Workplace Violence
Train the Trainer

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Objectives

Upon completing this training, you should:

- Better understand the dynamics of Workplace Violence
- Recognize Behavioral Warning Signs and Indicators
- Better understand WPV Risk factors and mitigation Strategies
- Better understand the key elements of SB553
- Have an opportunity to ask questions

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Workplace Violence Regulations (Today)

California Code of Regulations, Title 8, Section 3203.
Injury and Illness Prevention Program - July 1, 1991

California Code of Regulations, Title 8, Section 3342.
Violence Prevention in Healthcare - April 1, 2017

SB553 enacted and added section 6401.9 into the California Labor Code

California Code of Regulations, Title 8, Section 3343 Workplace Violence Prevention – General Industry (2026)

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What is Workplace Violence?

Workplace violence is defined as "any act of violence or threat of violence that occurs in a place of employment." It includes the threat or use of physical force or any weapon, against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress.

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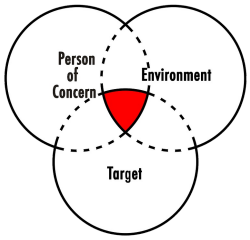
Spheres of Influence



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Types of Workplace Violence

Type 1 – Criminal Activity
Includes violent acts by criminals who have no other connection with the workplace, but enter to commit robbery or another crime.

Type 2 - Customers/Clients
Includes violence directed at employees by customers, clients, patients, inmates, or any others for whom an services are provided.

Type 3 - Coworkers
Consists of acts committed by a present or former employee.

Type 4 – Personal Relationships
Includes violence committed in the workplace by someone who doesn't work there but has a personal relationship with an employee - for example, an abusive spouse or domestic partner.

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Risk Factors for Type One

- Dealing with cash or things of high value
- Working alone, late at night
- Poor basic security controls
- Ideological, Political polarizing issues

Type 1 – Criminal Activity
Includes violent acts by criminals who have no other connection with the workplace, but enter to commit robbery or another crime.

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Risk Factors for Type Two

- Dealing with people who may be under the influence of drugs or alcohol?
- Working with customers who are deeply troubled or distressed.
- Carrying out procedures or making decisions that adversely affect others.
- Poor customer service.

Type 2 - Customers/Clients
Includes violence directed at employees by customers, clients, patients, inmates, or any others for whom services are provided.

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Risk Factors for Type Three

- Working in remote settings
- Limited supervision
- Hostile working environments
- Poor organizational support

Type 3 - Coworkers Consists of acts committed by a present or former employee.

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Risk Factors for Type Four

- Intimate Partner Violence crosses all demographics, there is no specific risk factor.
- Lack of organizational involvement can increase the likelihood of an incident occurring at the worksite.

Type 4 – Personal Relationships Includes violence committed in the workplace by someone who doesn't work there but has a personal relationship with an employee - for example, an abusive spouse or domestic partner.

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Warning Signs – Criminal Activity

- Entering the store at or near closing time with no apparent purpose
- Concealing their identity
- Nervous behavior
- Asking odd or unusual questions
- Testing security

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Warning Signs - Customers

- They don't act like a "**regular**" customer
- Ask odd questions
- Unusually frustrated
- Display predatory behavior
- Try to isolate you

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Warning Signs – Coworkers

- Unresolved grievances
- "Justice Seekers"
- Bizarre comments or behavior
- Unusual fascination with Violence
- Struggle to "Fit in"

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Warning Signs – Intimate Relationships

- Seem afraid or anxious to please their partner
- Check in often with their partner
- Receive frequent, harassing phone calls from their partner
- Talk about their partner's temper, jealousy, or possessiveness
- Have frequent injuries, with the excuse of "accidents."
- Dress in clothing designed to hide bruises or scars (e.g. wearing long sleeves in the summer or sunglasses indoors.)

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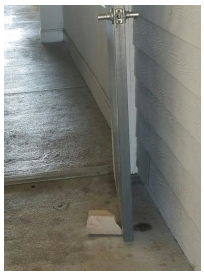
Evaluating the Worksite

You want to create an environment that is inviting to staff, customers and the community and **UNATTRACTIVE** to criminal behavior.



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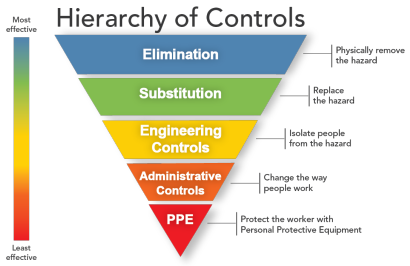
Hierarchy of Controls



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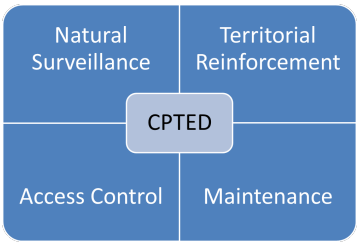
Basics of CPTED



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CPTED: Access Control

A space should give some natural indication of where people are an are not supposed to go. Make security part of the layout.

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CPTED: Natural Surveillance

Criminals don't want to be seen. Placing activities and people in ways that maximizes their ability to see what's going on around them.

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CPTED: Territorial Reinforcement

Using buildings, landscape, signage and other barriers to express ownership and create natural separations between pubic and private areas.

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CPTED: Maintenance

Neglected and poorly maintained properties and facilities are breeding grounds for criminal activity.

