



Violence-Free Workplace Learner Course Guide

FY 2013-2014

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.



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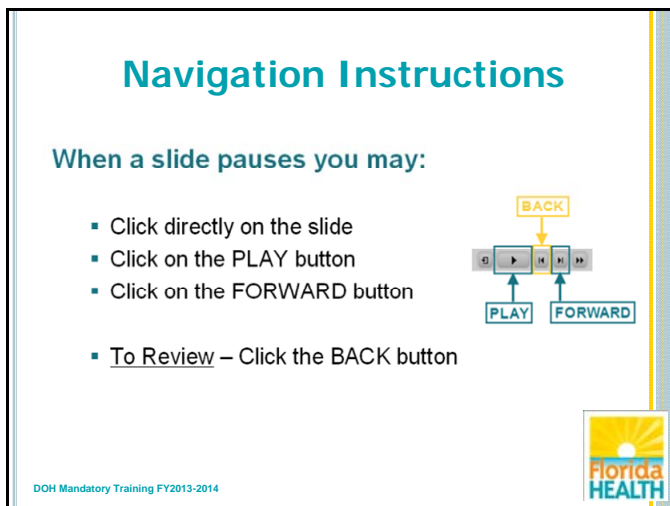
Section 1

Slide 1 - Introduction



Hello and welcome to the Florida Department of Health's Violence-Free Workplace training.

Slide 2 - Navigation Instructions



In order to make your training experience as easy as possible during the course of this self-paced DOH Mandatory Training course, we are providing these navigation instructions.

When a slide pauses you can do one of three things to advance the presentation:

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Slide 3 – Section 1 Objectives

Section 1 Objectives

1. Recall the DOH Violence-Free Workplace policy
2. Define workplace violence
3. Recognize examples of actions & behaviors that constitute workplace violence or that indicate the potential for workplace violence
4. Know facts & statistics about the extent & nature of violence in the workplace



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At the end of Section 1, you will be able to:

1. Recall the DOH Violence-Free Workplace policy
2. Define workplace violence
3. Recognize examples of actions and behaviors that constitute workplace violence or that indicate the potential for workplace violence
4. Know facts and statistics about the extent and nature of violence in the workplace

Slide 4 – Section 1 Objectives

Section 1 Objectives

5. Understand effects of violence on employee health & safety
6. Understand economic impact of violence on organizations
7. Know important work-related factors that may increase your risk of workplace violence
8. Understand communication techniques for workplace violence



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5. Understand the effects of violence on employee health and safety
6. Understand the economic impact of violence on organizations
7. Know important work-related factors that may increase your risk of workplace violence
8. Understand communication techniques for workplace violence

Slide 5 – Violence-Free Workplace Policy

Violence-Free Workplace Policy

The Department will not tolerate workplace violence or domestic violence, including harassment of any employee or client in state offices, facilities, work sites, vehicles, or while conducting state business in any location



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The Department of Health's Violence-Free Workplace policy, DOHP 60-30, establishes that the Department will not tolerate workplace or domestic violence, including harassment of any employee or client while in state offices, facilities, work sites, vehicles, or while conducting state business in any location.

Slide 6 – Purpose of Violence-Free Workplace Policy

Purpose of Violence-Free Workplace Policy

- Heighten awareness
 - Violence & the potential for violence in the workplace
 - Other aspects of domestic violence
- Provide guidance for employees & managers to address violence & its effects when it occurs

Employees do not have to accept or suffer verbal or physical abuse.



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The purpose of the Department's Violence-Free Workplace policy, DOHP 60-30, is to heighten employees' awareness of violence and the potential for violence in the workplace, as well as other aspects of domestic violence.

The policy provides guidance for employees and management to address violence and its effects when it occurs in the workplace and clearly explains employees rights as it relates to workplace violence. Employees do not have to accept or suffer verbal or physical abuse.

