concern case,' remove the name of the employee who was the victim of the workplace violence and enter "PRIVACY CONCERN CASE" in the space normally used for the employee's name. Privacy concern cases include cases involving:

- Injury or illness to an intimate body part or the reproductive system;
- Injury or illness resulting from a sexual assault;
- Mental illness
- HIV infection;
- Needle stick injuries and cuts from sharp objects that are or may be contaminated with another person's blood or other potentially infectious material; and
- Other injuries or illnesses, if the employee independently and voluntarily requests that his or her name not be entered on the report.

Appendix B:

Workplace Violence Prevention Policy Statement

Eldred Central School District Policy Statement
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Policy & Incident Reporting

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Designated Contact Person(s):

Name: Caleb Russell

Title: Business Administrator

Department: Central Business Office

Phone: (845) 456-1100 extension, 5146

Location: Eldred Junior-Senior High School Business Office

Appendix C:

Risk Factors and Control Measures

Appendix C

Risk Factors and Control Measures

Risks identified in our workplace risk evaluation, and corresponding control methods to reduce those risks, are shown in the tables below for each of our facilities:

George Ross Mackenzie Elementary School - Identified Risk	Selected Control(s)	Comments
Secured Vestibule	Doors are being replaced summer of 2024	The interior vestibule security doors are being replaced due to the normal wear and tear on the equipment.
Outdated External Doors	All external doors are being replaced summer of 2024	All external doors are being updated and replaced.
Parking Lots have clear sightlines and lighting	New sidewalks and lighting will be installed the summer of 2024 to improve sightlines	
Visitor Sign In/Out Procedure	Raptor system is in place to utilize for all visitors signing in to the building. Escorts are provided for all visitors for entrance and exit of the facility.	
Single Entry Point	Students and visitors have a single entry point. District employees have other entry points but it requires a badge to swipe in or a key.	Main Entrance is used for everything, except for some deliveries and faculty
Signage Needed	Signage outside needed to direct visitors and/or vendors to appropriate places.	Improvements were made with indoor signage in the past year.

Eldred Junior Senior High School - Identified Risk	Selected Control(s)	Comments
Secured Vestibule	The district needs to create a better secured vestibule so visitors have to sign in before entering the JSHS.	<p>The district applied for a COPS grant and was turned down. The district will need to look at different funding opportunities in order to remedy the situation.</p> <p>Because it is also an entry and exit point for students and staff, oftentimes visitors are let in by a staff member or student, or other parent/visitor as they are exiting the building and holding the door. Visitors also do not get let in directly to the main office, they have the ability to pass through the hallways and have building access until a "trap" is constructed. Additional signage would also be helpful to instruct visitors to press the call button. They often hit the handicap access button or pull on the door. Occasionally, reminders have to be given by the office staff for the maintenance /security staff to secure the doors in the morning at 7:30.</p>

Eldred Junior Senior High School - Identified Risk	Selected Control(s)	Comments
Outside building & parking lots have clear sightlines and lighting	New sidewalks and lighting will be installed the summer of 2024 to improve sightlines	Some areas are well lit, near the main entrance and other doors, however the parking area in the back is very dark, and walking to the student parking lot at night is poorly lit. In addition, walking down from upper fields can be dimly lit in spaces coming down the big hill.
Visitor Sign In/Out Procedure	Raptor system is in place to utilize for all visitors signing in to the building. Escorts are provided for all visitors for entrance and exit of the facility.	
Single Entry Point	Students and visitors have a single entry point. District employees have other entry points but it requires a badge to swipe in or a key.	Main Entrance is used for everything, except for some deliveries and faculty
Signage Needed	Signage outside needed to direct visitors and/or vendors to appropriate places.	Improvements were made with indoor signage in the past year.
Landscaping to provide an unobstructed view from the classrooms and/or offices	Trees and bushes have been removed in order to improve sightlines.	

