



Care Net Pregnancy & Family Services  
of Puget Sound

## Workplace Violence

---

---

---

---

---

---

---

---

## How do we respond?



*"This know also, that in the last days perilous times shall come. For men shall be lovers of their own selves, covetous, boasters, proud, blasphemers, disobedient to parents, unthankful, unholy, Without natural affection, trucebreakers, false accusers, incontinent, fierce, despisers of those that are good, Traitors, heady, high-minded, lovers of pleasures more than lovers of God." 2 Timothy 3:1-4*



---

---

---

---

---

---

---

---

## What We Will Learn



- What is Workplace Violence?
- Internal and External Factors
- Warning Signs of Escalating Behaviors
- Techniques to Diffuse Violence
- Workplace Security
- Prevention Strategies



---

---

---

---

---

---

---

---

## Workplace Violence is:

Any physical assault, threatening behavior, or verbal abuse occurring in a work setting



---

---

---

---

---

---

---

---

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

This includes, but is not limited to, the buildings and the surrounding perimeters, including the parking lots, field locations, clients' homes and traveling to and from work assignments



---

---

---

---

---

---

---

---

## Workplace Violence is NOT:

- › Annoying behavior.
- › Disliking a coworker.
- › A rude client



---

---

---

---


---

---


---

---


### Four different categories of violence




**Type I**  
Violence in Connection to robbery and other criminal acts




**Type II**  
patient-related violence



**Type III**  
Violence between Co-workers



**Type IV**  
Domestic Violence spilling over to the workplace



---

---

---

---

---

---

---

---

### Risk Factors





---

---

---

---

---

---


---

---

### Internal Risk Factors

1. Change or any restructuring of an organization
2. Ignoring warning signs of changing or escalating behaviors
3. Allowing an unresolved issue between co-workers to continue
4. Showing favoritism to an individual or group.
5. Pretending tension between individuals does not exist or will resolve on its own.
6. Work overload and understaffing.
7. Harassment of any kind.

*First go and be reconciled; then come and offer your gift. Matt 5:24*



---

---

---

---

---

---

---

---

## External Risk Factors

1. Working alone or in small numbers
2. Working late night/early morning
3. Working with money
4. Delivering goods or services
5. Working outside of the office in a more mobile workplace
6. Working in high crime areas
7. Working with people in crisis situations.
8. Services available to the public

*For God gave us a spirit not of fear but of power and love and self-control. 2 Tim 1:7*



---

---

---

---

---

---

---

---

## Five Warning Signs of Escalating Behavior

1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility



---

---

---

---

---

---

---

---

## Warning Signs of Confusion



- ▶ The person appears bewildered or distracted.
- ▶ They are unsure or uncertain of the next course of action.

*How would you respond?*



---

---

---

---

---

---

---

---

## Responses to Confusion

1. Listen Attentively to the person
2. Ask clarifying questions
3. Give factual Information



---

---

---

---

---

---

---

---

## Warning Signs of Frustration



1. The person is impatient and reactive
2. The person resists information you are giving them
3. The person may try to bait you

How would you respond?



---

---

---

---

---

---

---

---

## Responses to Frustration

1. Move the person to a quiet location
2. Reassure them, talk to them in a calm voice
3. Attempt to clarify their concerns



---

---

---

---

---

---

---

---

## Warning Signs of Blame



1. The person places responsibility on everyone else
2. They may accuse you or hold you responsible
3. They may find fault with others
4. They may place blame on you

How would you respond?



---

---

---

---

---

---

---

---

## Responses to Blame

1. Disengage with the person and bring a second party into the discussion
2. Use a teamwork approach
3. Draw the person back to the facts
4. Show respect and concern
5. Focus on areas of agreement to help resolve the situation



---

---

---

---

---

---

---

---

## Warning Signs of Anger



1. The person may show a visible change in body posture
2. Actions may include pounding fists, pointing fingers, shouting or screaming
3. This signals VERY RISKY BEHAVIOR!

How would you respond?



