



Yes Employers,  
You **CAN PREVENT** Workplace Violence

**EFFECTIVE MEASURES** to keep your employees safe

Dinsm<sup>ô</sup>re



## Denise Pentino

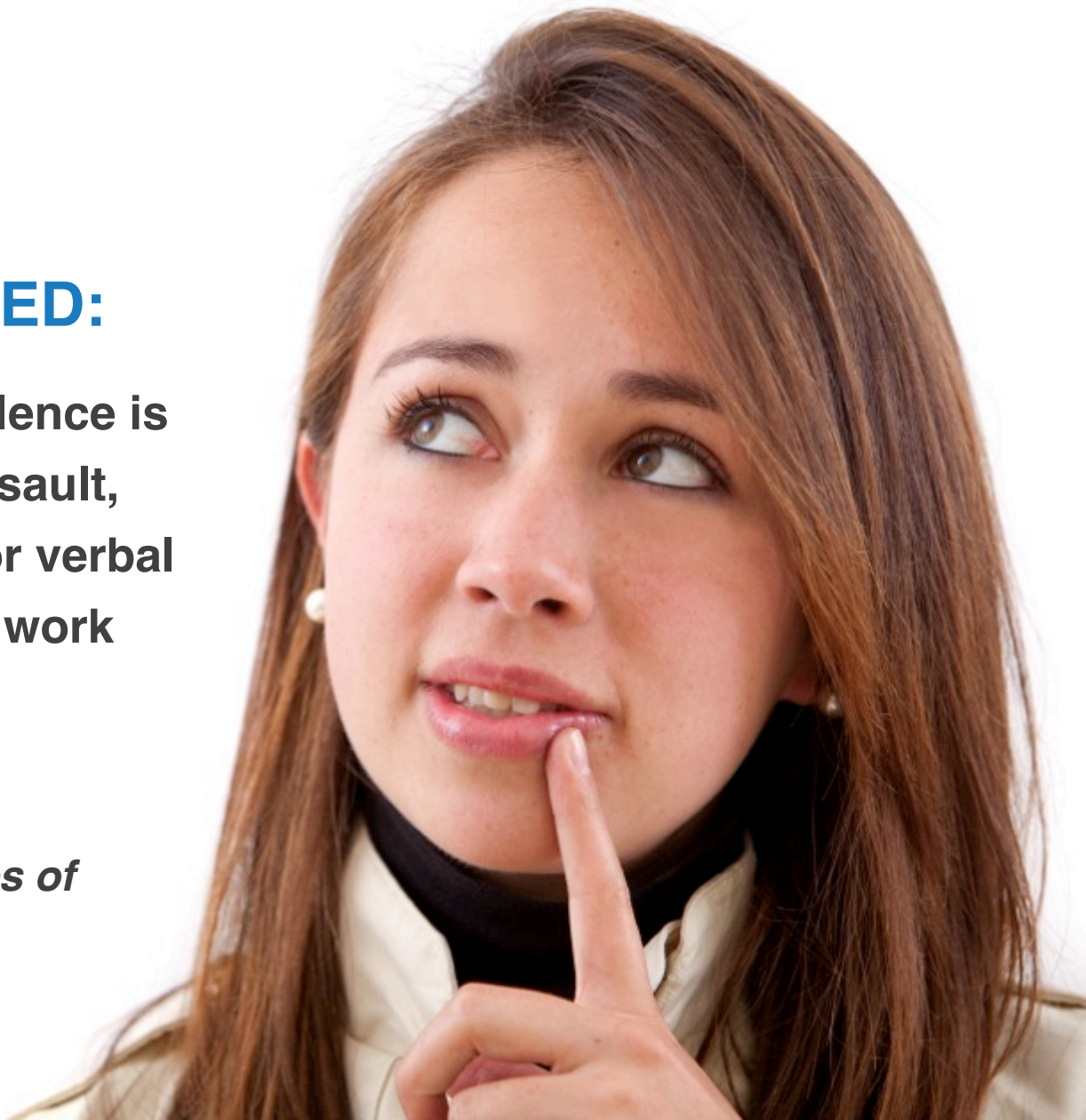
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## WORKPLACE VIOLENCE DEFINED:

**NIOSH - Workplace violence is simply any physical assault, threatening behavior, or verbal abuse occurring in the work setting.**