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Behavioral Threat Assessment

It is the process of deliberately trying to connect the dots or data that paints the picture that someone is moving on a pathway towards an act of "Targeted Violence" **before** the act occurs.

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What is Targeted Violence?

Targeted violence refers to **violence** that is goal-directed, predatory, and focused towards a specific individual(s) (e.g., stalking, terrorism, sexual assault). Threat assessment is the process of gathering information in an effort to estimate the threat of violence posed by a person or group of persons.

Source: Dr. Mario Scalora, University of Nebraska Targeted Violence Research Team

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Threats of Violence

- ***Direct*** threat identifies a specific act against a specific target delivered in a straightforward, clear, and explicit manner.
- ***Indirect*** threat tends to be vague, unclear and ambiguous. Violence is implied, but threat is phrased tentatively, and suggests that a violent act *could* occur, not that it *will* occur.
- ***Veiled*** threat is one that strongly implies but does not explicitly threaten violence.
- ***Conditional*** threat is often seen in extortion cases. It warns that a violent act will happen unless certain demands or terms are met.

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Threat Assessment - Step by Step

Identify
Assess
Manage
Follow-up

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Step 1 - Identifying

- Systems in place - reporting hotlines, open door policies, etc., self-disclosures, observations.
- Thoughtful probing
- Viewing information with healthy skepticism (be curious, not judgmental).
- Paying attention to key points regarding pre-attack behavior

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Step 1- Identifying – Cont.

- Family and Friends
- Social Media
- Employee Assistance Programs
- Domestic Violence Support Groups
- Specialized Consultants
- Law Enforcement

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Step 2 - Assessing

WHO - Concerns should be evaluated by a multi-disciplinary team. No one person should make the decision.

WHAT - Does the individual pose a threat, not merely was a threat made?

HOW – Use a structured process

- Inquisitive and Skeptical Mindset
- Stay in your "swim lane"
- The pathway from idea to action is not a straight line
- You may not have much time to respond

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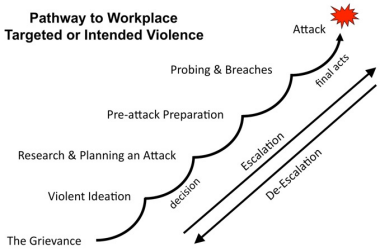
Step 2 - Assessing



Adapted with permission from F.S. Calhoun and S.W. Weston (2003). *Contemporary threat management: A practical guide for identifying, assessing and managing individuals of violent intent.*
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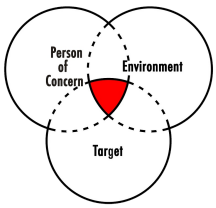
Step 3 - Managing Threatening Behavior

Changes to the environment
Intervention with the POC
Intervention with the target



It's important to understand that we all tend to use the resources that we are the most comfortable with, even though they may not be the best solution for the problem.

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Step 3 - Managing Threatening Behavior

A Restraining Order to stop Workplace Violence is a court order to protect an employee, or employees from suffering unlawful violence or credible threats of violence at the workplace. The court can order a person not to:

- Harass or threaten the employee(s)
- Contact or go near the employee(s)
- Have a gun

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Step 4 – Follow-Up

Workplace violence can occur days, weeks and even months after an employer thinks a threatening situation was resolved. Management may need to orchestrate a method to monitor and/or intervene with regard to a threatening individual over time. That can mean making difficult decisions about how best to monitor and who (inside or outside the organization) should intervene.

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Workplace Emergencies

A workplace emergency is a situation that threatens your employees, customers or the public, disrupts or shuts down your operations; or causes physical or environmental. Workplace emergencies can be natural or manmade, such as floods, fires, bioterrorism or workplace violence.

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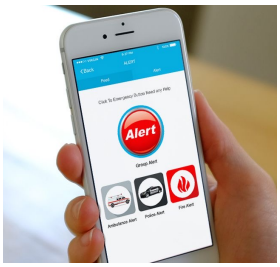
Alerting your Employees

- Verbal Notification
- Public Address Systems
- App Based Systems
- Coordinating with Security



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The Argument for Safe Rooms

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Safe Room Elements

- Solid door
- Solid lock
- Solid Walls

Other Considerations?

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First Aid Considerations

There may be multiple victims.

You may have to provide care for an extend period.

Do you have enough supplies AND trained personnel?

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SB-553 – Workplace Violence Prevention

STATE OF CALIFORNIA
CAL OSHA
DEPARTMENT OF INDUSTRIAL RELATIONS

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What is SB-553?

On September 30, 2023, Governor Gavin Newson signed into law Senate Bill (SB) 553, which requires virtually every California employer to implement a comprehensive workplace violence prevention plan.

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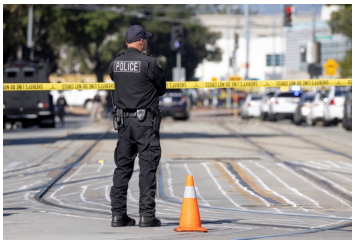
Background of SB-553



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Overview of SB -553

1. Establish, implement, and maintain a **Workplace Violence Prevention Plan** (WVPP).
2. Create and maintain records of workplace violence hazard identification, evaluation, correction, and investigations.
3. Maintain a Violent Incident Log
4. Interactive Training
5. Recordkeeping requirements

Senate Bill-553 Overview

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Resources

https://www.wvpexperts.com/resources

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Questions?

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