

Violence Free Workplace Training Module 1 Student Course Guide



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

Table of Contents

SLIDE NUMBER - TITLE	PAGE
Slide 1 - Introduction	5
Slide 2 - Navigation Instructions	5
Slide 3 – Transition	5
Slide 4 – Learning Objectives 1-6	6
Slide 5 – Learning Objectives 7-12	6
Slide 6 – Learning Objectives 13-18	6
Slide 7 – Learning Objectives 19-22	7
Slide 8 – Transition	7
Slide 9 – Overview of Objectives 1-2	7
Slide 10 – DOHP 60-30	8
Slide 11 – DOHP 60-30	8
Slide 12 – Purpose	8
Slide 13 – Overview of Objectives 3-4	9
Slide 14 – Definition	9



Table of Contents

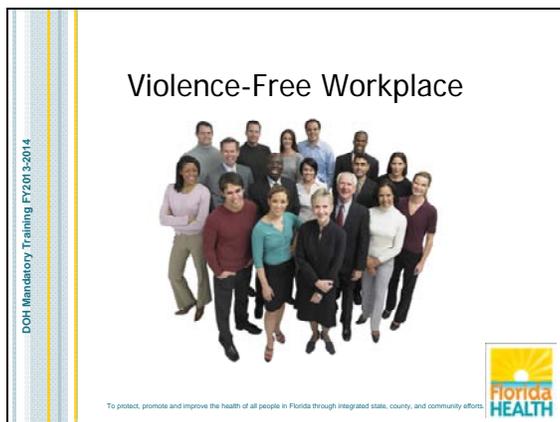
SLIDE NUMBER - TITLE	PAGE
Slide 15 – Examples	9
Slide 16 – Examples	10
Slide 17– Potential for Workplace Violence	10
Slide 18 – Overview of Objectives 5-7	10
Slide 19 – Prevalence	11
Slide 20 – Unreported Incidents of Workplace Violence	11
Slide 21 – Economic Impact	11
Slide 22 – Overview of Objectives 8-9	12
Slide 23 – The Health Care Worker	12
Slide 24 – The Health Care Worker	13
Slide 25 – Risk Factors	13
Slide 26 – Risk Factors	13



Slide 27 – Overview of Objectives 10-12	14
Slide 28 – Communication Techniques	14
Slide 29 - Communication Techniques	15
Slide 30 - Communication Techniques	15
Slide 31 - Communication Techniques	15
Slide 32 – Preventing Client and Co-worker Frustration	16
Slide 33 – What You Can Do	16
Slide 34 – End Slide	16

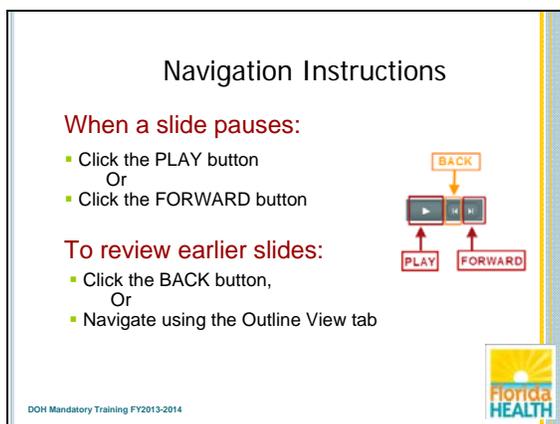


Slide 1



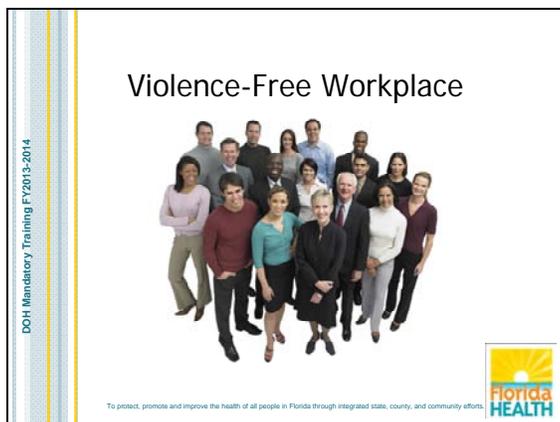
Welcome to the Florida Department of Health's mandatory Violence-Free Workplace training.