Bus Garage - Identified Risk	Selected Control(s)	Comments
Multiple Points of Entry	Ensuring that every exit has a swipe card access to limit individual's ability to walk into facility	2 Doors have swipe access controls
Geographic location in comparison with school buildings	Additional cameras (outside & inside) have been installed to monitor traffic during school hours and after school hours/weekends/holidays	

Appendix D:

Workplace Violence Prevention Training Outline

Workplace Violence Prevention Training Outline

Information and training for all employees:

I. Overview of Requirements of the Workplace Violence Regulations

- A. Develop a written policy statement. Employers must develop a written policy statement describing the goals and objectives of their workplace violence prevention program and the notification policies employees should follow in the event of a workplace violence incident. The policy statement should describe how employees can participate in the workplace violence program through an authorized employee representative. The policy statement must be posted where notices to employees are normally posted.
- B. Conduct a risk evaluation. Employers must evaluate their workplace to determine what factors exist that might place employees at risk of occupational assaults or homicides. The risk evaluation includes an examination of any records of workplace violence incidents over the previous year; an assessment of any relevant policies, work practices, and work procedures that may impact the risk of workplace violence; and an evaluation of the physical workplace environment.
- C. Develop a workplace violence prevention program. Employers must develop and implement a workplace violence prevention program, with input from employees through an authorized employee representative. The program must include: the risk factors identified through the risk evaluation; how the identified risks will be addressed; the methods that will be used to try to prevent workplace violence incidents; a system to report and record any workplace violence incidents that may occur; a written outline or lesson plan for employee trainings on workplace violence risk; and a plan to review and update the program at least once a year.
- D. Provide training and information for employees. Employers must provide each employee with information and training on the risks of workplace violence in their workplace(s) at least once a year and any time significant changes are made to the workplace violence prevention program.

II. Risk factors that were identified in the risk evaluation and implemented control measures

- A. Risk Factors Identified in District Facilities:
 - Outdated Security Vestibule
 - Outdated external doors
 - Parking lots with clear sightlines and lighting
 - Vegetation that block sightlines from classrooms/offices
 - Visitor sign in/out procedures
 - Single Entry Point
 - Signage Needed

B. Employees can take the following measures to protect themselves from identified risks: such as:

- i. All employees will follow the procedures for visitors, including escorting visitors when they have entered the building.
- ii. Employees will notify maintenance regarding sightlines, faulty equipment and/or lighting issues
- iii. If there is an emergency, all employees have the ability to call 911 from their classroom/office; there is an School Resource Officer in both school buildings
- iv. All employees are aware of SHELL procedures
- v. All employees have access to the incident reporting form
- vi. All incidents will be reported to the business administrator

III. The Workplace Violence Prevention Program is located in print in each main office. It is also posted on the website. The incident reporting form can be found in print in the main office of each building and on the district's website. (Only employers with 20 or more fulltime permanent employees are required to maintain a program in writing).

IV. Privacy Concerns

A. If there are privacy concerns- the employee reporting the incident will not be named on the reporting form.

Note: Information otherwise kept confidential for security reasons does not have to be disclosed to all employees. Examples of confidential information include but are not limited to information that would interfere with law enforcement investigations or judicial proceedings, would deprive a person of a right to a fair trial, would identify a confidential source or disclose confidential information relating to a criminal investigation, would reveal criminal investigative techniques or procedures except routine techniques and procedures, or would endanger the life or safety of any person.



OSHA FACT Sheet

Workplace Violence

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, one of the leading causes of job-related deaths. However it manifests itself, workplace violence is a growing concern for employers and employees nationwide.

Who is vulnerable?

Some 2 million American workers are victims of workplace violence each year. Workplace violence can strike anywhere, and no one is immune. Some workers, however, are at increased risk. Among them are workers who exchange money with the public; deliver passengers, goods, or services; or work alone or in small groups, during late night or early morning hours, in high-crime areas, or in community settings and homes where they have extensive contact with the public. This group includes health-care and social service workers such as visiting nurses, psychiatric evaluators, and probation officers; community workers such as gas and water utility employees, phone and cable TV installers, and letter carriers; retail workers; and taxi drivers.

What can these employers do to help protect these employees?

