



1

### Upcoming Webinar



Cyber Security Awareness  
 Tuesday, March 28<sup>th</sup>, 11am-Noon MDT/10am-11am PDT

2

### Contributors



**California**  
 • Maria Brunel, CSP  
[mbrunel@pomsassoc.com](mailto:mbrunel@pomsassoc.com)



**New Mexico**  
 • James Vautier, ARM, CPS, CSS, ICPS, LEO (Ret.)  
[jvautier@pomsassoc.com](mailto:jvautier@pomsassoc.com)



**New Mexico**  
 • Steve Meilleur, Ph.D., SPHR  
[smilleur@pomsassoc.com](mailto:smilleur@pomsassoc.com)

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3

### Agenda

- > What is Workplace Violence?
- > The Severity of the Problem
- > Identifying Threats of Violence
- > Basics of Emergency Planning
- > WPV Best Practices & Prevention



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4

### Workplace Violence is... per OSHA

- > Any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site.
- > Ranges from threats and verbal abuse to physical assaults and even homicide.



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5

### Workplace Violence is... per American Society for Industrial Security (ASIS International)

*"A spectrum of behaviors, including overt acts of violence, threats, and other conduct that generates a reasonable concern for safety from violence, where a nexus (connection) exists between the behavior and the physical safety of employees from any internal or external relationship."*



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6

**SPECTRUM OF COUNTERPRODUCTIVE BEHAVIORS**



7

**The Problem with Incivility and Disrespect**

- Georgetown University 2022 survey of over 2000 frontline workers across 25 industries worldwide.
- Defined "Incivility" as "rudeness or insensitive behavior".
- Findings:
  - 76% of respondents experience incivility once a month or more.
  - 78% witness incivility at work once a month or more.
  - 70% witness incivility at work 2-3 times a month or more.
  - 73% said that it is not unusual for customers to behave badly.
  - 78% said they believe customers treating employees poorly is more common now than 5 years ago.
  - 66% said they believe bad behavior between customers is more common now than 5 years ago.

8

**The Problem with Incivility and Disrespect**

- Research shows that incivility and disrespect is like a cold: It's contagious, it spreads quickly, anyone can be a carrier.
- The costs of internal incivility:
  - Intentionally decreased work effort and/or quality of work.
  - Intentionally decreased time spent at work.
  - Lost work time worrying about the incident and/or avoiding the offender.
  - Decline in work performance.
  - Decline in commitment to the organization.
  - Take frustration out on customers.
  - Leave job due to uncivil treatment.

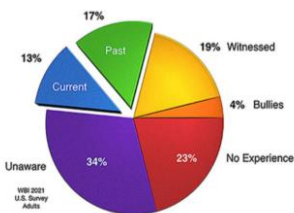
9

**The Problem with Bullying**



10

**The Problem with Bullying**



➢ Estimated 49% (Approximately 79 million) of workforce was "affected" by workplace bullying



11

**Terminology**

The terms *abuse* and *harassment* are often used to describe the behavior termed *bullying*. They are related, but different.

- "**Abuse**" – Tends to create visions of physical violence, which is not usually the case in workplace bullying.
- "**Harassment**" – Is a legal term in the workplace, referring to discriminatory treatment on the basis of a protected class.
- "**Bullying**" – is not necessarily either one of these ... although it can involve one or both.

**NOTE:** Workplace bullying is inappropriate and unacceptable behavior but is not prohibited by any federal law, and only a small number of states currently have any W/P Bullying laws in place.

12

### The Problem with Harassment & Discrimination



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13

### The Problem with Harassment and Discrimination

There are **three types of unlawful, prohibited behavior**, all of which are contrary to our vision of creating and maintaining a respectful workplace:

- Workplace harassment,
- Sexual harassment, and
- Discrimination

**Workplace harassment and Discrimination are based upon an individual's protected class status.**

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14

### The Problem with Harassment and Discrimination

- There have been **over 1.8 million** complaints filed with the EEOC since 1997.
- The EEOC reported that there were **61,331 charges** of discrimination filed in 2021.
- **Retaliation** is the most common discrimination claim, accounting for **56%** of all claims (34,332).
- The 2<sup>nd</sup> and 3<sup>rd</sup> most common discrimination claims were **disability** claims (22,843); and **race** claims (20,908).
- **Only 17.4%** of the EEOC's closed workplace discrimination cases result in success for the client.
- In 2021, employers paid out roughly **\$484 million** in settlements to discrimination victims.

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15

### The Problem with Active Violence



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16

### 2021 Workplace Fatalities (Bureau of Labor Statistics – Dec. 2022)

**5,190 U.S. Fatal Work Injuries in 2021 (4,764)**  
(1 U.S. worker killed every 101 minutes)

- ✓ Transportation Accidents: **1,982** (2020-1,778)
- ✓ Slips, Trips, Falls: **850** (2020-805)
- ✓ Contact w/Object/Equip: **705** (2020-716)
- ✓ Workplace Homicide: **481** (2020-392)  
(**411-Men-85% / 70-Women-14.5%**)
- ✓ Unintentional Overdoses: **464** (2020-388)
- ✓ Workplace Suicide: **236** (2020-259)

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17

### Active Violence – Who's The Threat?

OSHA WPV Categories based on relationship of offender to victim

1. **Criminal Activity**  
(Robbery accounts for 85% of all W/P Homicides)
2. **Customer/Client Relationship**  
(Teacher/Student, Healthcare/Patient)
3. **Employment Relationship**  
(7% of all W/P Homicides)
4. **Intimate Partner Violence**  
(Majority of mass shootings involve IPV)



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18

**Active Violence – Primary Risk Factors**

- Contact with the public.
- Exchange of money.
- Delivery of passengers, goods, or services.
- Having a mobile workplace such as a taxicab or police cruiser.
- Working with unstable or volatile persons in health care, social service, or criminal justice settings.
- Working alone or in small numbers.

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19

**THE COST OF INTIMATE PARTNER VIOLENCE IN THE WORKPLACE (2018 NCHS)**

- **Between 2011 and 2017, 546 women were murdered while at work** – accounting for 22% of all female workplace deaths (8% for men).
- Women were most often killed by an **intimate partner or family member, robbers, or a co-worker.**
- 72% of all murder-suicides involved an intimate partner; 94% of the victims of these crimes are female.
- Victims of intimate partner violence lose a total of **8,000,000 million days of paid work each year**, the equivalent of 32,000 full-time jobs.

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20

**Emergency Management – Mission Areas**

*The process of creating a framework to help communities reduce vulnerabilities to threats and hazards, while also creating and implementing strategies to manage emergencies or disasters.*

- Equal planning for identified hazards should occur in every area of the emergency management wheel.
- Must include ADA & language accommodations.
- Where is your Workplace Violence Plan?
  - CA – Injury Illness Prevention Plan (IIPP)



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21

**WPV Best Practices**

- Acknowledge the need for an **Emergency Response Plan**, to include a **Workplace Violence Prevention Plan**, with a statement indicating the employer’s commitment to providing a safe workplace.
- Develop an **Emergency Response Safety Committee**, to create that Emergency Response Plan.
  - Safety Committee should include senior leadership, HR, Safety, Facilities, Operations, and employees.
- Elements of an Effective Workplace Violence Prevention Plan:
  - Definition and training of what constitutes unacceptable behavior.
  - Facilitate prompt reporting and investigation.
  - Regulate weapons and impose disciplinary actions.
- **Active Violence Response Plan** (Active Shooter Training)

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22

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23

**Thank You! Any Questions?**



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24