Slide 2



When a slide pauses, click the viewer's play or forward button. To review a previous slide, click the BACK button or navigate using outline view. Advance the slide now to begin the training.

Slide 3



Employees have the legal and moral right to expect their work environments to be safe and secure. Creating a safe, violence-free, and hostility-free work environment requires the cooperative efforts of all employees. Employees, supervisors, and managers must be able to recognize a potentially violent situation. They must know the intervention techniques that can help de-escalate a problem before a critical incident occurs. And they must know what to do when a workplace violence incident is

Slide 4

Learning Objectives 1-6

1. Know the official policy of the Department of Health regarding workplace and domestic violence.
2. Understand the purpose of the Department's Violence Free Workplace policy.
3. Define workplace violence.
4. Recognize examples of actions and behaviors that constitute workplace violence or that indicate the potential for workplace violence.
5. Know important facts and statistics about the extent and nature of violence in the workplace.
6. Understand the effects of violence on employee health and safety



DOH Mandatory Training FY2013-2014

occurring, or has occurred.

Take a few moments to review the learning objectives on this and the following slides. The required post test is based on achieving these objectives.

Slide 5

Learning Objectives 7-12

7. Understand the economic impact of violence on organizations.
8. Understand that workplace violence among health care workers is greater than the private sector rate.
9. Know the important work-related factors that may increase your risk of workplace violence.
10. Understand how improper communication techniques can increase the possibility of workplace violence.
11. Know communication techniques that can help reduce the potential for workplace violence.
12. Know other steps you can take to help prevent workplace violence.



DOH Mandatory Training FY2013-2014

Review objectives seven through 12.

Slide 6

Learning Objectives 13-18

13. Know the responsibilities supervisors bear for preventing and responding to workplace violence.
14. Understand how domestic violence is related to and can contribute to workplace violence.
15. Know the responsibilities of employees and supervisors regarding domestic violence.
16. Know some things you can do to help ensure your own personal safety at work, and when traveling to and from work.
17. Understand the typical profile of the disgruntled worker who is more likely to commit workplace violence.
18. Recognize behavior changes that can indicate the potential for workplace violence.



DOH Mandatory Training FY2013-2014

Review objectives 13 through 18.



Slide 7

Learning Objectives 19-22

19. Recognize signs of disruptive behavior that can lead to threatening behavior.
20. Recognize signs of threatening behavior that can lead to workplace violence.
21. Know how to respond to an imminent or occurring workplace violence incident.
22. Know how to properly report about disruptive behavior, threatening behavior, and a workplace violence incident.



DOH Mandatory Training FY2013-2014

And review objectives 19 through 22.

Slide 8

This Presentation is in Two Parts

- Part One
 - Objectives 1 through 12
- Part Two
 - Objectives 13 through 22
- 10 to 15 minutes to complete each part
- Must pass a mandatory post-test before training is complete



DOH Mandatory Training FY2013-2014

This presentation is in two parts. Part one covers objectives one through 12. Part two covers objectives 13 through 22. Each of the two parts should take about ten to 15 minutes to complete. After viewing both presentations you must pass a mandatory post-test before the training is complete.

Slide 9

Objectives 1-2

1. Know the official policy of the Department of Health regarding workplace and domestic violence
2. Understand the purpose of the Department's Violence Free Workplace policy



DOH Mandatory Training FY2013-2014

We will start with objectives one and two. After completing this section you will know the official policy of the Department of Health regarding workplace and domestic violence; and understand the purpose of the Department's Violence Free Workplace policy.