The best protection employers can offer is to establish a zero-tolerance policy toward workplace violence against or by their employees. The employer should establish a workplace violence prevention program or incorporate the information into an existing accident prevention program, employee handbook, or manual of standard operating procedures. It is critical to ensure that all employees know the policy and understand that all claims of workplace violence will be investigated and remedied promptly. In addition, employers can offer additional protections such as the following:

- Provide safety education for employees so they know what conduct is not acceptable

what to do if they witness or are subjected to workplace violence, and how to protect themselves.

- Secure the workplace. Where appropriate to the business, install video surveillance, extra lighting, and alarm systems and minimize access by outsiders through identification badges, electronic keys, and guards.
- Provide drop safes to limit the amount of cash on hand. Keep a minimal amount of cash in registers during evenings and late-night hours.
- Equip field staff with cellular phones and hand-held alarms or noise devices, and require them to prepare a daily work plan and keep a contact person informed of their location throughout the day. Keep employer-provided vehicles properly maintained.
- Instruct employees not to enter any location where they feel unsafe. Introduce a "buddy system" or provide an escort service or police assistance in potentially dangerous situations or at night.
- Develop policies and procedures covering visits by home health-care providers. Address the conduct of home visits, the presence of others in the home during visits, and the worker's right to refuse to provide services in a clearly hazardous situation.

How can the employees protect themselves?

Nothing can guarantee that an employee will not become a victim of workplace violence. These steps, however, can help reduce the odds:

- Learn how to recognize, avoid, or diffuse potentially violent situations by attending personal safety training programs.
- Alert supervisors to any concerns about safety or security and report all incidents immediately in writing.

- Avoid traveling alone into unfamiliar locations or situations whenever possible.
- Carry only minimal money and required identification into community settings.

What should employers do following an incident of workplace violence?

- Encourage employees to report and log all incidents and threats of workplace violence.
- Provide prompt medical evaluation and treatment after the incident.
- Report violent incidents to the local police promptly.
- Inform victims of their legal right to prosecute perpetrators.
- Discuss the circumstances of the incident with staff members. Encourage employees to share information about ways to avoid similar situations in the future.
- Offer stress debriefing sessions and post-traumatic counseling services to help workers recover from a violent incident.
- Investigate all violent incidents and threats, monitor trends in violent incidents by type or circumstance, and institute corrective actions.
- Discuss changes in the program during regular employee meetings.

What protections does OSHA offer?

The *Occupational Safety and Health Act's* (OSH Act) General Duty Clause requires employers to provide a safe and healthful workplace for all workers covered by the OSH Act. Employers who do not take reasonable steps

to prevent or abate a recognized violence hazard in the workplace can be cited. Failure to implement suggestions in this fact sheet, however, is not in itself a violation of the General Duty Clause.

How can you get more information?

OSHA has various publications, standards, technical assistance, and compliance tools to help you, and offers extensive assistance through its many safety and health programs: workplace consultation, voluntary protection programs, grants, strategic partnerships, state plans, training, and education. Guidance such as *OSHA's Safety and Health Management Program Guidelines* identify elements that are critical to the development of a successful safety and health management system. This and other information are available on OSHA's website at www.osha.gov.

- For a free copy of OSHA publications, send a self-addressed mailing label to this address: OSHA Publications Office, P.O. Box 37535, Washington, DC 20013-7535; or send a request to our fax at (202) 693-2498, or call us at (202) 693-1888.
- To file a complaint by phone, report an emergency, or get OSHA advice, assistance, or products, contact your nearest OSHA office under the "U.S. Department of Labor" listing in your phone book, or call us toll-free at (800) 321-OSHA (6742). The teletypewriter (TTY) number is (877) 889-5627.
- To file a complaint online or obtain more information on OSHA federal and state programs, visit OSHA's website.

This is one in a series of informational fact sheets highlighting OSHA programs, policies, or standards. It does not impose any new compliance requirements or carry the force of legal opinion. For compliance requirements of OSHA standards or regulations, refer to *Title 29 of the Code of Federal Regulations*. This information will be made available to sensory impaired individuals upon request. Voice phone: (202) 693-1999. See also OSHA's website at www.osha.gov.