***NOTE: This includes types of psychological trauma.***

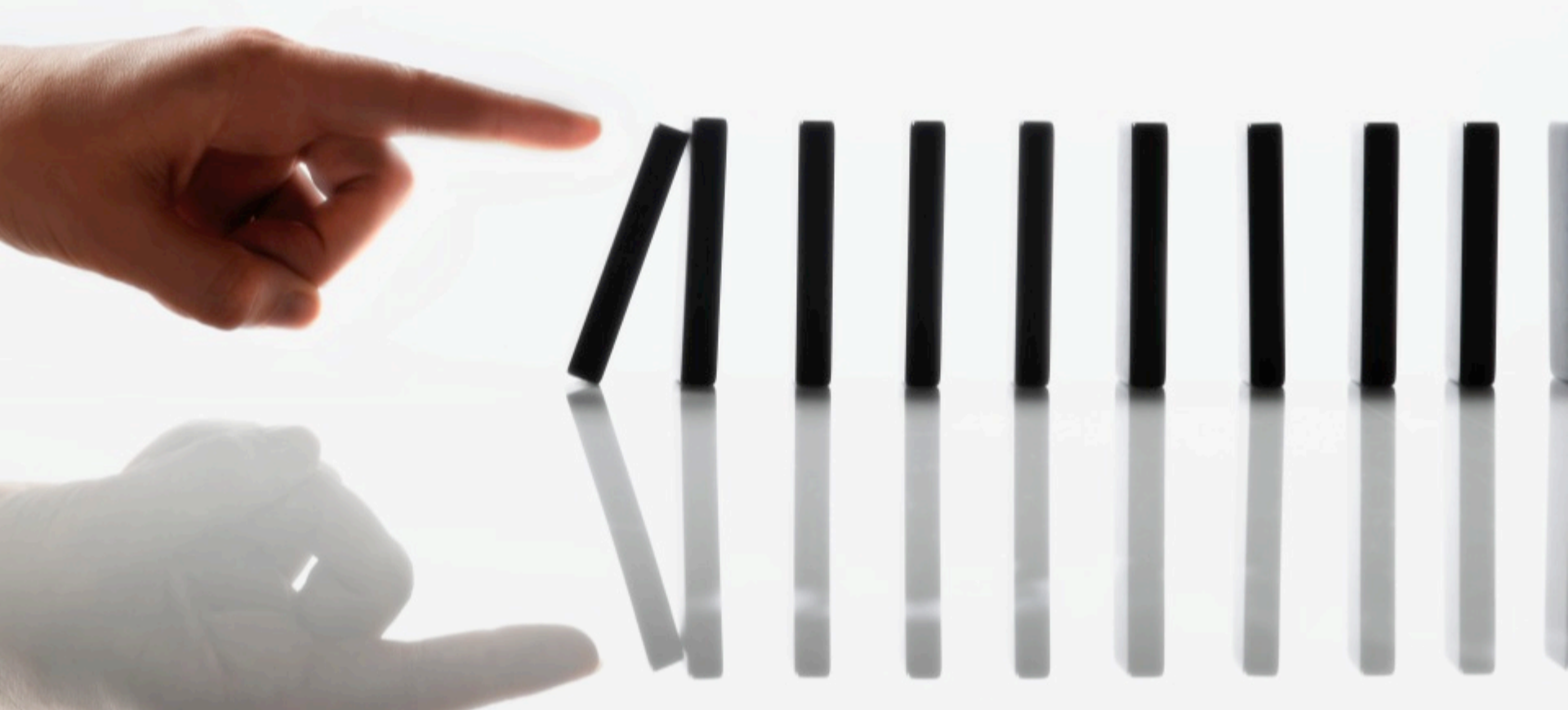


## General Duty Clause Violations



“Employers may be found in violation of the GDC if they fail to reduce or eliminate serious *recognized hazards*. Under this directive, inspectors should therefore gather evidence to demonstrate whether an employer recognized, either individually or through its industry, the existence of a potential workplace violence hazard affecting his or her employees. Furthermore, investigations should focus on the availability to employers of feasible means of preventing or minimizing such hazards.”

# Risk Factors for Workplace Violence



1. **Contact with public**
2. **Exchange of Money**
3. **Delivery of passengers, goods, services**
4. **Mobile workplace**
5. **Guarding valuable property**
6. **Working alone**
7. **Working late night / early morning**
8. **Understaffed workplace**
9. **Workplace located in high crime district**
10. **Performing jobs that put employees in conflict with others**

# SIGNS OF POTENTIAL VIOLENT ACTS

SOURCE: National Institute for Prevention of Workplace Violence

Making **threats**

**Acting** unreasonably

**Intimidating / controlling**  
other employees

Exhibiting  
**paranoid behavior**

Exhibiting signs of  
**depression**

Demonstrating  
**obsessions**

Demonstrating signs  
of **substance abuse**

Demonstrating signs  
of **desperation**

Exhibiting generally  
**bizarre behavior**





## Establishing Violence Prevention Programs

- Management commitment / worker participation
- Job hazard analysis
- Written Policy / Program