Slide 10

**Violence-Free Workplace Policy:
DOHP 60-30**

- The Department will not tolerate workplace 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.

DOH Mandatory Training FY2013-2014



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 11

**Violence-Free Workplace Policy:
DOHP 60-30**

- This presentation will provide an overview of the policy
- Includes information about recognizing potential violence in the workplace
- All employees are required to be familiar with the policy and are encouraged to learn how to support a violence-free workplace

DOH Mandatory Training FY2013-2014



This presentation will provide an overview of DOHP 60-30 and include relevant supplementary information about recognizing potential violence in the workplace. All employees are required to be familiar with the policy and are encouraged to learn how to support a violence-free workplace.

Slide 12

**The Purpose of the
Violence-Free Workplace Policy**

- Heighten awareness of
 - Violence and the potential for violence in the workplace
 - Other aspects of domestic violence
- Provide guidance for employees and management to address violence and its effects when it occurs
- Employees do not have to accept or suffer verbal or physical abuse
 - From other employees, clients, or members of the public.

DOH Mandatory Training FY2013-2014



The purpose of the Department’s Violence-Free Workplace Policy 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. The policy makes it clear that employees do not have to accept or suffer verbal or physical abuse from other employees, clients, or members of the public.



Slide 13

Objectives 3-4

3. Define workplace violence.
4. Recognize examples of actions and behaviors that constitute workplace violence or that indicate the potential for workplace violence.



DOH Mandatory Training FY2013-2014

After completing this section you will be able to define workplace violence, and recognize examples of actions and behaviors that constitute workplace violence or that indicate the potential for workplace violence.

Slide 14

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.



DOH Mandatory Training FY2013-2014

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 15

Workplace Violence Examples



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



DOH Mandatory Training FY2013-2014

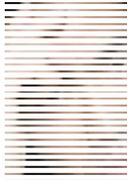
Workplace violence also includes harassment of any nature including intimidation, threats, obscene phone calls, being followed, being sworn or shouted at, and/or other actions that cause psychological trauma. Workplace violence also includes physical threats or actions such as beatings, stabbings, shootings,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



Slide 16

Workplace Violence Examples

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



DOH Mandatory Training FY2013-2014

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 17

Recognize the Potential for Workplace Violence

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



DOH Mandatory Training FY2013-2014

Employees should also 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 18

Objectives 5-7

5. Know important facts and statistics about the extent and nature of violence in the workplace.
6. Understand the effects of violence on employee health and safety
7. Understand the economic impact of violence on organizations.



DOH Mandatory Training FY2013-2014

After completing this section you will know important facts and statistics about the extent and nature of violence in the workplace; you will understand the effects of violence on employee health and safety; and you will understand the economic impact of violence on organizations.



Slide 19

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.

Occupational Safety and Health Administration (OSHA)

Florida HEALTH

DOH Mandatory Training FY2013-2014

According to the Occupational Safety and Health Administration, or OSHA, 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.

Slide 20

Why do Incidents of Workplace Violence go Unreported?

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



Florida HEALTH

DOH Mandatory Training FY2013-2014

Why do many incidents of workplace violence go unreported? There are many reasons, including: Fear of revenge or retribution; Believing that the behavior is a phase or 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 21

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, and the need for increased security
- Costs reach into billions of dollars lost annually

Occupational Safety and Health Administration (OSHA)

Florida HEALTH

DOH Mandatory Training FY2013-2014

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



Slide 22

Objectives 8-9

8. Understand that workplace violence among health care workers is greater than the private sector rate.
9. Know the important work-related factors that may increase your risk of workplace violence.



DOH Mandatory Training FY2013-2014

After completing this section you will understand that workplace violence among health care workers is greater than the private sector rate; and know the important work-related factors that may increase your risk of workplace violence.

