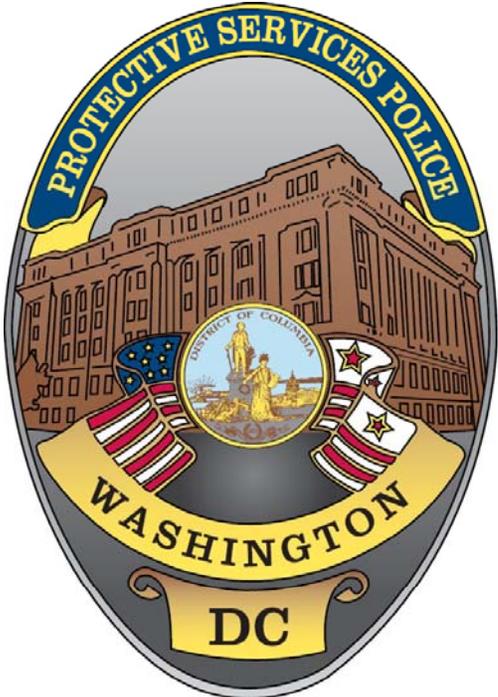


# PROTECTIVE SERVICES POLICE DEPARTMENT

## Workplace Violence Awareness Presentation



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### PSPD Mission:

The Protective Services Police Department's Mission is to ensure a safe and secure environment for employees and visitors conducting business with the District of Columbia Government.

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### Presentation Objective:

This presentation's objective is to educate all District of Columbia employees in order to minimize the likelihood of violence in the workplace by being alert to the indicators of workplace violence and through early intervention measures.



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### Goals for DC Government Employees:

- Understand the scope of the problem.
- Create & maintain a violence prevention policy.
- Recognize the warning signs of violent behavior.
- Be prepared to take the appropriate action.

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### True or False:

Q: Workplace violence is committed by people who unexpectedly “snap” under pressure?

*A: False -- Warning signs are almost always demonstrated.*

Q: Most situations will resolve themselves if given a cooling-off period?

*A: False -- The problem will not just disappear, nearly all violent incidents by employees are the result of problems that have been ignored.*

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### The Four Types of Workplace Violence:

1. Violence committed by customers or clients.
2. Violence associated with criminal acts.
3. Violence among co-workers or managers.
4. Domestic violence that carries over into the workplace.

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### 1. Violence committed by customers or clients :

- This category includes customers, clients, patients, students and inmates.
- These incidents occur largely in the health care industry, such as nursing homes or psychiatric facilities, where the victims are often patient caregivers.
- Police officers, prison staff, flight attendants and teachers also are examples of workers who may be exposed to this type of violence.

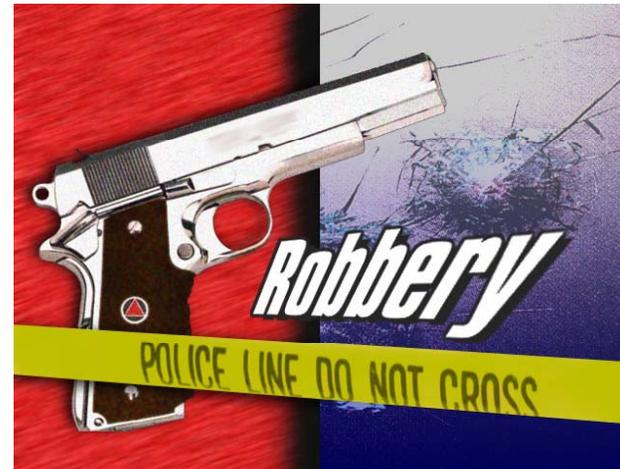
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### 2. Violence associated with criminal acts:

- The perpetrator has no legitimate relationship to the business or its employees.
- Convenience store clerks, taxi drivers, security guards and “mom and pop” store employees are exposed to this type of violence.



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### 3. Violence among co-workers or managers :

- The perpetrator is an employee or former employee of the business who attacks or threatens another employee in the workplace.



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### 4. Domestic violence that carries over into the workplace:

- The perpetrator usually does not have a relationship with the business but has a personal relationship with the intended victim.