Slide 7 – Defining Workplace Violence

Defining Workplace Violence

- “Actions by or against employees or clients that are severe, offensive, or intimidating to such a degree as to create a dangerous, hostile, abusive or intimidating environment”
- Display of any violent, aggressive, or threatening verbal or physical behavior that results in physical or emotional injury or otherwise places a person’s safety or productivity at risk

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The Department of Health’s Violence-Free Workplace policy defines workplace violence as “Actions by or against employees or clients that are severe, offensive, or intimidating to such a degree as to create a dangerous, hostile, abusive or intimidating environment.”

This includes the display of any violent, aggressive, or threatening verbal or physical behavior that results in physical or emotional injury or otherwise places a person’s safety or productivity at risk.

Slide 8 – Workplace Violence Examples

Workplace Violence Examples

- Harassment
 - Intimidation, threats, obscene phone calls, being followed, being sworn or shouted at, or other actions that cause psychological trauma
- Physical threats or actions
 - Beatings, stabbings, shootings, rape, & suicides or near-suicides

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Workplace violence includes harassment of any nature including intimidation, threats, obscene phone calls, being followed, being sworn or shouted at, and/or other actions that cause psychological trauma. Workplace violence also includes physical threats or actions such as beatings, stabbings, shootings, rape, and suicides or near-suicides.

Slide 9 – Workplace Violence Examples

Workplace Violence Examples

- Verbal threats to inflict bodily harm
- Attempting to cause bodily harm
- Verbal harassment
- Disorderly conduct



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Examples of behavior that may constitute workplace violence also include verbal threats to inflict bodily harm, attempting to cause bodily harm, verbal harassment and disorderly conduct.

Slide 10 – Potential for Workplace Violence

Potential for Workplace Violence

- False, malicious, or unfounded statements
- Inappropriate remarks or delusional statements
- Fascination with guns or other weapons



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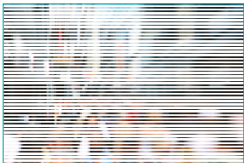
By the end of this presentation, you should be able to recognize behavior that may indicate the potential for workplace violence.

Examples of such behaviors include making false, malicious, or unfounded statements about others, making inappropriate remarks or delusional statements, or showing an inappropriate fascination with guns or other weapons.

Slide 11 – How prevalent is workplace violence?

How prevalent is workplace violence?

- Two million Americans are victims of workplace violence each year
- One in four workers are threatened, harassed, or attacked each year
- Many more cases go unreported




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According to the Occupational Safety and Health Administration, also known as OSHA, two million Americans are victims of workplace violence each year. One in four workers are threatened, harassed, or attacked each year and many more cases go unreported for reasons that will be explained in the next slide.

Slide 12 – Why do incidents of workplace violence go unreported?

Why do incidents of workplace violence go unreported?

- Fear of revenge or retribution
- Thinking behavior is a phase or it's the person's nature
- Not understanding the possible outcomes of threatening behavior
- Not knowing the reporting requirements or procedures



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There are a number of reasons why incidents of workplace violence go unreported.

Some of them include:

- Fear of revenge or retribution
- Believing that the behavior is a phase or it's just the person's nature
- Not understanding the implications and possible outcomes of the threatening behavior and
- Not knowing the reporting requirements or procedures for their workplace

Slide 13 – Economic Impact of Workplace Violence

Economic Impact of Workplace Violence

- A half million employees lose over a million work days each year
- Lost wages of fifty-five million dollars annually
- Lost productivity, legal expenses, property damage, diminished public image, & the need for increased security



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Workplace violence has a significant economic impact. OSHA states that about a half million employees lose over one million work days each year. That translates into lost wages of more than fifty-five million dollars annually, which leads to lost productivity, legal expenses, property damage, diminished public image, and the need for increased security. All together, the costs reach into billions of dollars lost annually.