Slide 23

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
- 7% are by co-workers
- 23% are by persons other than patients or co-workers



National Council on Compensation Insurance (January 2012)

DOH Mandatory Training FY2013-2014

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, posted in January of 2012, the largest share of assaults (61%) in the healthcare industry are by health care patients, 7% are by co-workers, and 23% are by persons other than patients or co-workers.



Slide 24

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.

National Council on Compensation Insurance (January 2012)




DOH Mandatory Training FY2013-2014

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 25

Increased Risk Factors For Workplace Violence



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



DOH Mandatory Training FY2013-2014

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;
 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 26

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




DOH Mandatory Training FY2013-2014

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
 And working in community-based settings.



Slide 27

Objectives 10-12

10. Understand how improper communication techniques can increase the possibility of workplace violence.
11. Know communication techniques that can help reduce the potential for workplace violence.
12. Know other steps you can take to help prevent workplace violence.



DOH Mandatory Training FY2013-2014

After completing this section you will understand how improper communication techniques can increase the possibility of workplace violence; you will know communication techniques that can help reduce the potential for workplace violence, and know other steps you can take to help prevent workplace violence.

Slide 28

Communication Techniques

Do NOT

- Use styles of communication that generate hostility
 - Apathy, "brush off," coldness, condescension
- Reject demands without listening
- Make challenging or threatening statements
- "Dare" the individual
- Make promises you cannot keep
- Invade personal space
 - Three to six feet between you and the person you are communicating with



DOH Mandatory Training FY2013-2014

There are some things NOT to do when communicating with fellow employees and with customers that may help prevent a possible violent incident.

Do not use styles of communication that generate hostility, such as apathy, a brush off, coldness, or condescension;

Do not reject demands without listening;

Do not make challenging or threatening statements, or dare the individual;

Do not make promises you cannot keep; and

Do not invade personal space. Make sure there is a space of three to six feet between you and the person you are communicating with.



Slide 29

Communication Techniques

DO

- Project Calmness
 - Move and speak slowly, quietly, and confidently
- Be empathetic
 - Encourage the person to talk, and listen patiently
- Focus your attention on the other person
 - Let them know you are interested in what they are saying
- Acknowledge the person's feelings
 - Indicate that you see they are upset



DOH Mandatory Training FY2013-2014



When interacting with fellow employees and customers, there are things you CAN do 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, and listen patiently. Focus your attention on the other person to let them know you are interested in what they are saying. Acknowledge the person's feelings; indicate that you see they are upset.

Slide 30

Communication Techniques

DO

- Ask for small specific favors
 - Asking the person to move to a quieter area
- Establish ground rules if unreasonable behavior persists
 - Calmly describe the consequences of his/her behavior
- Use delaying tactics, which will give the person time to calm down
 - Offer a drink of water, or a place to sit and talk



DOH Mandatory Training FY2013-2014



Ask for small specific favors, such as asking the person to move to a quieter area.

Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of his/her behavior. Use delaying tactics, which will give the person time to calm down. Offer a drink of water, or a place to sit and talk.

Slide 31

Communication Techniques

DO

- Point out choices
 - 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



DOH Mandatory Training FY2013-2014



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.

And, ask for recommendations. Repeat back to the person what you feel he/she is requesting.



Slide 32

Avoid Client and Co-Worker Frustration

- Assist 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 adequately address, refer the person to supervisory personnel



DOH Mandatory Training FY2013-2014



One preventable cause of workplace violence is client and co-worker frustration. 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-workers is voicing a complaint that you cannot address to their satisfaction, refer the person to supervisory personnel.

Slide 33

What You Can Do

- Learn to recognize 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.
- If you see something that troubles you, report it.



DOH Mandatory Training FY2013-2014



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. If you see something that troubles you, report it.

Slide 34

**Violence-Free Workplace
End of Part One**



DOH Mandatory Training FY2013-2014

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



You have completed Part One of the Violence-Free Workplace training presentation. Please return to the course page and complete Part Two.



