

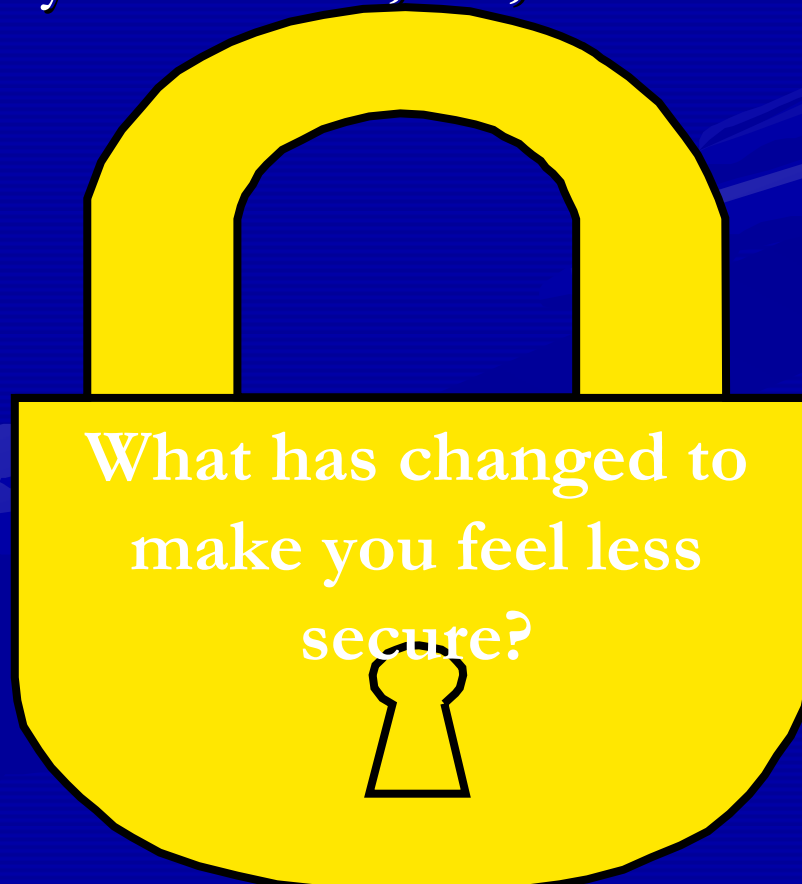
What Do You Know About Workplace Violence?

Why Security Matters

TIMES HAVE CHANGED

We Must Develop a SAFETY Mindset in our Workplaces!

- Do you personally feel as safe today in the workplace as you did 15, 10, or even 5 years ago?



When IT Began to Change our Mindset!

- 8/96 Workplace violence 1st identified (Patrick Sherrill in Edmond, OK shot and killed 15 fellow employees)
- 2/26/93, New York City, World Trade Center Bombing
- 4/19/93, Waco, Texas - Branch Davidian standoff
- 4/19/95 Oklahoma City, OK - Federal Building bombing
- 9/11/01 - (Where were you that day?)
- 4/20/99 Columbine; 4/23/99 Baton Rouge, LA; 4/28/99 Port Huron, MI; 5/20/99 Conyers, GA
- 14 other school shootings between 1/00 and 3/05
- NWTC shooting in 1987

What is Your Level of Knowledge About:

- Workplace violence?
- Domestic violence?
- Stalking?
- Security systems available?
 - CCTV, card access, visible identification, directed access
- Is safety training available for your staff/employees?
- Do YOU know your police or if you have a workplace bomb call policy, lock down policy, or workplace safety plans?
- Do you know what a de-briefing or de-fusing is?

How Common are Workplace Violence Incidents and What are the Costs?

- \$13.5 billion in medical costs annually
 - From the emotional impact as well as the physical impact of workplace violence
- 500,000 workers missing 1.75 million days of work
- 700-900 workplace homicides annually
- 1.7 million violent incidents occur annually against persons 12 years of age or older

Risk Factors for Workplace Violence

- Contact with the public
- Where \$\$\$\$ (money) is exchanged
- Working in small numbers
- Working late at night
- Stalking
- Situational violence
 - When employees/students get upset over an issue, i.e. downsizing, grades (fear of failure), failing relationships, or just can't accept change

Profile of WPV Offenders

- Male
- Lacking interpersonal skills (loner)
- Cannot accept authority
- Can't take criticism of any sort
- Low self-esteem
- Violence in their background
- Domestic-related (stalking)
- Fascination with weapons &/or the military

- Paranoid, everyone is out to get them
- Having serious personal problems in their lives
- Blames everyone else for their problems
- Abuse of drugs or alcohol
- Their identity centers around their job
- Romantic obsession with a fellow employee or instructor
- Indications of suicidal tendencies
- DO THESE CHARACTERISTICS REMIND YOU OF ANYONE?

Warning Signs of Violent Behavior

- Sudden personality changes
- Depression
- Excessive irritability
- Obsessive behavior
- Blaming others
- Extreme anxiety
- Resentfulness
- Suicide comments
 - SOME DESCRIBE THIS BEHAVIOR AS,
“GOING OVER THE EDGE”

What Can I Do to Keep Safe?

- Have a PLAN (this keeps police officers safe)
 - Safety plans for Domestic Violence and Stalking Victims
- Be prepared (RESPOND)
- Be aware of your surroundings at ALL times
- Document ALL unusual incidents
- Keep people informed of what's happening
- Do you work in an approachable environment?
 - Are you approachable to others?
- Don't feel IT can't happen to YOU!

- Provide regular training for your staff
- SUPPORT, don't punish victims of workplace violence, domestic abuse and stalking victims
- Foster a climate of trust and respect among fellow employees
 - RESPECT SERVICE SAFETY
- Report violent or threatening behavior by co-workers/students and have a procedure for follow up (How do you follow up?)

Prevention Strategies at NWTTC

- Active SAFETY Committee supported by Administration, i.e. upcoming Table Top Exercise
- CCTV, parking lot cameras, emergency phones, duress alarms
- Supplying training for staff on sharpening LISTENING skills, being aware of your surroundings, confronting and documenting incidents - What does your BODY LANGUAGE say?
- Good lighting, evacuation plans, and escape plans
- Placing room numbers on inside of door frames

Will LAWS Keep Me Safe?

- Injunctions and restraining orders can lead to a FALSE sense of security!
- What does a Temporary Restraining Order do?
- Remember TRO's and Injunctions are only pieces of paper
 - The benefits of these orders are to keep people informed

Questions/Thoughts?

- Do you know what you'd do in an emergency in your workplace?
- Would you report an incident you thought might become a problem, and to whom would you report it?
- What are the issues that concern you about your personal safety in your workplace?
- Do you know or feel comfortable recommending the use of your EAP?

- WE ARE ALL RESPONSIBLE FOR CREATING A SAFE WORKPLACE ENVIRONMENT
- WHAT WILL YOU DO IN THE FUTURE?