Slide 14 – The Health Care Worker

The Health Care Worker

- Employees in health care-related sectors are among the top victims of assault
- The nature of a health care worker's work environment directly contributes to their risk of workplace violence
- The largest share of assaults (61%) in the healthcare industry are by health care patients
- 23% are by persons other than patients or co-workers
- 7% are by co-workers



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For health care workers, the nature of their work environment can pose unique risks for workplace violence. Employees in health care-related sectors are among the top victims of assault. The nature of a health care worker's work environment directly contributes to their risk of workplace violence. According to a study by the National Council on Compensation Insurance, the largest share of assaults in the healthcare industry are by health care patients, followed by persons other than patients and co-workers, closely trailed by co-workers.

Slide 15 – The Health Care Worker

The Health Care Worker

- Assault rate by persons against health care workers was more than 4 times the private industry rate
- Majority of reported health care assault victims were employees within the professions of:
 - Psychiatric nursing and home health aides
 - Healthcare practitioners
 - Personal care and services
 - Community and social services

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In 2009, the assault rate by persons against health care workers was more than 4 times the private industry rate. The majority of reported health care assault victims were employees within the professions of psychiatric nursing and home health aides, healthcare practitioners, personal care and services, as well as, community and social services.

Slide 16 – Increased Risk Factors for Workplace Violence

Increased Risk Factors For Workplace Violence

- Direct contact & interacting with the public
- Exchange of money within a workplace
- Personal delivery of passengers, goods, or services

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Work-related situations that could increase the risk of workplace violence include:

- Having direct contact and interacting with the public
- The exchange of money within a workplace
- Personal delivery of passengers, goods, or services

Slide 17– Increased Risk Factors for Workplace Violence

Increased Risk Factors For Workplace Violence

- Mobile workplace/working “in the field”
- Working with unstable or volatile persons in health care, social service or criminal justice settings
- Working alone or in small numbers



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- Having a mobile workplace or working “in the field”
- Working with unstable or volatile persons in health care, social service or criminal justice settings and
- Working alone or in small numbers

Slide 18 – Increased Risk Factors for Workplace Violence

Increased Risk Factors For Workplace Violence

- Working late at night or during early morning hours
- Working in high-crime areas
- Guarding valuable property or possessions
- Working in community-based settings



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Other factors that can put you at risk for workplace violence include:


- Working late at night or during early morning hours
- Working in high-crime areas
- Guarding valuable property or possessions and
- Working in community-based settings

Slide 19 – Communication Techniques

Communication Techniques

Do not:

- Use styles of communication that generate hostility
- Reject demands without listening
- Make challenging or threatening statements
- “Dare” the individual
- Make promises you cannot keep
- Invade personal space



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When communicating with fellow employees and customers, please do not:

- Use styles of communication that generate hostility such as apathy, coldness, are condescending or gives them the “brush off”
- Reject demands without listening
- Make challenging or threatening statements, or dare the individual
- Make promises you cannot keep and
- Invade personal space.


Make sure there is a space of three to six feet between you and the person you are communicating with.

Slide 20 – Communication Techniques

Communication Techniques

Do:

- Project Calmness
- Be empathetic
- Focus your attention on the other person
- Acknowledge the person's feelings



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When interacting with fellow employees and customers, use these techniques to prevent, minimize, or diffuse a possible violent incident.


- Project calmness, move and speak slowly, quietly, and confidently
- Be empathetic, encourage the person to talk, while you listen patiently
- Focus your attention on the other person to let them know you are interested in what they are saying and acknowledge the person's feelings

Slide 21 – Communication Techniques

Communication Techniques

Do:

- Ask for small specific favors
- Establish ground rules if unreasonable behavior persists
- Use delaying tactics, which will give the person time to calm down



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- You may ask for small, specific favors such as asking the person to move to a quieter area
- If unreasonable behavior persists, establish ground rules followed with calmly describing the consequences of his/her behavior or
- Use delaying tactics, which will give the person time to calm down, such as offering a glass of water, or a place to sit and talk

Slide 22 – Communication Techniques

Communication Techniques

Do:

- Point out choices
- Accept criticism in a positive way
- Ask for recommendations



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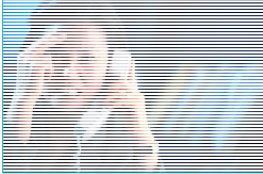

- Point out choices, and break big problems into small, more manageable ones
- Accept criticism in a positive way.