Violence Free Workplace Training Module 2 Student Course Guide



Table of Contents

SLIDE NUMBER - TITLE	PAGE
Slide 1 - Introduction	21
Slide 2 - Navigation Instructions	21
Slide 3 – Learning Objectives 1-6	21
Slide 4 – Learning Objectives 7-12	22
Slide 5 – Learning Objectives 13-18	22
Slide 6 – Learning Objectives 19-22	22
Slide 7 – Overview of Part Two	23
Slide 8 – Learning Objectives 13-15	23
Slide 9 – Supervisor’s Responsibilities	23
Slide 10 – Supervisor’s Responsibilities	24
Slide 11 – Domestic Violence	24
Slide 12 – Reporting Domestic Violence	24
Slide 13 – Reporting Domestic Violence	25
Slide 14 – Reporting Domestic Violence	25



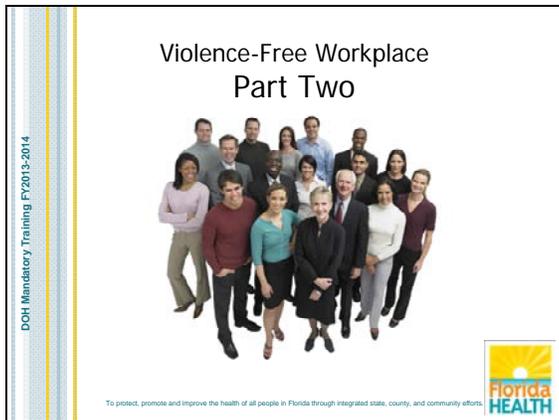
Slide 15 – Learning Objective 16	25
Slide 16 – Personal Safety	26
Slide 17 – Personal Safety	26
Slide 18 – Personal Safety	26
Slide 19 – Safety When Driving	27
Slide 20 – Safety When Driving	27
Slide 21 – Learning Objectives 17-20	27
Slide 22 – Typical Profile	28
Slide 23 – Typical Profile	28
Slide 24 – Behavior Changes	28
Slide 25 – Disruptive Behavior	29
Slide 26 – Threatening Behavior	29
Slide 27 – Learning Objectives 21-22	29
Slide 28 – Reporting Disruptive and Threatening Behavior	30
Slide 29 – Reporting a Workplace Violence Incident	30
Slide 30 – Reporting a Workplace Violence Incident	30
Slide 31 - Reporting a Workplace Violence Incident	31



Slide 32 – Violence-Free Workplace	31
Slide 33 - Violence-Free Workplace	31
Slide 34 - Violence-Free Workplace	32
Slide 35 – End Slide	32

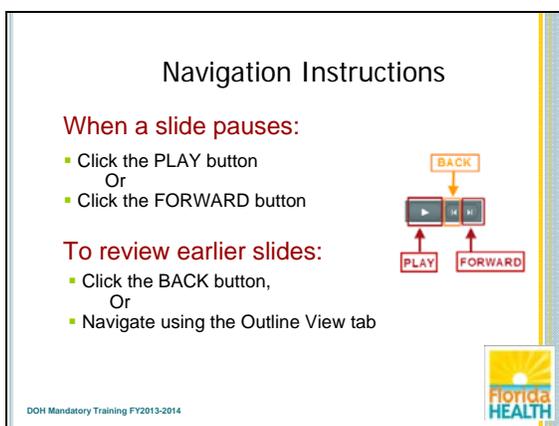


Slide 1



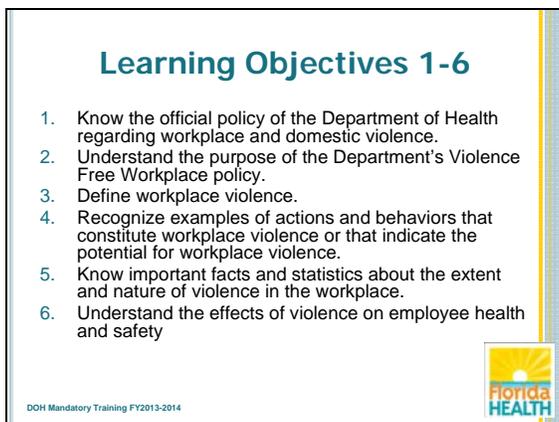
Welcome to Part Two of the Florida Department of Health’s mandatory Violence-Free Workplace training. You should already have completed Part One.

