



# June Safety Talk

## Workplace Violence Prevention

Workplace violence is any physical assault, threatening behavior or verbal abuse occurring in a workplace setting. This can include any threatening statement or behavior which gives an employee reasonable cause to believe that he or she is at risk of injury.

A workplace may be any location either permanent or temporary where an employee performs work-related duties.

### Workplace violence can include:

- Violence by strangers
- Violence by customers or clients
- Violence by personal relations

### Factors which may increase a worker's risk for workplace violence may include:

- Contact with the public
- Exchange of money
- Having a mobile workplace
- Working with unstable or volatile persons
- Working alone
- Working late at night
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### Preventative controls to decrease the risk of workplace violence may include:

- Physical barriers such as deep counters or Plexiglas barriers
- Alarm systems, panic buttons, and radios
- Convex mirrors, elevated vantage points
- Bright and effective lighting
- Furniture arranged to prevent entrapment
- Cash-handling controls

### Verbal De-escalation techniques can include:

- Speak in a friendly manner
- Greet the person in a friendly manner
- Show interest and concern
- Never be judgmental
- Do not be defensive, avoid a battle
- Lower your voice, tone and tempo



Workers must report all workplace incidents and acts of violence to their Supervisor immediately after the event has occurred to ensure an investigation is completed and proper corrective actions are taken.

Departments are responsible to ensure practices and procedures are implemented to minimize and prevent workplace violence as outlined in the Workplace Violence Prevention Program.