When a complaint might be true, use statements such as “You are probably right,” or “It was my fault.” If the criticism seems unwarranted, ask clarifying questions. Ask for recommendations. Repeat back to the person what you feel he/she is requesting.

Slide 23 – Avoid Client & Co-Worker Frustration

Avoid Client & Co-Worker Frustration

- Be courteous to clients & customers
- Refer complaints you cannot address

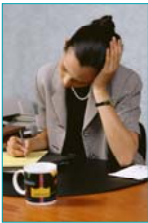

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You can help avoid frustrating interactions by assisting clients and customers as courteously as possible, especially when redirecting their call or visit. If a client or co-worker is voicing a complaint that you cannot address to their satisfaction, refer the person to supervisory personnel.

Slide 24 – What You Can Do

What You Can Do

- Recognize behaviors that could put you & others at risk for potential violence
- Be aware of your workplace surroundings
- Be sensitive to your co-worker's attitudes and problems
- If you see something that troubles you, report it

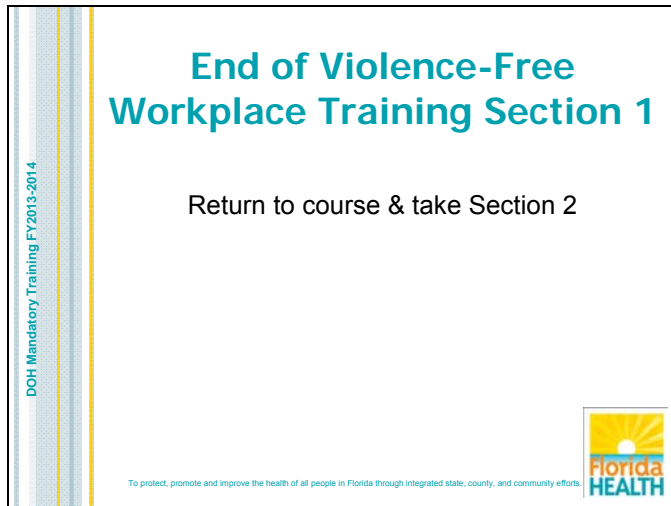



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Besides practicing the proper communication techniques, there are other things you can do to help prevent workplace violence.

- Learn to recognize the behaviors that could put you and others at risk for potential violence
- Be aware of your workplace surroundings
- Be sensitive to your co-worker's attitudes and problems and
- If you see something that troubles you, report it

Slide 25 – End Slide




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End of Violence-Free Workplace Training Section 1

Return to course & take Section 2

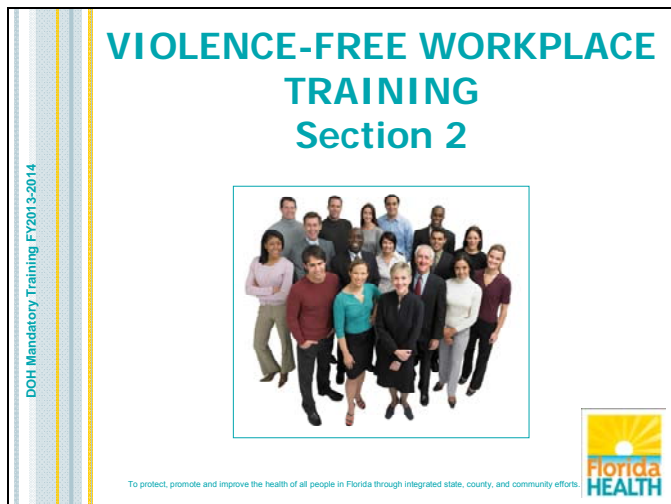
To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts.



This concludes Section 1 of the Violence-Free Workplace Training presentation. Please return to the course and complete Section 2.