Slide 2



When a slide pauses, click the viewer’s play or forward button. To review a previous slide, click the BACK button or navigate using outline view. Advance the slide now to begin the training.

Slide 3



Take a few moments to review the learning objectives on this and the following slides. The required post test is based on achieving these objectives.



Slide 4

Learning Objectives 7-12

7. Understand the economic impact of violence on organizations.
8. Understand that workplace violence among health care workers is greater than the private sector rate.
9. Know the important work-related factors that may increase your risk of workplace violence.
10. Understand how improper communication techniques can increase the possibility of workplace violence.
11. Know communication techniques that can help reduce the potential for workplace violence.
12. Know other steps you can take to help prevent workplace violence.



DOH Mandatory Training FY2013-2014

Review objectives seven through 12.

Slide 5

Learning Objectives 13-18

13. Know the responsibilities supervisors bear for preventing and responding to workplace violence.
14. Understand how domestic violence is related to and can contribute to workplace violence.
15. Know the responsibilities of employees and supervisors regarding domestic violence.
16. Know some things you can do to help ensure your own personal safety at work, and when traveling to and from work.
17. Understand the typical profile of the disgruntled worker who is more likely to commit workplace violence.
18. Recognize behavior changes that can indicate the potential for workplace violence.



DOH Mandatory Training FY2013-2014

Review objectives 13 through 18.

Slide 6

Learning Objectives 19-22

19. Recognize signs of disruptive behavior that can lead to threatening behavior.
20. Recognize signs of threatening behavior that can lead to workplace violence.
21. Know how to respond to an imminent or occurring workplace violence incident.
22. Know how to properly report about disruptive behavior, threatening behavior, and a workplace violence incident.



DOH Mandatory Training FY2013-2014

And review objectives 19 through 22.



Slide 7

**Violence Free Workplace
Part Two**

- Part One
 - Objectives 1 through 12
- Part 2
 - Objectives 13 through 22
- Pass the mandatory post test before the training is complete



DOH Mandatory Training FY2013-2014

Part One covered objectives 1 through 12
Part 2 covers objectives 13 through 22
Remember, you must pass the mandatory post test before the training is complete.

Slide 8

Objectives 13-15

13. Know the responsibilities supervisors bear for preventing and responding to workplace violence.
14. Understand how domestic violence is related to and can contribute to workplace violence.
15. Know the responsibilities of employees and supervisors regarding domestic violence.





DOH Mandatory Training FY2013-2014

After completing this section you will know the responsibilities supervisors bear for preventing and responding to workplace violence; understand how domestic violence is related to and can contribute to workplace violence; and know the responsibilities of employees and supervisors regarding domestic violence.

Slide 9

Supervisor's Responsibilities

- Supervisors are responsible for fostering a workplace that is safe from potential conflict

Ways supervisors can reduce the threat of workplace violence:

- Screen applicants for employment closely
 - Calling references and conducting background check
- Meet regularly with subordinate staff
 - Discuss procedures, issues, goals, and assignments
- Encourage an "open door" policy
 - Listen to employees' issues, investigate complaints promptly, and take appropriate action



DOH Mandatory Training FY2013-2014

Supervisors have a responsibility to foster a workplace that is safe from potential conflict.
By following these 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.
Encourage an "open door" policy. Listen to employees' issues, investigate complaints promptly, and take appropriate action.