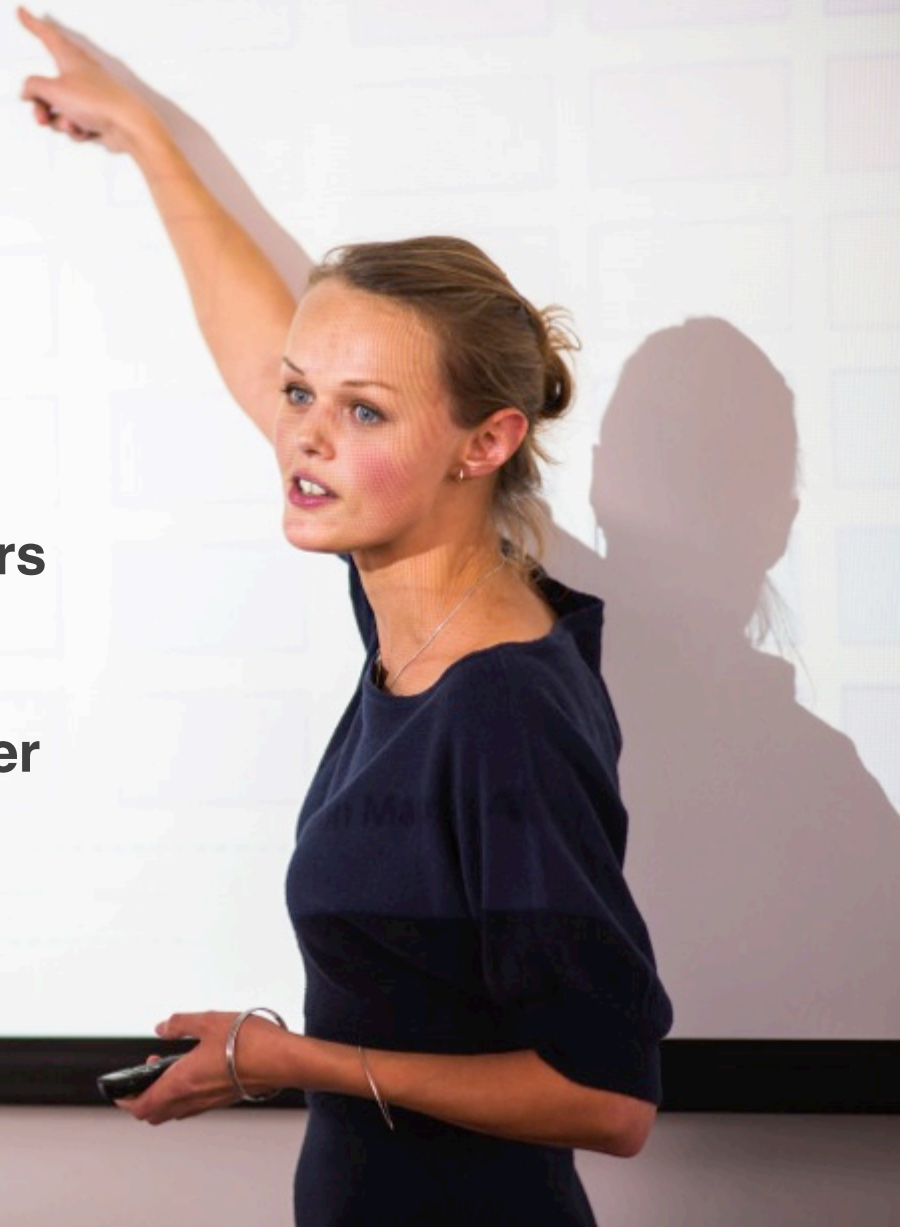


# **Job Hazard Assessment**

- Evaluate parking
- Evaluate security
- Facility design
- Evaluate workplace procedures

# Safety and Health Training

- **Involve all workers, including contract employees, supervisors and managers**
- **Orientation and annual refresher**



# Record Keeping and Program Evaluation



## ENFORCEMENT

- **Policy should clearly establish violence will not be tolerated in any form from anyone**
- **Provide non-exhaustive list of violent acts**
- **Must have teeth – Subject to discipline up to termination**

# EMPLOYER LIABILITY FOR WORKPLACE VIOLENCE

- OSHA Citations
- Workers' Compensation
- Deliberate intent claims
- Negligent supervision
- Negligent retention
- *Respondeat Superior*





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Let's *Accomplish* more.<sup>SM</sup> Together.