

Workplace Safety



Topics

- Active Shooter - Definition & Response
- Mass Shooting – Definition and Response
- Workplace Violence
- Workplace Safety

Environment

Knowledge

Safety Word

- Work Place lay out
- Seek training from your local Law Enforcement

Active Shooters Vs. Mass Shooters

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined or populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly.

250 Active shooter Incidents 2000-2017

- 799 killed
- 1418 injured
- 42% Commerce
- 20% Education
- 14% Open Space
- 10% Government
- 14% Other



- ▣ The assailant becomes a mass shooter once the number of injured and/or dead reaches four (excluding the shooter). The statistics can fluctuate because some institutions and databases do not consider shootings that include gang-related killings or killings that involve the death of multiple family members to be mass shootings.
 - The US averaged at least 1 deadly mass shooting a month in 2018
 - 54% of mass shootings are related to domestic or family violence

Workplace Violence

- ▣ *Employees*

- ▣ One of the most common forms of violence in the workplace is of the psychological nature.
- ▣ Bullying, intimidation and verbal threats are the least reported but the most common forms of workplace violence.
- ▣ Approximately 2 million people a year are affected by some form of workplace violence.
- ▣ Most assailants who are employees commit workplace violence due to something else going on in their lives. Some of the more typical reasons for workplace violence are mental illness, drug abuse, divorce, or perceived personal failure

▣ *Customers*



- ▣ Every hostile situation is different, and not all solutions will work all the time. In general be prepared by observing customers early in the process, and make sure that you come across as a real person.
- ▣ There is a lot more to defusing hostile situations. There are things you can do to gain control, and reduce the nasty outcomes of these kinds of conflict situations.

- ▣ If you see a hostile person approach, prepare yourself mentally by reminding yourself that you CAN control the situation, and that you need to keep yourself under control. If you get angry yourself you will only contribute to the deterioration of the situation.
- ▣ When you are in contact with a hostile customer, you must strive to present yourself as un-bureaucratic as possible. Customer anger normally is aimed at the organization not you
- ▣ If the customer perceives you as an object, a piece of the bureaucracy, they will be more likely be more abusive. However, if the customer sees you as a human being who is doing the best they can, it is more likely that he or she will show less aggressive behavior

Specifics

- ▣ *Customers:*
- ▣ How do you do this?
- ▣ Communication 93% verbal, 7% non verbal- 55% body language 38% tone
- ▣ Verbal Skills most valuable skill
- ▣ Speak in a friendly manner. Do not speak in a monotone or in a way that implies that you are uninterested.
- ▣ When possible use the customer's name as soon as possible, and also introduce yourself if that fits the situation.
- ▣ Greet the person properly. Don't look up from your paper work and say "Yes?", or "Next". That makes you look like part of a machine. Try “Good morning”
- ▣ Listen carefully. Show the customer you are listening by paraphrasing what was said back to the customer. This shows your interest and concern. A common error made by people is that they don't allow the customer to finish.

- ▣ Don't use the "P" word , "POLICY". Many times an employee will explain that it is against "our policy to do" what the client wants. Even if the request is against your policy, find other words to say it. Rather than simply quoting policy, explain the purpose of the policy
- ▣ Never say "I only work here" or "I'm only following rules". This makes you into a non-person. It may be true that you don't make the rules Give options on who they may want to speak with provide a phone number and name
- ▣ Never leave an employee alone in an office environment where public has access. In most work environments a single employee should never open or close alone or be left alone to greet customers during lunch, breaks ect. If there are no options, close the office during these times.

Psychological Barriers and Office layout

- ▣ Hard cover such as the front counter, walls, access swinging gates and so on
- ▣ Barricades soft or hard to discourage access to work areas and employees
- ▣ Examples of soft Psychological barriers are but not limited to, post and tape lanes, taped lines on the floor, and signage.
- ▣ Avoid an office layout that would not allow you an avenue of escape

Employees

Watch for signs.

One of the first things you hear after an incident is, 'He had been saying some weird stuff, but I didn't think he was serious. Even veiled threats must be taken seriously.

Make sure the team, and employees in general, know to always report suspicious comments or behavior. Know who to report it to and the process. Also watch for the common events that often lead to violence: being passed over for a promotion, marital strife and, especially, public embarrassment. Educate employees on recognizing such signals and how to respond.