Slide 10

Supervisor's Responsibilities

- Take the initiative to deal with employee behavior issues at the first signs of a problem
 - Take appropriate corrective or disciplinary action
- Make referrals to the employee assistance program as appropriate
- Have a proficient knowledge of the Department's Violence-Free Workplace Policy
 - To help manage and prevent potentially violent incidents.

DOH Violence-Free Workplace Policy, DOHP 60-30

DOH Mandatory Training FY2013-2014



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

Make referrals to the employee assistance program as appropriate. Supervisors should have a proficient knowledge of the Department's Violence-Free Workplace Policy to help manage and prevent potentially violent incidents.

Slide 11

Domestic Violence

- "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."

Section 741.28, F.S.

DOH Mandatory Training FY2013-2014



The 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 12

Employees Must Report Domestic Violence

- 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 date the employee is made aware of the injunction
- Employees must also report any modifications to the injunction within one workday

DOH Mandatory Training FY2013-2014



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 13

Co-Workers Should Report Domestic Violence



- 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

DOH Mandatory Training FY2013-2014



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 14

Supervisors Must Report Domestic Violence

- 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 60-30

DOH Mandatory Training FY2013-2014



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.

Slide 15

Objective 16

16. Know some things you can do to help ensure your own personal safety at work, and when traveling to and from work.



DOH Mandatory Training FY2013-2014



After completing this section you will know some things you can do to help ensure your own personal safety at work, and when traveling to and from work.

Slide 16

Personal Safety

- When arriving at or leaving work, when traveling, or when working away from the office, *be alert*
- Pay attention to your surroundings
- Stay in well-lit areas
- Avoid driving or walking down alleys or taking short cuts



DOH Mandatory Training FY2013-2014



There are many things you can do to increase your own personal safety. When arriving at or leaving work, when traveling, or when working away from the office, be alert. Pay attention to your surroundings and the people and vehicles around you. Stay in well-lit areas when walking or driving. Avoid driving or walking down alleys or taking short cuts across deserted areas or private property.

Slide 17

Personal Safety

- Don't overload yourself
- Wear shoes that are secure, comfortable, and easy to run in
- Carry a cell phone for emergency use
 - Or know where working pay phones or open businesses or offices are located in the area.



DOH Mandatory Training FY2013-2014



Don't overload yourself when carrying files, boxes, or equipment. Wear shoes that are secure, comfortable, and would be easy to run in. Carry a cell phone for emergency use; if a cell phone is not available, know where working pay phones or open businesses or offices are located in the area.

Slide 18

Personal Safety

If in an unfamiliar or potentially dangerous area,

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



DOH Mandatory Training FY2013-2014



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 of cash in your pocket, purse, or wallet. Take extra care with credit cards and personal identification cards. Avoid walking through crowds. Walk around the group or cross the street.



Slide 19

Safety When Driving

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



DOH Mandatory Training FY2013-2014

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 doors locked and park in well-lit and secured areas if possible. Have your keys out when approaching your vehicle.

Keep a full gas tank with a locking gas cap that can be controlled from inside the vehicle.

Slide 20

Safety When Driving



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



DOH Mandatory Training FY2013-2014

Before entering the 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 21

Objectives 17-20

- Understand the typical profile of the disgruntled worker who is more likely to commit workplace violence.
- Recognize behavior changes that can indicate the potential for workplace violence.
- Recognize signs of disruptive behavior that can lead to threatening behavior.
- Recognize signs of threatening behavior that can lead to workplace violence.



DOH Mandatory Training FY2013-2014

After completing this section you will understand the typical profile of the disgruntled worker who is more likely to commit workplace violence; You will recognize behavior changes that can indicate the potential for workplace violence; recognize signs of disruptive behavior that can lead to threatening behavior; and recognize signs of threatening behavior that can lead to workplace violence.



Slide 22

Typical Profile

- 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.