---

---

---

---

---

---

---

---

## Responses to Anger

1. Don't argue with the person
2. Don't offer solutions
3. Prepare to evacuate the area or isolate the person
4. Call for help



---

---

---

---

---

---

---

---

## Warning Signs of Hostility



1. Physical actions or threats appear imminent
2. There is immediate danger of physical harm or property damage
3. Out-of-control behavior signals the person has crossed the line

How would you respond?



---

---

---

---

---

---

---

---

## Responses to Hostility

1. Disengage with the person and evacuate the area
2. Attempt to isolate the person if it can be done safely
3. Alert your supervisor and call 911 immediately.



---

---

---

---

---

---

---

---

## Techniques to Diffuse an Escalating Situation

- ▶ Assess the situation in your mind.
- ▶ Project calmness.
- ▶ Be patient, empathetic and encourage the person to talk.
- ▶ Focus your attention on the person so they feel that you are interested in what they have to say.
- ▶ Maintain a relaxed yet attentive posture, position yourself at a right angle instead of directly in front of the person.
- ▶ Ask for small specific favors, such as if you could talk in a quieter area.
- ▶ Be reassuring and point out choices.
- ▶ Arrange yourself so that your exit is not blocked.



---

---

---

---

---

---

---

---

---

---

## More Tips and Techniques

- ▶ Do not be the hero. Your focus should be diverting the aggressive individual and keeping others safe without putting yourself in harm's way.
- ▶ Do not make promises you cannot keep.
- ▶ Do not make physical contact with the individual.



---

---

---

---

---

---

---

---

---

---

## Workplace Security

- ▶ It is important to have a plan on how to handle workplace violence situations.
- ▶ Maintain a secure building by having doors locked to outside access but open for immediate access as required by fire codes.
- ▶ Know who to contact, when to contact and how to contact.
- ▶ Post phone numbers to emergency response personnel (police, fire, ambulance) at all phones.

---

---

---

---

---

---

---

---

---

---

## Workplace Security

1. Stay Calm!
2. Try to isolate the situation and people involved.
3. If able, try to move the escalating situation to an area outside of the center.
4. With the trouble moved outside, lock down your center.
5. Should there be an act of violence outside your center, lock down and call the police. Don't open your door to anyone.
6. Set and trip the security alarm in order to attract attention and cause a perpetrator to leave.
7. Call 911 and/or press your security alarm that will call the police.
8. Equip staff and volunteers who work outside our centers with steps and strategies that may prevent their exposure to a violent situation.

---

---

---

---

---

---

---

---

---

---

## Prevention Strategies

1. Don't work alone late at night or early morning
2. Recruit security escorts for late night client services
3. Always carry a cell phone
4. Redesign workspace to prevent entrapment
5. Train staff in ways to diffuse violence.
6. Staff and volunteers should provide a copy of any active protection order(s).
7. Maintain good lighting indoors and outdoors
8. Prepare plan for clients who "act out"
9. Control access to employee work areas.



---

---

---

---

---

---

---

---

---

---

## Recovery Steps

- ▶ Insure the welfare of victims by contacting emergency response teams to come to your assistance.
- ▶ Contact the Executive Director immediately
- ▶ Complete and Accident/Incident Report providing a complete account to everything that took place.
- ▶ Provide all staff and volunteers involved time to "heal" from the situation.



---

---

---

---

---

---

---

---

---

---

## Training and Education

- ▶ Employees should understand concept of “Universal Precautions for Violence”, i.e., that violence should be expected but can be avoided or mitigated through preparation
- ▶ Employees should limit physical interventions in workplace altercations unless designated emergency response team or police are available
- ▶ Program Directors should consider strategies for their personnel in dealing with potential situations of violence.



---

---

---

---

---

---

---

---

## Care Net's Commitment



- ▶ Care Net is concerned for staff's emotional and physical safety and health
- ▶ Equal commitment to volunteer's safety and health and patient/client safety
- ▶ System of communication and accountability for supervisors and employees



---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---