

Keeping the Workplace Safe

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What is Workplace Violence?

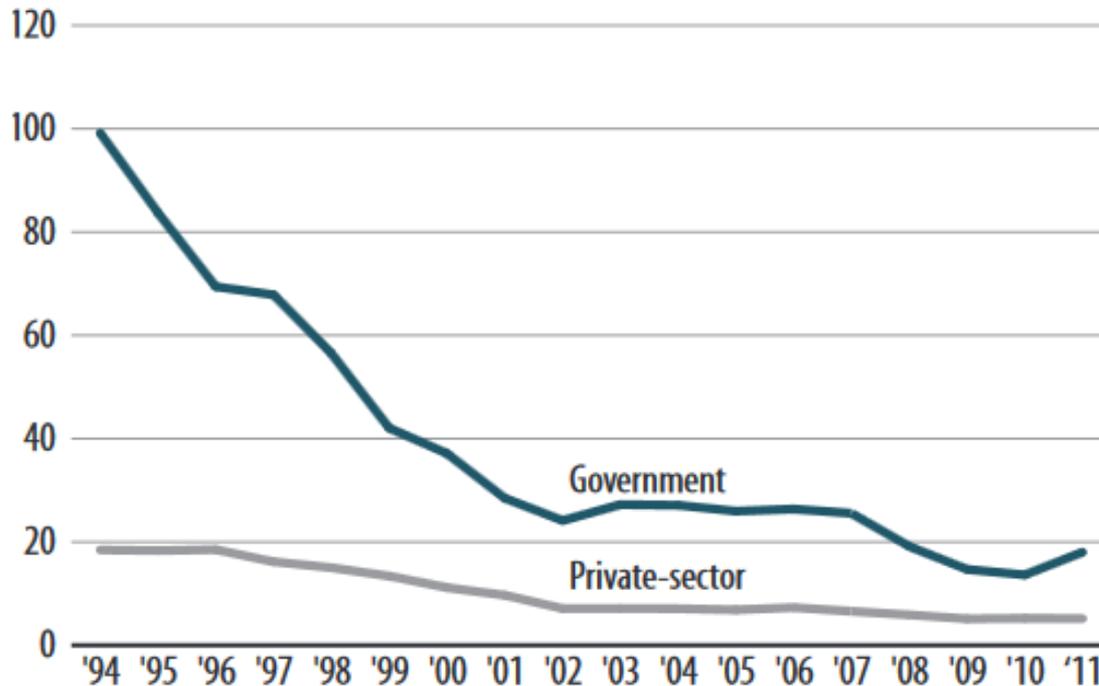
Workplace violence is any act or threat of:

- physical violence
- harassment
- intimidation or
- other threatening disruptive behavior that occurs at the work site.

Positive Development

Rate of nonfatal workplace violence against government and private-sector employees, 1994–2011

Rate per 1,000 employees age 16 or older



Note: Estimates based on 2-year rolling averages centered on the most recent year. See appendix table 1 for rates and standard errors.

Source: Bureau of Justice Statistics, National Crime Victimization Survey, 1993–2011.

Violence against Government

- About 1 in 5 victims of workplace homicide was a government employee.
- From 2002 to 2011, the annual average rate of simple assault in the workplace against government employees (18.9 per 1,000) was **more than three times** that of private-sector employees (4.6 per 1,000).
- BUT
- Private sector has larger percentage of serious violent crime 25% vs. 15%.

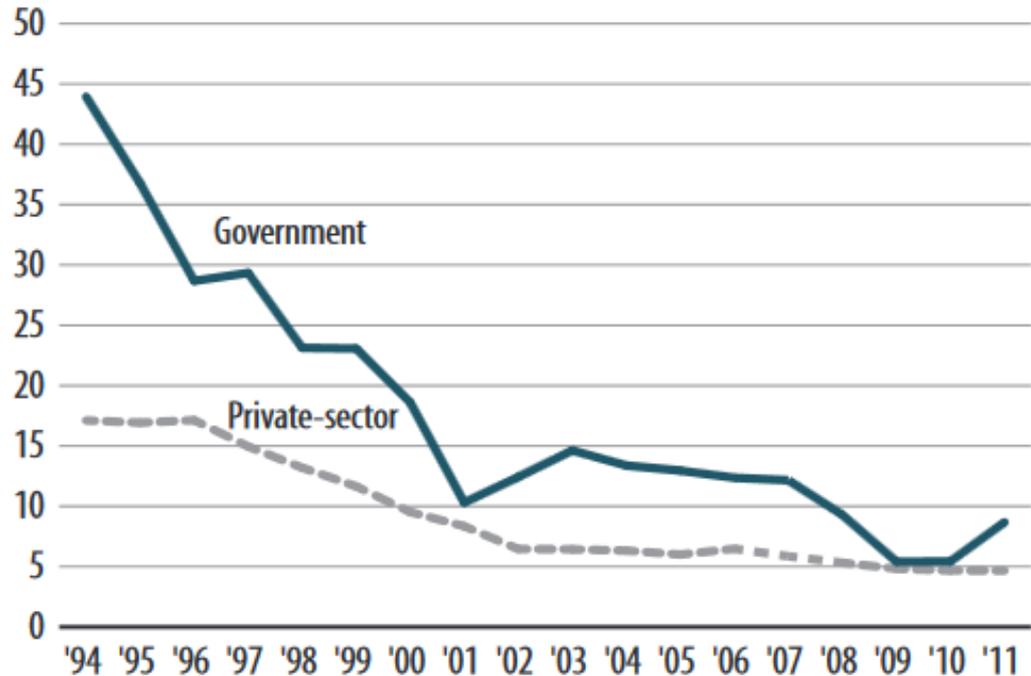
Erika Harrell, Ph.D.