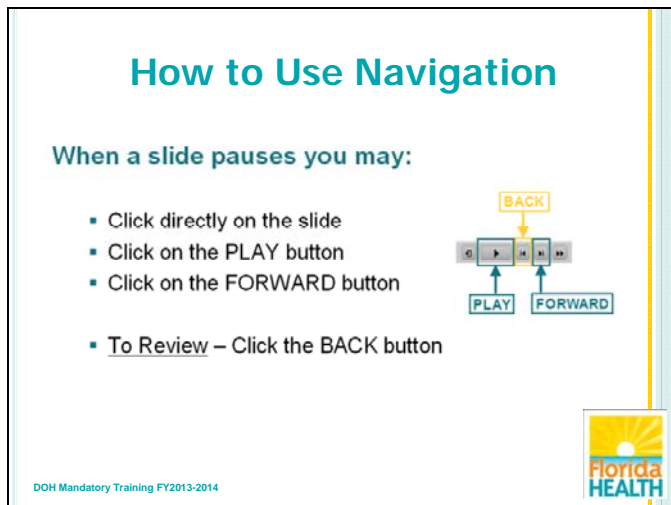
Section 2

Slide 1 - Introduction



Hello and welcome to the Florida Department of Health's Violence-Free Workplace Training, Section 2.

Slide 2 - Navigation Instructions



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Slide 3 – Section 2 Objectives

Section 2 Objectives

1. Know the responsibilities supervisors bear for preventing & responding to workplace violence
2. Understand how domestic violence is related to & can contribute to workplace violence
3. Know the responsibilities of employees & supervisors regarding domestic violence



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At the end of Section 2, you will be able to:

1. Know the responsibilities supervisors bear for preventing and responding to workplace violence
2. Understand how domestic violence is related to and can contribute to workplace violence, and
3. Know the responsibilities of employees and supervisors regarding domestic violence

Slide 4 – Section 2 Objectives

Section 2 Objectives

4. Know ways to help ensure your own personal safety
5. Understand the typical profile of the disgruntled worker who is more likely to commit workplace violence
6. Know how to properly report disruptive behavior, threatening behavior & a workplace violence incident



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In addition, you will be able to:

4. Know ways to help ensure your own personal safety
5. Understand the typical profile of the disgruntled worker who is more likely to commit workplace violence, and
6. Know how to properly report disruptive behavior, threatening behavior and a workplace violence incident

Slide 5 – Supervisor's Responsibilities

Supervisor's Responsibilities

- Screen applicants
 - References & background check
- Meet regularly with employees
 - Discuss procedures, issues, goals, & assignments
- Encourage an “open door” policy
 - Listen to employees' issues, investigate complaints promptly, & take appropriate action

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Supervisors have a responsibility to foster a workplace that is safe from potential conflict. By following the following three practices, supervisors can reduce the threat of workplace violence:

- Screen applicants for employment closely by calling references and conducting background checks
- Meet regularly with subordinate staff to discuss procedures, issues, goals, and assignments, and
- Encourage an “open door” policy by listening to employees' issues, investigating complaints promptly, and taking appropriate action

Slide 6 – Supervisor's Responsibilities

Supervisor's Responsibilities

- Take the initiative to deal with employee behavior issues at the first sign of a problem
- Refer to the employee assistance program as appropriate
- Have proficient knowledge of the Department's Violence-Free Workplace policy

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Supervisors must take the initiative to deal with employee behavioral issues at the first sign of a problem and take appropriate corrective or disciplinary action.

The employee assistance program is also available to help employees assess and resolve concerns with the goal of enhanced performance for the Department of Health.

By being familiar with the Department's Violence-Free Workplace policy, DOHP 60-30, a supervisor can help manage and prevent potentially violent incidents.

Slide 7 – Domestic Violence

Domestic Violence

741.28, F.S.

“Any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense resulting in physical injury or death of one family or household member by another family or household member.”



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Section 741.28, Florida Statutes defines domestic violence as “Any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense resulting in physical injury or death of one family or household member by another family or household member.”

