



DELIVERING STRATEGIC SOLUTIONS ACCA'S 2000 ANNUAL MEETING

WORKPLACE VIOLENCE CHECKLIST

SOURCE OF POTENTIAL WORKPLACE VIOLENCE

- CO-EMPLOYEE
- SIGNIFICANT OTHER
- CUSTOMER
- INVITEE
- TRESPASSER

WHAT IS "WORKPLACE VIOLENCE"?

- RANGES FROM WORDS TO HOMICIDE
- INTENTIONAL BODILY INJURY
- THREATS
- STALKING
- INTIMIDATION
- PSYCHOLOGICAL ABUSE

WORKPLACE RISK FACTORS

- HIGH STRESS LEVELS
- CONTACT WITH PUBLIC
- EXCHANGE OF MONEY
- VEHICULAR WORKPLACE
- VOLATILE CLIENTELE
- NIGHT HOURS

- HIGH-CRIME AREAS

AREAS FOR CONSIDERATION

1. PREMISES SECURITY
2. EMPLOYMENT PRACTICES
3. PREVENTIVE TRAINING
4. INCIDENT HANDLING

PREMISES SECURITY

- SELF-CONTAINED? SHARED SPACE
- HOW DO YOU CONTROL ACCESS
- EXTERNAL LIGHTING, PARKING
- SECURITY SYSTEMS, PERSONNEL
- LOCAL LAW ENFORCEMENT

EMPLOYMENT PRACTICES

- BACKGROUND CHECKS
- REFERENCES
- POLICIES -- DISCIPLINE "ZERO TOLERANCE"
- PROHIBITED CONDUCT
- REPORTING/EMERGENCY PROCEDURES

PREVENTIVE TRAINING

- TRAIN MANAGERS TO RECOGNIZE SIGNS OF POTENTIALLY VIOLENT EMPLOYEE

- VIOLENT HISTORY
- PSYCHOLOGICAL PROBLEMS
- OBSESSIVE BEHAVIOR
- DEPRESSION
- FIXATION ON WEAPONS/MILITARY
- LIFE STRESSORS

INCIDENT HANDLING

- THREAT OR ACTUAL INJURY? (IF INJURY, FAST FORWARD TO EMERGENCY PROCEDURES)
- IS IT OVER OR PENDING? (IF PENDING, FAST FORWARD TO SECURITY/LAW ENFORCEMENT)
- IS THE AGGRESSOR STILL ON YOUR PREMISES? (E.G. EMPLOYEE TO EMPLOYEE MAY REQUIRE HR/MANAGER/EMPLOYEE HEALTH INTERVENTION)

INCIDENT HANDLING (CON'T.)

- IS A MEDICAL/SECURITY PROFESSIONAL AVAILABLE TO INTERVENE?
- IS THERE ANOTHER SHOE WHICH HASN'T DROPPED? (E.G. "I'LL BE BACK")
- ARE THERE RESIDUAL WORKPLACE ISSUES (E.G. CO-EMPLOYEES) WHICH NEED TO BE ADDRESSED?

ARE YOU READY?

- DO YOUR LOCATIONS HAVE SECURITY SYSTEMS & LAW ENFORCEMENT CONTACTS IN PLACE?
- DO YOU HAVE ANY MEDICAL RESOURCES ON SITE?
- DO YOU HAVE A RESPONSE TEAM IN PLACE? (E.G. HR, SECURITY, EAP, LEGAL & MEDICAL)

THE INVESTIGATION

- TAKE ALL THREATS SERIOUSLY UNTIL PROVEN OTHERWISE
- WHAT IS THE ROOT CAUSE OF THE BEHAVIOR OF THE ACCUSED? CONSIDER
 - PHYSICAL OR MENTAL ILLNESS
 - PHARMACOLOGICAL OR CHEMICAL ETIOLOGY
 - INTERRELATIONAL
 - INTERNAL OR EXTERNAL STRESSORS
- IS THERE A CONTINUING THREAT TO THE TARGET?
 - EAP
 - DISCIPLINE/TERMINATION

CONSIDERATIONS REGARDING ACCUSED

- WRONGFUL DISCHARGE
- ADA
- DEFAMATION

- WITNESS AT INTERVIEWS

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