<http://www.bjs.gov/index.cfm?ty=pbdetail&iid=4615>

Non-Fatal Violence Law Enforcement Excluded

Rate of nonfatal workplace violence against non-law enforcement and security employees, 1994-2011

Rate per 1,000 employees age 16 or older



Note: Estimates based on 2-year rolling averages centered on the most recent year. Definitions of NCVS occupational categories can be found in the *Methodology*. See appendix table 4 for standard errors.

Source: Bureau of Justice Statistics, National Crime Victimization Survey, 1993–2011.

Homicides

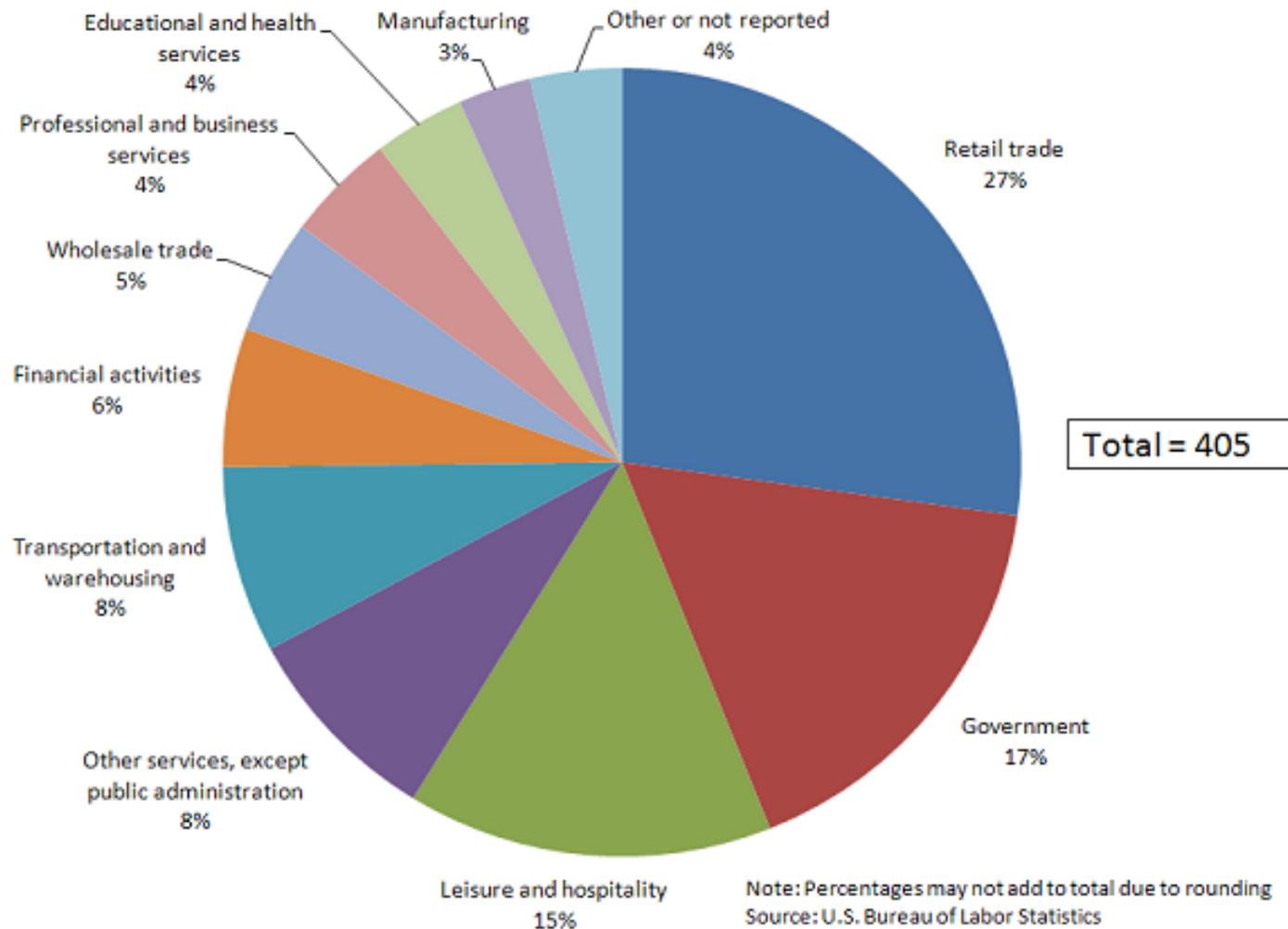
- About 4 out of every 5 workplace homicide victims were men.
- HOWEVER;
- When relatives and other personal acquaintances are the assailants:
 - 3% for men BUT 39% for women.
- <http://www.bls.gov/iif/oshwc/cfoi/osar0016.htm>