Slide 8 – Employees Must Report Domestic Violence

Employees Must Report Domestic Violence

- Notify your supervisor of any injunction
- Report any modifications to the injunction within one workday



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Domestic violence incidents may adversely affect the workplace. Employees involved in domestic violence incidents must notify their supervisor of any injunction within one workday of the date the injunction is served or the employee is made aware of the injunction. Employees must also report any modifications to the injunction within one workday.

Slide 9 – Co-Workers Should Report Domestic Violence

Co-Workers Should Report Domestic Violence

Report any incident to your immediate supervisor or a risk management team member




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Co-workers or other employees who are aware of an employee's involvement as a victim of domestic violence should report any incident to their immediate supervisor or a risk management team member.

Slide 10 – Supervisor's Must Report Domestic Violence

Supervisors Must Report Domestic Violence

- Servicing human resource office or the employee assistance program (EAP) provider
- Considerations of other factors should be addressed as outlined in the Violence-Free Workplace policy





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Supervisors who become aware that an employee is a victim of domestic violence or is under the protection of an injunction must contact the servicing human resource office or the employee assistance program (EAP) provider. Considerations of other factors should be addressed as outlined in the Violence-Free Workplace policy, DOHP 60-33.

Slide 11 – Personal Safety

Personal Safety

- Be alert
- Stay in well-lit areas
- Avoid driving or walking down alleys or taking short cuts

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There are many things you can do to increase your own personal safety.

- Be alert when arriving at or leaving work, when traveling, or when working away from the office
- Pay attention to your surroundings and the people and vehicles around you
- Stay in well-lit areas when walking or driving and avoid driving or walking down alleys or taking short cuts across deserted areas or private property

Slide 12 – Personal Safety

Personal Safety

- Don't overload yourself
- Wear comfortable shoes
- Carry a cell phone




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- Don't overload yourself when carrying files, boxes, or equipment
- Wear shoes that are secure, comfortable and easy to run in and carry a cell phone for emergency use.

If a cell phone is not available, know where there are pay phones or open businesses located in the area.

Slide 13 – Personal Safety

Personal Safety

- Look & act confident & self-assured
- Don't wear or openly display jewelry
- Keep a minimum amount of cash
- Take extra care with credit cards and personal identification cards
- Avoid walking through crowds



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If you are in an unfamiliar or potentially dangerous area:

- Look and act confident and self-assured
- Don't wear or openly display jewelry
- Keep a minimum amount of cash in your pocket, purse, or wallet
- Take extra care with credit cards and personal identification cards and
- Avoid walking through crowds; walk around the group or cross the street

Slide 14 – Safety When Driving

Safety When Driving

- Drive with doors locked
- Park in well-lit & secured areas
- Have your keys out when approaching your vehicle
- Keep gas tank full



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If you drive as part of your job or work away from the office, there are many measures you can take to stay safe in your vehicle.

- Drive with your doors locked and park in well-lit and secured areas if possible
- Have your keys out when approaching your vehicle and
- Keep a full tank of gas with a locking gas cap that can be controlled from inside the vehicle

Slide 15 – Safety When Driving

Safety When Driving

- Before entering vehicle, check under vehicle & in front and rear passenger compartments
- Do not stop to assist stranded motorists
- Pay attention to other vehicles, road signs, pedestrians, traffic lights & stop signs
- If a suspicious person approaches your vehicle, blow horn & drive away



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Before entering your vehicle:

- Visually check under the vehicle and in front and rear passenger compartments
- Do not stop to assist a stranded motorist, instead call for help on their behalf
- Pay attention to other vehicles, road signs, pedestrians, traffic lights, and stop signs and
- If a suspicious person approaches your vehicle, blow the horn and drive away

Slide 16 – Disgruntled Worker Typical Profile

Disgruntled Worker Typical Profile

- General guide only
- Do not use as primary guide to identify or rule out any individual as a possible perpetrator of workplace violence




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Experts have developed a typical profile of the disgruntled worker who is more likely to commit workplace violence. This information is meant for use as a general guide only. It should not be used as the primary guide to identify or rule out any individual as a possible perpetrator of workplace violence.