DOH Mandatory Training FY2013-2014

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 23

Typical Profile

- Poor self-esteem
- Loner
- History of violence
- Family problems
- May own guns and/or frequently talk about guns
- An angry person with no outlet for their anger
- Record of disputes with management or others
- Job stress complaints
- Substance abuse
- Feelings of persecution
- Recently been dismissed or received a threat of dismissal
- Have experienced a personal trauma



DOH Mandatory Training FY2013-2014

The profile describes 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. 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 24

Behavior Changes

- Most cases of workplace violence usually become worse over time
- Do not ignore the problem
- Stay alert for behavior changes that could indicate the possible beginnings of a workplace violence incident
- There are two types of behavior that can escalate:
 - Disruptive Behavior
 - Threatening Behavior



DOH Mandatory Training FY2013-2014

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



Slide 25

Disruptive Behavior

- Inappropriate, unprofessional behavior
- May interfere with the employee's work performance
 - Or the work performance of others
- Speaking loudly, rudely, or contemptuously
 - To coworkers, supervisor, or others
- 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



DOH Mandatory Training FY2013-2014

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.

It includes 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 26

Threatening Behavior

- Behavior that may lead to any form of a physical altercation, fighting, 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.



DOH Mandatory Training FY2013-2014

Threatening Behavior is behavior that may lead to any form of a physical altercation, fighting, 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.

Slide 27

Objectives 21-22

21. Know how to respond to an imminent or occurring workplace violence incident.
22. Know how to properly report about disruptive behavior, threatening behavior, and a workplace violence incident.



DOH Mandatory Training FY2013-2014

After completing this section you will know how to respond to an imminent or occurring workplace violence incident; and know how to properly report about disruptive behavior, threatening behavior, and a workplace violence incident.



Slide 28

Report Disruptive and Threatening Behavior



- Disruptive behavior can lead to threatening behavior.
- 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.



DOH Mandatory Training FY2013-2014

Disruptive behavior can lead to threatening behavior. 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 29

Reporting a Workplace Violence Incident

DOHP 60-30

- Violence Free Workplace policy 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



DOH Mandatory Training FY2013-2014

The Department's Violence Free Workplace policy 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 30

Reporting a Workplace Violence Incident

- Management supports the reporting of any type of threat or incident of workplace violence
- Report any incident without fear of reprisal or criticism
- Immediately contact your supervisor
 - Or the next level supervisor
- Complete and submit an "Incident Report"
 - In accordance with DOH "Policy and Procedures on Incident Reporting"

(DOHP 5-6-08)



DOH Mandatory Training FY2013-2014

Management fully supports the reporting of any type of threat or incident of workplace violence. Employees should report any such incident without fear of reprisal or criticism. An employees should immediately contact his or her supervisor, or the next level supervisor, about the incident. Employees should complete an incident report and submit it in accordance with the DOH "Policy and Procedures on Incident Reporting." (DOHP 5-6-08)



Slide 31

Reporting a Workplace Violence Incident



If not possible or appropriate to report an incident to a supervisor, contact:

- A director or assistant director
- The servicing human resource office
- Or a member of the 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 32

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.”

DOHP 60-30

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 33

A Violence-Free Workplace

- 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 must know the intervention techniques that can help de-escalate a problem before a critical incident occurs.

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 must know the intervention techniques that can help de-escalate a problem before a critical incident occurs.



Slide 34

A Violence-Free Workplace

- Creating a safe, violence-free, and hostility-free work environment requires the cooperative efforts of all employees.
- The power is in your hands to keep violence out of the workplace.
- All employees should be familiar with the Violence Free Workplace policy. [DOHP 60-30](#)
- Be alert and prompt in responding to and 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. The power is in your hands to keep violence out of the workplace. All employees should be familiar with the Violence Free Workplace policy. Be alert and prompt in responding to and reporting incidents of workplace violence or the potential for workplace violence.

Slide 35

Violence-Free Workplace



DOH Mandatory Training FY2013-2014

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



Thank you for completing the Violence-Free Workplace training presentation. Please return to the course page and take the mandatory post test.