Categories of Violence

- TYPE 1: Violent acts by criminals who have no other connection with the workplace, but enter to commit robbery or another crime. **(80% of workplace homicides)**
- TYPE 2: Violence directed at employees by customers, clients, patients, students, inmates, or any others for whom an organization provides services.
- TYPE 3: Violence against coworkers, supervisors, or managers by a present or former employee.
- TYPE 4: Violence committed in the workplace by someone who doesn't work there, but has a personal relationship with an employee—an abusive spouse or domestic partner.
 - Workplace Violence, Eugene A. Rugala, August 2011.

Shootings

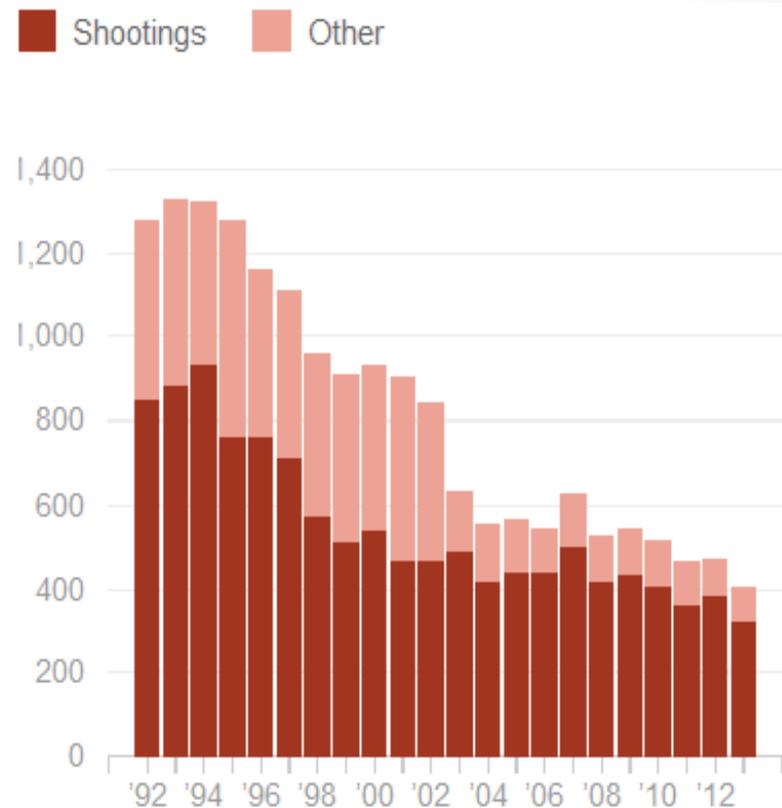
Workplace homicides due to shootings, by industry, 2010



The Good News

Fewer Workplace Homicides, But Shootings Make Up A Larger Share

In 2013, there were 404 workplace homicides in the U.S., of which 80 percent were shootings. For comparison, in 1992 there were 1,281 workplace homicides, of which 67 percent were shootings.

