



WORKPLACE VIOLENCE PREVENTION

TOOLBOX TALK SERIES – WORKPLACE VIOLENCE

November 2024

Introduction:

- As employees of the Town of Perinton, we have a responsibility to ensure a safe working environment for ourselves and our colleagues. WPV can take many forms, and recognizing it is the first step toward prevention.

Understanding Workplace Violence:

- Definition:** Workplace violence includes any act or threat of physical violence, harassment, intimidation, or disruptive behavior occurring in the workplace.
- Statistics:** According to the Bureau of Labor Statistics, incidents of workplace violence have been on the rise, emphasizing the need for awareness and prevention.



Types of Workplace Violence:

1. Criminal Intent:

- This involves individuals with no legitimate connection to the Town who may commit crimes like theft or vandalism.
- Example:** A break-in during off-hours or theft of public property.

2. Client or Citizen Violence:

- This occurs when members of the public direct aggression toward employees, often in high-stress situations.
- Example:** A resident reacting angrily during a town meeting or service interaction.

3. Employee-on-Employee Violence:

- Conflicts among colleagues can escalate and lead to workplace violence.



- **Example:** Ongoing disputes that lead to verbal confrontations or bullying behavior.

4. Domestic Violence Spillover:

- Personal issues can spill over into the workplace, affecting the safety of the victim and their colleagues.
- **Example:** An employee being stalked or harassed by a former partner at work.

Recognizing Warning Signs:

- **Behavioral Indicators:**

- Sudden changes in mood or behavior.
- Increased irritability or aggression.
- Withdrawal from team activities or social interactions.
- Expressing feelings of hopelessness or frustration.



- **Environmental Cues:**

- Tensions in the workplace, such as unresolved conflicts.
- Increased reports of verbal abuse or harassment.

Prevention Strategies:

1. Creating a Safe Environment:

- Ensure that all facilities are well-lit and accessible.
- Conduct regular safety audits and encourage reporting of hazards.
- Use signage to indicate emergency exits and procedures clearly.

2. Establishing Policies:

- Review and understand the Town's workplace violence prevention policy, which outlines our commitment to safety.
- Familiarize yourself with the consequences of policy violations to reinforce the seriousness of this issue.

3. Training and Awareness:

- Participate in training programs that cover de-escalation techniques and conflict resolution.



- Regularly scheduled workshops can provide employees with tools to handle potentially volatile situations.

4. Encouraging Reporting:

- Promote a culture of openness where employees feel safe reporting incidents without fear of retaliation.
- Clearly outline the reporting process, ensuring that everyone knows whom to contact and how to document incidents.

Response Procedures:

- **In the Event of Violence:**

- **Stay Calm:** Maintain composure to think clearly.
- **Get to Safety:** If you feel threatened, find a secure location away from the situation.
- **Contact Authorities:** Call 911 or the appropriate local authorities if immediate assistance is needed.
- **Notify Management:** After ensuring safety, report the incident to your supervisor and complete any necessary documentation.

- **Post-Incident Support:**

- The Town offers resources such as counseling services for employees affected by workplace violence.
- Encourage open discussions post-incident to address concerns and rebuild trust within the team.

Conclusion:

- Preventing workplace violence is everyone's responsibility. By working together and staying vigilant, we can maintain a safe and supportive environment for all employees of the Town of Perinton.
- Remember that your safety and well-being are our top priorities. Let's commit to being proactive in recognizing and addressing potential threats.