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### Warning Signs of Violence:

- Direct or indirect threats of harm
- Intimidation, belligerence
- Harassment, bullying
- Numerous conflicts
- Bringing a weapon to work
- Inappropriate reference to weapons
- Fascination with incidents of workplace violence
- Extreme change in behavior
- Stalking
- Retaliation

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### Responsibility of the Employee:

- Respect all persons
- Refrain from threatening, harassing, intimidating, or dangerous behavior
- Report threats or violent acts
- Cooperate with efforts to resolve concerns of workplace violence
- Assess the situation
- Let a supervisor or manager know
- Document the incident
- Call Security if an employee is demonstrating violent behavior and safety may be compromised

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### Management's Responsibility:

#### ***Safe Working Environment***

The General Duty Clause of the Occupational Safety and Health Act of 1970 describes an employer's obligation to address workplace violence in Section 5(a)(1) of the OSHA Act (1970), also referred to as Public Law 91-596.

The ***General Duty Clause*** provides that:

"Each employer shall furnish to each of his employees employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to employees." (29

U.S.C.654(a)(1)  
("OSHA: Archive")

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### OSHA Recommendations:

OSHA issued the following five recommendations to employers for workplace violence prevention.

1. Management commitment to and employee involvement in preventing acts of violence;
2. Analyzing the workplace to uncover areas of potential violence;
3. Preventing and controlling violence by designing safe workplaces and work practices;
4. Providing violence prevention training throughout the organization;
5. Evaluating violence program effectiveness (“OSHA: Archive,” 1998, p. 3)

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### Policy Considerations:

Purpose of a violence prevention policy

- “Zero tolerance” for violence
- Employee responsibility & involvement
- Enhanced reporting and communications
- Defining your role in communicating and promoting the policy

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### Examples of Violent or Threatening Behavior:

- Verbal abuse
- Harassment
- Indirect threats
- Direct threats
- Nonverbal threats
- Extreme threats
- Violent actions



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### General Security Measures:

- Keep security doors closed and locked
- Do not share ID cards or security codes with others
- Follow rules for visitors
- Report unescorted strangers
- Report burned out or inadequate lighting

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### Intervention Before Violence Erupts:

- Deal with threatening behavior right away
- Conduct safety and policy training
- Routinely amend and update policies
- Create a “zero tolerance” corporate culture
- Review the policy with problem employees
- Discuss the situation with your manager
- Refer problem employees for counseling

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### Intervention Face to Face with Violence:

- Warn co-workers and clear the area
- Call for assistance
- Try to remain calm and polite
- Establish eye contact
- Keep an even tone of voice
- Maintain a safe distance
- Determine an escape route

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### Helping Victims of Violence:

- Get medical assistance for victims
- Tell them what is being done to resolve the problem
- Listen to their concerns
- Help them get back to work

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### Workplace Violence Summary:

- Realize that workplace violence is a real and present danger
- Keep alert for signs of trouble
- Encourage employees to take security measures
- Take immediate action to deal with threatening or violent behavior
- Report all threats or violent behavior
- Help victims cope with the aftermath of violence

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### Temporary Protection Orders Information:

- The Protective Services Police Department can advise/assist employees in obtaining TPO's.
- A temporary protection order is an order wherein the Court finds that the safety or welfare of Petitioner and/or a family member is endangered by Respondent within the meaning of D.C. Code 16-1004(d) (1989).

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### Temporary Protection Orders Information:

- **TERRITORIAL LIMITS:** The protection order is normally limited to execution within the issuing district, but may extend outside the district or state upon order of the court.
- **ISSUED BY:** A Superior Court judge will hear a petitioner's case and issues the protection order after finding just cause for the issuance of the order.

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### Temporary Protection Orders Information:

- **SERVED BY:** The protection order should be served by a law enforcement official. The Protective Services Police Department is here to assist you with this matter.
- **MANNER OF SERVICE:** Service is accomplished by serving the within-named individual (s) in person. If the party served fails to comply with the order, the requesting party or the court may pursue legal action.

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### Temporary Protection Orders Information:

- Failure to comply with an order is a **CRIMINAL OFFENSE** and carries a penalty of up to six months in jail and/or a fine of \$1000.
- If a respondent served with an order fails to appear at the hearing on the civil protection order and a default civil protection order is entered, the order shall remain in **FULL FORCE** and effect until the civil protection order is served.
- When the civil protection order is served, its terms and conditions will be **BINDING**.

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### REMEMBER:

IF YOU DON'T REPORT IT, WE CAN'T INVESTIGATE IT.

- All **non-emergency** crimes that occur on District of Columbia properties, leased or owned, should be reported by calling the PSPD Unified Communications Center on **311**.
- If you think your matter is an **emergency** dial **911**