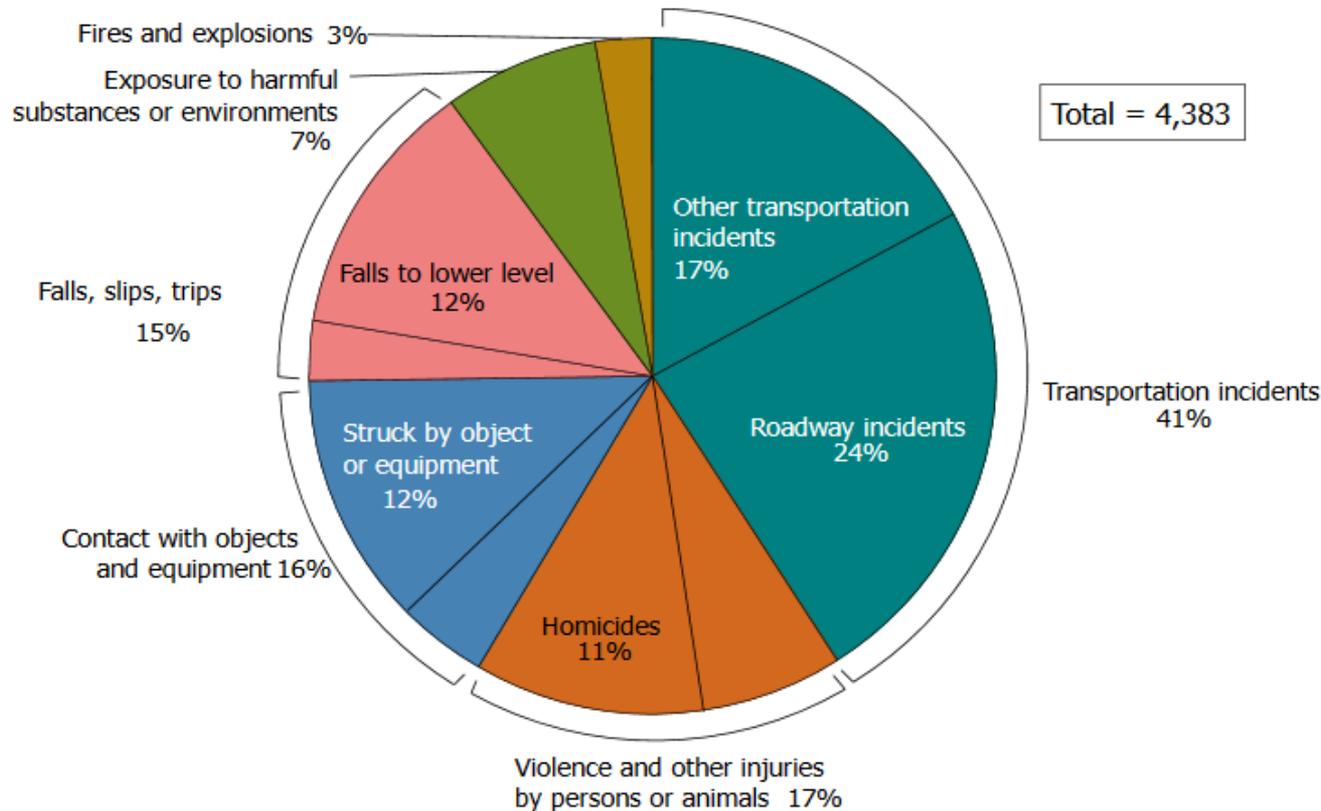


Source: Bureau of Labor Statistics: *Census of Fatal Occupational Injuries*

Credit: Alyson Hurt/NPR

Some Perspective on Homicide