Slide 17 – Disgruntled Worker Typical Profile

Disgruntled Worker Typical Profile

- Poor self-esteem
- Loner
- History of violence
- Family problems
- Owns guns and/or talks about guns
- Angry person with no outlet for their anger




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The typical profile of a person likely to commit violence in the workplace can be described as a person with poor self-esteem, who is a loner, or who has a history of violence. This person may be experiencing family problems; they may own guns and/or frequently talk about guns. They are generally seen as an angry person with no outlet for their anger.

Slide 18 – Disgruntled Worker Typical Profile

Disgruntled Worker Typical Profile

- Record of disputes
- Job stress complaints
- Substance abuse
- Feelings of persecution
- Recent dismissal or threat of dismissal
- Experienced personal trauma



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In addition, they may have a record of disputes with management or others, job stress complaints, or substance abuse. They could also be experiencing feelings of persecution, recently been dismissed or received a threat of dismissal, or have experienced a personal trauma.

Slide 19 – Behavior Changes

Behavior Changes

- Cases of workplace violence usually become worse over time
- Do not ignore the problem
- Stay alert
- Two types of behavior that can escalate:
 - Disruptive behavior
 - Threatening behavior

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Most cases of workplace violence usually become worse over time. You should not ignore the problem, but stay alert for behavior changes that could indicate the possible beginnings of a workplace violence incident. The two types of behavior that can escalate into violence are disruptive behavior and threatening behavior.

Slide 20 – Disruptive Behavior

Disruptive Behavior

- Inappropriate, unprofessional behavior
- Interference with the employee's work performance
- Speaking loudly, rudely or contemptuously
- Slamming office doors or drawers, throwing objects, banging walls or doors

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Disruptive behavior is inappropriate, unprofessional behavior that may interfere with the employee's work performance or the work performance of others. This includes, but is not limited to speaking loudly, rudely, or contemptuously to coworkers, supervisor, or others and slamming office doors or drawers, throwing objects, banging walls or doors, or other activities that have or may have a detrimental effect on the work environment.

Slide 21 – Threatening Behavior

Threatening Behavior

- Behavior that may lead to any form of a physical altercation, fighting, or use of weapons
- It is considered a violent act & may be grounds for immediate dismissal



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Threatening behavior is behavior that may lead to any form of a physical altercation, fight, or use of weapons against another employee, supervisor, client, or a member of the general public. It is considered a violent act and may be grounds for immediate dismissal per the Department of Health's Discipline policy, DOHP 60-30.

Slide 22 – Report Disruptive and Threatening Behavior

Report Disruptive and Threatening Behavior

- Disruptive behavior can lead to threatening behavior
- Threatening behavior can lead to violent behavior
- Disruptive or threatening behavior must be reported immediately





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Disruptive behavior can lead to threatening behavior and threatening behavior can lead to violent behavior. Any disruptive or threatening behavior must be reported immediately, on the first occurrence, to avoid possible escalation to a threatening or violent incident.

Slide 23 – Reporting a Workplace Violence Incident

Reporting a Workplace Violence Incident

- Violence-Free Workplace policy provides procedures for reporting a workplace violence incident
- Any imminent or immediate threat of physical violence, call 911




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The Department's Violence Free Workplace policy, DOHP 60-33, provides procedures for reporting a workplace violence incident. If an employee believes there is an imminent or immediate threat of physical violence, they should immediately call 911 or another emergency number as identified in their office plan.

Slide 24 – Reporting a Workplace Violence Incident

Reporting a Workplace Violence Incident

- Report any incident without fear of reprisal or criticism
- Immediately contact your supervisor
 - Or the next level supervisor
- Complete & submit an "Incident Report"



DOH Mandatory Training FY2013-2014

Management fully supports the reporting of any type of threat or incident of workplace violence. Employees should immediately report any such incident without fear of reprisal to his or her supervisor, or the next level supervisor, if applicable. Employees should complete an incident report and submit it in accordance with the DOH policy and procedures on incident reporting.