Strike preemptively

Act to deter a crisis. Segregate bickering employees' work spaces to minimize their interaction; give a comp day (or several) for an angry employee to cool off; or, give them a lateral transfer to eliminate a strained employee-manager relationship.

Take discipline and performance reviews out of managers' hands and give them to a neutral third party. **Treat people with respect.** "You don't know what's going on in someone's personal life.

Don't demean, embarrass or threaten them." It's the easiest way to make a potentially violent situation actually turn violent

- ▣ **Remove the source.**

- ▣ Evacuate the subject of a violent person's anger. "They can't be part of the conversation,"
- ▣ Have the source leave the room or send the person home. You can also arrange to protect that person until the crisis is diffused.

- ▣ **Mediate.**

- ▣ A neutral person should intervene.
- ▣ They need to be a person trained in mediation and crisis counseling

▣ Shift to neutral

- ▣ If possible, take the person to a neutral location in the office. This further removes them from the source of his anger. This site should be chosen during planning; it should move the potential for violence away from other employees and give a pre-selected team member time to call the authorities if the team leader believes that's necessary. Never meet alone or one to one.

Escort and warn, or disable

By now, the situation likely will have forked one of two ways: Either the person will have become violent, or he will have calmed down. If the person turns violent, take action and restrain if possible. Get police onsite as soon as possible. If the person appears to be calmed down, escort him completely off the premises. Also, you must give the person a "trespass warning." This is a declarative statement informing the person that he is no longer welcome on the property. "There's specific statutory language that varies from state to state that is used when giving this warning." Normally it is given by local Law Enforcement

Stay vigilant

- ▣ If the person is an employee, revoke his workplace access privileges. Cancel access cards and network accounts. Inform other tenants in the building of the incident; include a picture if possible. Brief guards at entrance gates and also surveillance staff so that they'll be on the lookout. In most cases, time calms down the angry person, so if you've made it this far without violence, chances are there will be none. But in a few cases, a desperate person will plan a return. If that happens, the more prepared you are, the better.
- ▣ Employees may also benefit from post-traumatic stress counseling to help recover from the event. Additionally, business owners should discuss the incident and debrief it with other workers, reinforce management's commitment to a violence-free workplace, and solicit suggestions for making the business safer. Such things are not secret.

Wrap Up

- ▣ *Situational awareness*
- ▣ I never saw him coming.”
- ▣ “He came out of nowhere.”
- ▣ “I had no idea he was there.”
- ▣ These are phrases uttered by people who end up in bad situations. They did not see the danger or threat before it became a serious problem.

Color Categories

- ▣ **Condition White**

- ▣ Represents a state of complete unawareness and unpreparedness. In this state you are oblivious to things going on around you and are exceedingly vulnerable to attack.

- ▣ **Condition Yellow**

- ▣ Represents a state of relaxed alert. There is no specific, obvious threat present, but you are aware that danger is always a possibility. You are aware of people around you as well as the environment in general. Condition Yellow is our goal state for everyday life.

- ▣ **Condition Orange.**

- ▣ This is a heightened state of awareness in which you observe or are aware of a specific threat. In this condition, you are beginning to formulate possible responses to deal with the danger. An example of this is when you realize that a threat is indeed following you or advancing toward you.

- ▣ **Condition Red** is essentially the byproduct of having to take action from Condition Orange. This is the stage that is associated with action. Things have escalated to the point where you are either engaging a threat or are in retreat. It is physically and mentally exhausting to be in Condition Red, as it demands that you be 100-percent dedicated to the danger at hand.

- ▣ ***Condition Black – Catastrophic Breakdown***
- ▣ You have now experienced a complete catastrophic breakdown mentally, physically or both. Some people go straight from White or Yellow to Black. This would be the “freeze” reaction, which is when your nervous system is overwhelmed and instead of entering “fight or flight,” simply shuts down.
- ▣ **Everyday Defense**
- ▣ Our goal is to maintain a Condition Yellow in our daily lives. This is the base level of awareness and the springboard for any further escalations in conditions. Staying at Condition Yellow in everyday life allows us to be aware of our surroundings and better protect ourselves from threats. This applies to driving in rush-hour traffic as much as it does personal protection situations. The ability to stay in Condition Yellow takes conscious effort in the beginning, but it will shortly become second nature. The methods used to help with this can be turned into life games. What color was the car you parked next to? How many people were sitting near the park benches? Small exercises like this can enhance your base level awareness skills.

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