Chart 1. Fatal occupational injuries, by major event, 2012*



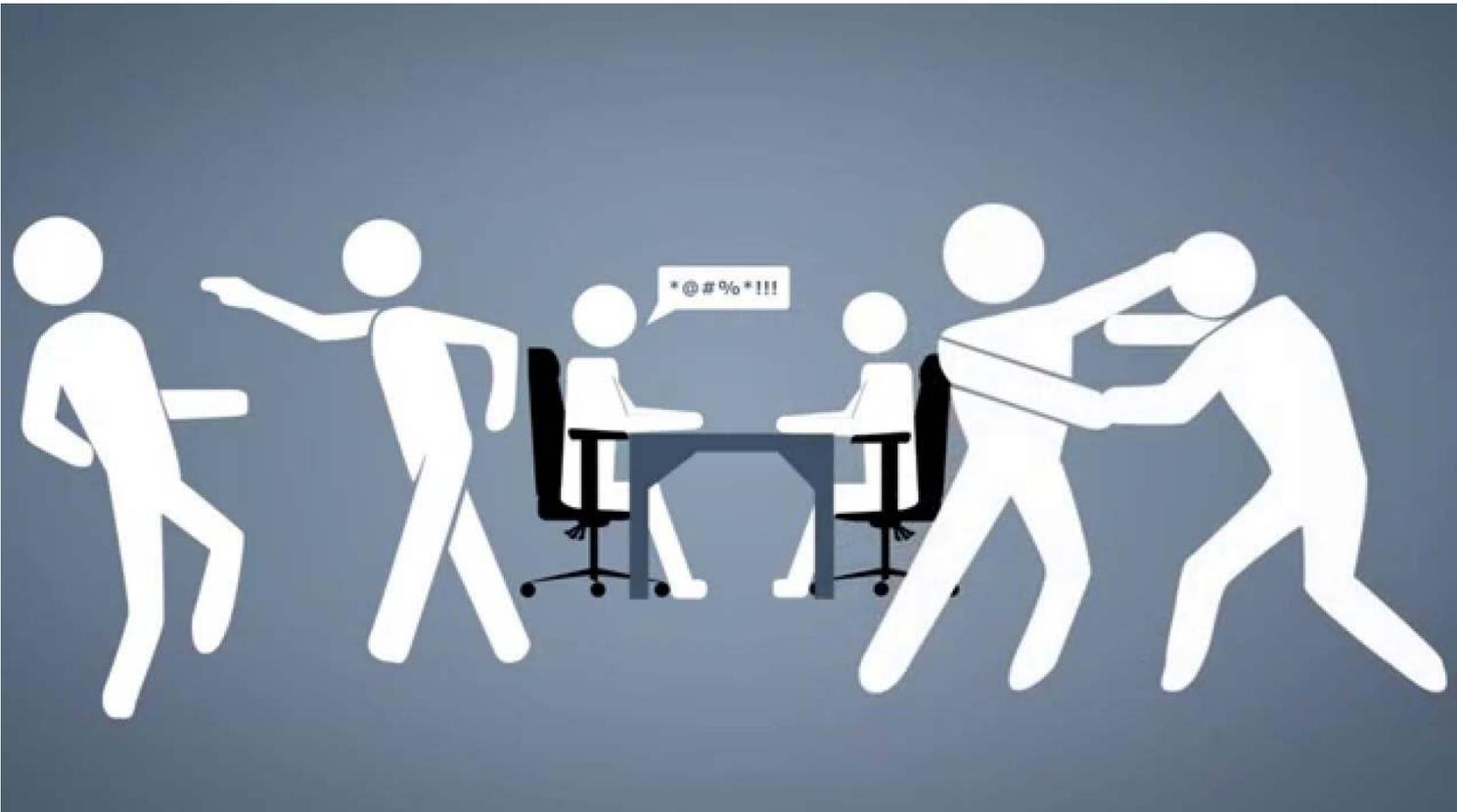
*Data for 2012 are preliminary.

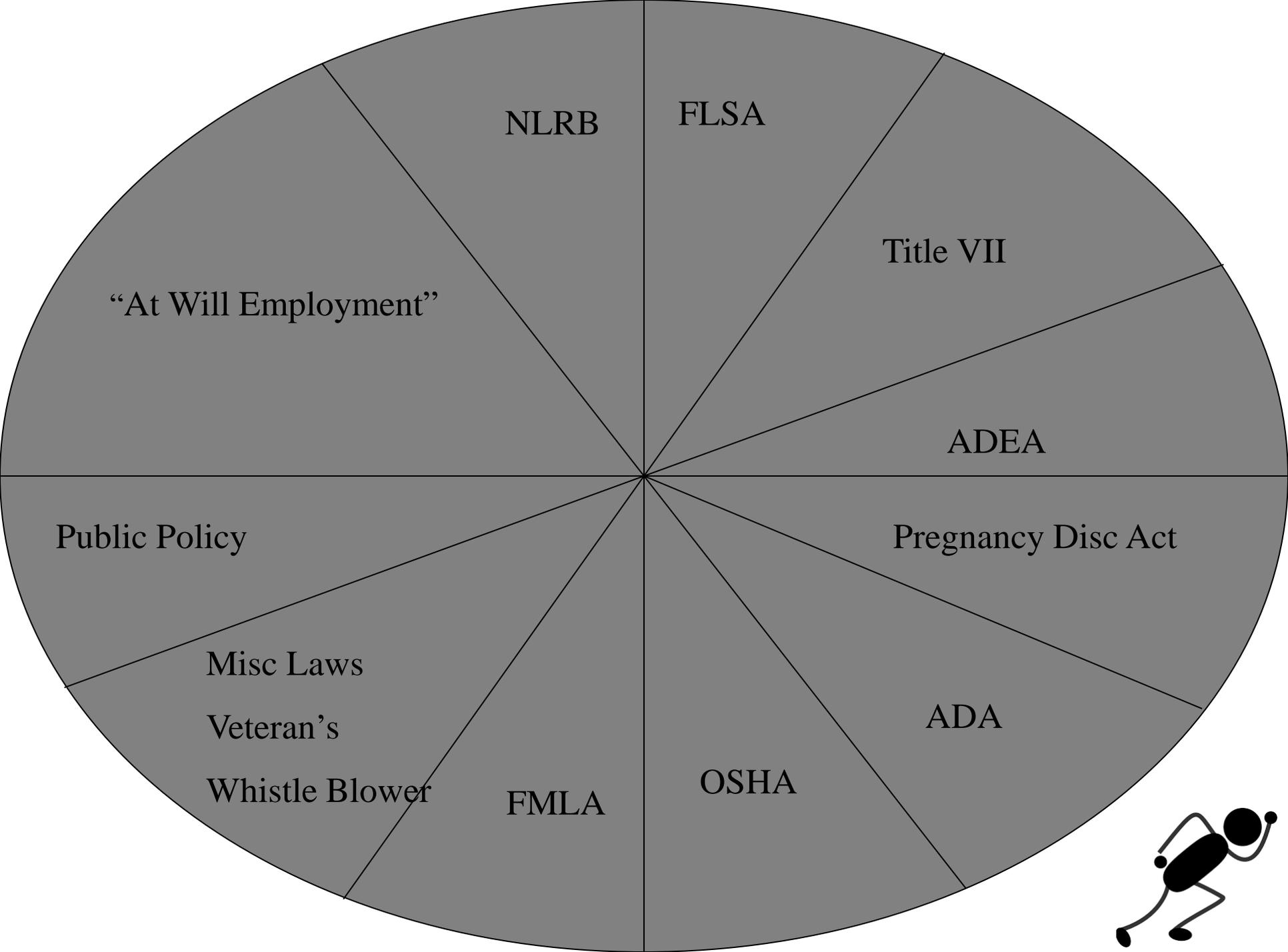
NOTE: Reference year 2011 constitutes a series break from earlier years for event data. For more information, see http://www.bls.gov/iif/osh_notice11.htm. Percentages may not add to 100 due to rounding.