Slide 25 – Reporting a Workplace Violence Incident

Reporting a Workplace Violence Incident

- If not possible or appropriate to report incident to a supervisor, contact:
 - Director or assistant director
 - Servicing human resource office
 - Member of risk management team



DOH Mandatory Training FY2013-2014

If it is not possible or appropriate to report an incident to a supervisor, the Violence-Free Workplace policy advises employees to contact a director or assistant director, the servicing human resource office, or a member of the risk management team.

Slide 26 – A Violence-Free Workplace

A Violence-Free Workplace

“The Department will not tolerate workplace or domestic violence including harassment of any employee or client while in state offices, vehicles, or while conducting state business. This includes the display of any violent, aggressive, or threatening (verbal or physical) behavior that results in physical or emotional injury or otherwise places a person’s safety or productivity at risk.”



DOH Mandatory Training FY2013-2014

Remember, the Department of Health’s Violence-Free Workplace policy states, “The Department will not tolerate workplace or domestic violence including harassment of any employee or client while in state offices, vehicles, or while conducting state business. This includes the display of any violent, aggressive, or threatening (verbal or physical) behavior that results in physical or emotional injury or otherwise places a person’s safety or productivity at risk.”

Slide 27 – A Violence-Free Workplace

A Violence-Free Workplace

- Employees have legal & moral right to expect their work environments to be safe & secure
- Employees do not have to accept or suffer verbal or physical abuse
- Recognize a potentially violent situation & know intervention techniques to help de-escalate a problem



DOH Mandatory Training FY2013-2014

Employees have the legal and moral right to expect their work environments to be safe and secure. Employees do not have to accept or suffer verbal or physical abuse from other employees, clients, or members of the public. Employees, supervisors, and managers must be able to recognize a potentially violent situation and know the intervention techniques that can help de-escalate a problem before a critical incident occurs.

Slide 28 – A Violence-Free Workplace

A Violence-Free Workplace

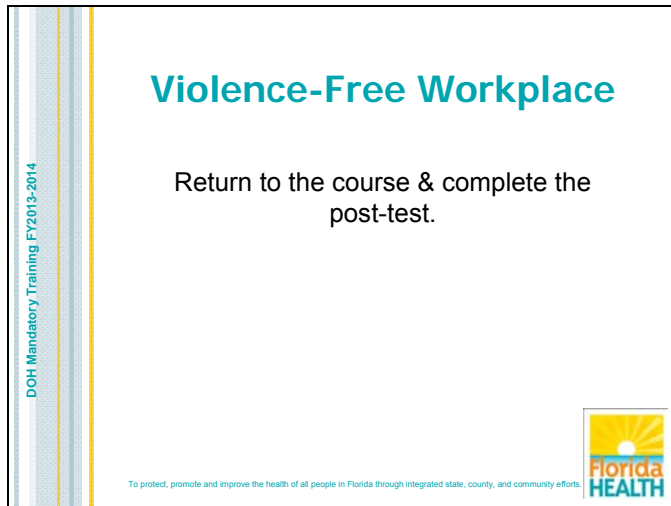
- All employees should be familiar with Violence-Free Workplace policy
- Be alert & prompt in responding to & reporting incidents of workplace violence or the potential for workplace violence



DOH Mandatory Training FY2013-2014

Creating a safe, violence-free, and hostility-free work environment requires the cooperative efforts of all employees. Become familiar with the Violence-Free Workplace policy, DOHP 60-30. Remember to be alert and promptly respond and report any incidents or potential incidents of workplace violence. The power is in your hands to keep violence out of the workplace.

Slide 29 – End Slide




DOH Mandatory Training FY2013-2014

Violence-Free Workplace

Return to the course & complete the post-test.

To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts.



This concludes the Violence-Free Workplace training presentation. Please return to the course and take the post-test.