

This publication is being provided as a "basic" tool to be used in the development and implementation of a workplace violence program. Professional assistance should be employed in developing a program that is specific to each organization.

Further information can be obtained from your local police department and from publications available from "American Society of Industrial Security" (www.asisonline.org), "Workplace Research Institute" (www.workviolence.com), "OSHA" (www.osha.org), "International Association of Chiefs of Police" (www.theiacp.org/pubinfo/pubs/pslc.toc.htm) and "U.S. Office of Personnel Management" (www.opm.gov/workplac)



*Years of Service
to Law Enforcement*

WORKPLACE VIOLENCE GUIDELINE FACT SHEET



This publication has been prepared by the *Private Security Committee* of The Connecticut Police Chiefs Association

Workplace Violence Prevention Plan

What to do before an incident occurs:

1. Understand and identify workplace violence
2. Develop a written policy
3. Develop hard and fast disciplinary regulations for violent offenses
4. Develop a pre-arranged area of refuge for potential victims
5. Form a crisis management team
6. Develop policies for dealing with counseling, suspension, and termination
7. Provide information to police of "at risk" personnel
8. Develop a "hotline" for reporting incidents

What to do if an incident occurs:

1. Contact the police if needed
2. Make an immediate investigation
3. Debrief all employees
4. Develop an action plan for the incident
5. Make decisions on further action
6. Be consistent in enforcement of regulations concerning violence
7. Be consistent with involving local law enforcement

Workplace Violence Action Planning

Increasing Safety:

1. Better screening during employment process
2. Employ a standard reporting system known to all employees
3. Provide training on workplace violence for all employees
4. Provide training on dealing with stress
5. Have a management prevention plan known to all employees
6. Maintain security measures that provide appropriate levels of protection for employees
7. Teach managers to assess and address employees emotional behavior
8. Provide "venting" systems for grievances
9. Have a comprehensive crisis management plan, including methods of dealing with violence

Do's and Don'ts for Supervisors:

1. Don't ignore the problem or signs of a problem (it will not go away and will need to be dealt with)
2. Don't moralize. Restrict criticism to job performance or attendance
3. Don't try to diagnose the problem
4. Do remember that chemical dependence is a progressive disease and never gets better without treatment
5. Do point out that employee assistance programs are available and confidential