SOURCE: U.S. Bureau of Labor Statistics, U.S. Department of Labor, 2013.

The Larger Issue

- Recent Workplace Homicide Rate - 403
- Recent Workplace “other” violence - 1.7 Million





“At Will Employment”

NLRB

FLSA

Title VII

ADEA

Pregnancy Disc Act

ADA

OSHA

FMLA

Whistle Blower

Veteran’s

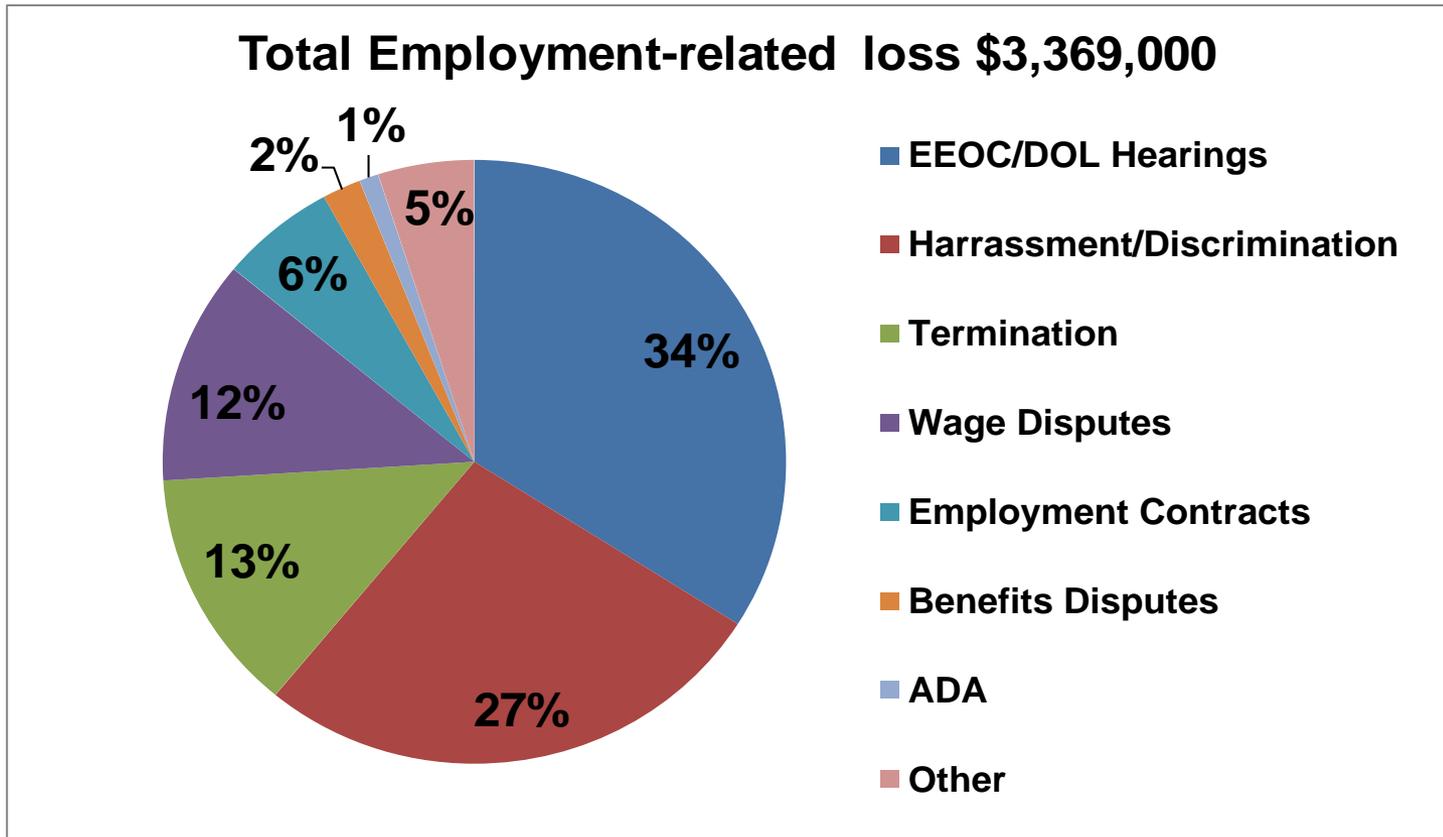
Misc Laws

Public Policy



TOTAL EMPLOYMENT-RELATED LOSS BY CLAIM-TYPE

(From 2005 to Present)



What Can YOU Do?

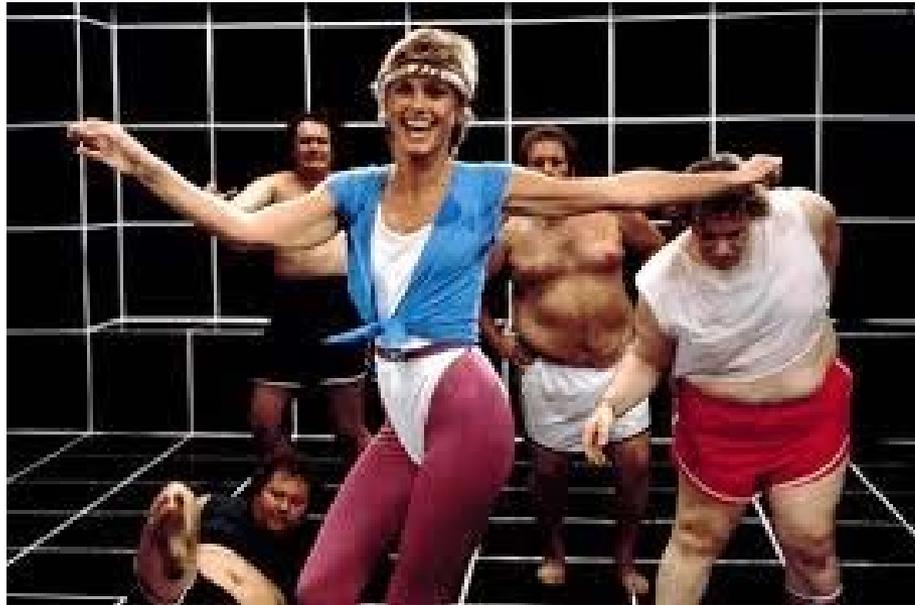


Recognize the Problem

Three Major Causes

- Personality Conflicts
- Firing/Layoffs
- Family/Marital Problems
 - Domestic Violence

Let's Get Physical...Physical!



- **Never get physical!**
 - Binstock v. Fort Yates Pub. Sch. Dist., 463 N.W.2d 837 (N.D. 1990).
- Self Defense NDCC §12.1-05-03
 - Not available to initial aggressor or if becomes unreasonable.

What's Your Policy?

- Zero tolerance for workplace violence
Policies ARE effective!
- Ignoring the issue is never the solution.
- Management must engage to De-Escalate

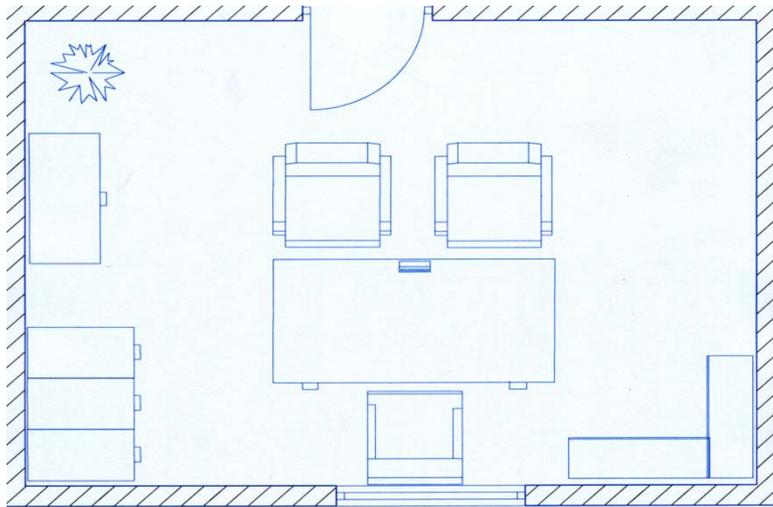
De-Escalation Techniques

- Remain Calm
- Contact Police if necessary
- Be polite
- Show confidence not fear
- Talk in clear voice
- Relate to the person
- Give them choices

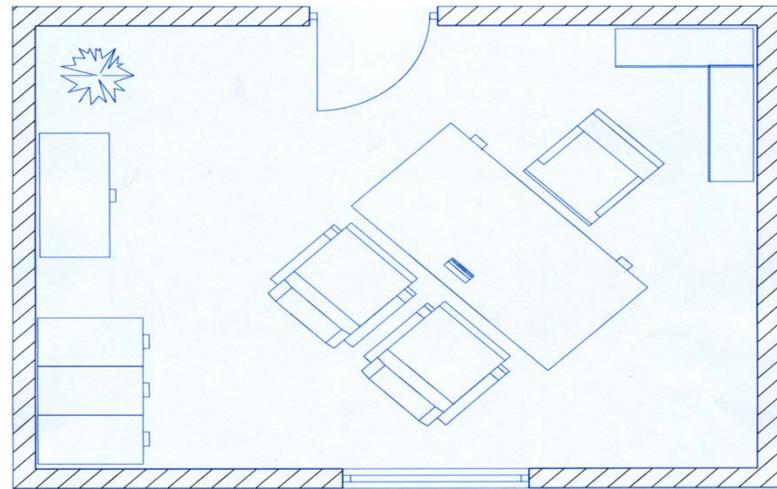
Planning for Potential Conflict

Develop a Survival Mindset

Awareness & Preparation: Take time to understand your surroundings & environment BEFORE an emergency occurs. As yourself, “What if?” questions and develop a plan



Office Design
(Without Escape Route)



Office Design
(With Escape Route)

Handling Extreme Violent Acts

1) FLEE

- If safe to do so, get out & get to a safe place
- Leave belongings behind, but take your cell phone if it is handy (on vibrate)
- Alert others of the danger (Internally & 911)

Calling 911

- Call 911 if safe to do so & report:
 - Incident location (address)
 - Number of actors (shooters)
 - Descriptions (gender, race, age, clothes, name-if known)
 - Specific Location of the shooter
 - Number and type(s) of weapons (if known)
- When Law Enforcement Arrives
 - Do not run at them or make sudden movements
 - 1st priority for LE is to locate, isolate, contain/confront the shooter. They need to ensure you are not the shooter
 - Try not to scream & yell
 - Do not hold anything in your hands that could be mistaken for a weapon (including cell phones)
 - Comply with officer commands (“get on the floor,” “show me your hands,” “exit out those doors”)
 - Inform them of details, if you know them; otherwise, do not distract them, let them do their primary duty

Are you safe at work?

911 Audio: Connecticut Shooting

Manchester, Conn. - Gunman Omar Thornton's former boss, Steve Hollander, places 911 call during the Hartford Distributors shooting.



Handling Violent Acts

2) Hide in a Safe Place

- Find a hidden location
- Find protection behind furniture if possible
- Find a room that locks if possible
- Close & lock the door to the room, blockade with furniture or other heavy objects (if safe to do so)
- Close the blinds, turn off lights, remain quiet, silence cell phones, spread out away from other individuals and move behind available cover
- Stay on the floor away from doors or windows and do not peek out to see what may be happening
- What if someone is knocking/begging to be let in? (Greater Good)

Handling Violent Acts

3) FIGHT

- Make a plan with others in the room about what you will do if the shooter enters your room
 - Make a total commitment to action and act as a team with others
 - Opportunity during re-loading
 - Are numbers on your side? Don't be in a huddle!
 - Just because you are shot doesn't mean you will die
 - Do whatever is necessary to survive the situation

Prevention Is The Key

- Address Issues when they arise
- Stay alert
- Recognize warning signs
- Act accordingly to them (Report)
- Have a plan

Thank You

Any Questions?