

WORKPLACE VIOLENCE RESOURCE GUIDE



**Hyde Park Chamber
of Commerce**

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*This resource guide was funded by a grant from the Illinois Violence Prevention Authority.

The Hyde Park Chamber of Commerce wishes to thank the organizations and businesses that helped us raise the level of awareness about workplace violence and its impact on business and the workplace.

CeaseFire Illinois
cureviolence.org

Cedars Mediterranean Kitchen
eatcedars.com

Corporate Alliance to
End Partner Violence
caepv.org

Essannay Show It
www.essannay.com

Forest Advisors
www.forestadvisors.com/fa/

The Friedman Group

Hyde Park Bank
www.hydeparkbank.net

The Hyde Park Herald
www.hpherald.com

Illinois Department of Health
Division of Epidemiologic Studies
www.idph.state.il.us/about/epi/

Medici on 57th
www.medici57.com

Park 52
www.park52chicago.com

Piccolo Mondo
www.piccolomondo.us

The Southside Health
and Vitality Study (SSHVS)
www.sshvs.org

The University of Chicago
Survey Lab
surveylab.uchicago.edu

Walton's Urban Retreat
www.mywur.com

Workplace Bullying Institute
www.workplacebullying.org

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*Funding for this material was provided through the Illinois Violence Prevention Authority. The views and statements expressed herein do not necessarily reflect the views and opinions of the Illinois Violence Prevention Authority.

The Bureau of Justice Statistics estimates that there are 2 million victims of assault at work annually with simple and aggravated assault accounting for 94% of the assaults and rape and sexual assault accounting for 2%.

The Centers for Disease Control and Prevention's National Institute for Occupational Safety and Health (NIOSH) estimates that 20 workers are murdered and 18,000 are assaulted in the United States every week with the majority of the homicides (75%) being a result of robbery.

In this guide we cover the four types of workplace violence and two emerging types of violence at work. We also include strategies to help recognize and prevent workplace violence and resources for employers and employees who are victims of workplace violence.

The United States Occupational Safety and Health Administration typology of workplace violence is based on the relationship of the victim to the perpetrator of the crime.

Type I Violence Committed by Strangers

This type of violence involves verbal threats and/or assaults committed by person/s with no relationship with the workplace/business. This type of violence includes robbery and homicide and accounts for the majority of workplace fatalities nationally. Those who work late at night or early in the morning, drive taxis, exchanges money with the public and/or in high crime areas are the most susceptible to this type of workplace violence.

Type II Violence Committed by Customers/Clients

This type of violence involves verbal threats and/or assault committed by a person/s who has received a good or service from the business/organization. A diner, passenger, student or patient can be among those who commit this type of workplace violence. Those who transport people, school/university personnel, hospital personnel, social service providers and law enforcement personnel are at most risk for this type of workplace violence.

Type III Violence Committed by Coworkers

This type of violence involves verbal threats and/or assault committed by a person/s who works in the same environment with someone else. This can be a current or former employee of a business or workplace. The relationship between coworkers can be equal or unequal.

Type IV Violence Committed by One in a Personal Relationship

This type of violence involves verbal threats and/or assault committed by a person who has a current or previous personal relationship with someone working in a business/organization. The person committing the violent act could also be a current or former employee of the company or organization.

Emerging Types of Workplace Violence

Workplace Bullying

The Workplace Bullying Institute defines workplace bullying as, "repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators that takes one or more of the following forms:"

- Verbal abuse
- Offensive conduct/behaviors (including nonverbal) which are threatening, humiliating, or intimidating
- Work interference, sabotage, which prevents work from getting done

Emerging Types of Workplace Violence (continued)

Terrorism

The definition of terrorism used by the Federal Bureau of Investigation (FBI) comes from the Code of Federal Regulations which states terrorism is “the unlawful use of force and violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives” (28 C.F.R. Section 0.85).

The FBI supplements this definition by distinguishing between domestic and international terrorism. According to the FBI:

- *Domestic terrorism is the unlawful use, or threatened use, of force or violence by a group or individual based and operating entirely within the United States or Puerto Rico without foreign direction committed against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof in furtherance of political or social objectives.*
- *International terrorism involves violent acts or acts dangerous to human life that are a violation of the criminal laws of the United States or any state, or that would be a criminal violation if committed within the jurisdiction of the United States or any state. These acts appear to be intended to intimidate or coerce a civilian population, influence the policy of a government by intimidation or coercion, or affect the conduct of a government by assassination or kidnapping. International terrorist acts occur outside the United States or transcend national boundaries in terms of the means by which they are accomplished, the persons they appear intended to coerce or intimidate, or the locale in which their perpetrators operate or seek asylum.*

Understanding the Risk

No American worker is exempt from the possibility of becoming a victim of workplace violence. However, there are some occupations more so than others where workers are more susceptible to experiencing a workplace violence incident.

Both NIOSH and OSHA suggest that workers in the following occupations are most at risk:

- In constant contact with the public
- Responsible for handling cash
- Responsible for transporting people or goods
- Required to work late at night or early in the morning
- Required to work alone
- Required to work with unstable populations
- Responsible for guarding valuable property
- Located in high crime areas

Likely Perpetrators of Workplace Violence

While both employers and employees should exhibit caution when attempting to identify a person/s that may be likely to commit an act of workplace violence, there are certain behaviors that can signal the desire and ability to carry out an act of violence.

Employees and employers should know, and be able to recognize, some of the warning signs that indicate a potential incident.

Employers should have a policy in place that appropriately addresses intervention strategies for employees that may exhibit the following behaviors:

- Paranoia
- History of violent behavior
- Financial problems
- Exhibited threatening behavior in the past
- Substance abuse
- Sensitive to criticism about job performance
- Sudden mood swings or outbursts
- Problems with management or coworkers
- Harassing or stalking a coworker
- Sudden insubordination

Awareness of Intimate Partner Violence and Workplace Bullying

According to the Centers for Disease Control and Prevention, every minute, there are 24 victims of rape physical violence or stalking by an intimate partner in the United States.

According to a survey conducted by the Corporate Alliance to End Partner Violence:

21% of adults employed full-time self-identified as victims of intimate partner violence

64% of victims reported that violence impacted their ability to work

These victims of violence cited distraction, fear of discovery, fear of harassment by phone or in person by the violent partner and fear of the violent partner showing up at the workplace as reasons their work suffered.

Workplace Bullying

According to the Workplace Bullying Institute, some 53 million Americans report being a victim of workplace bullying.

The impact of bullying on the victims can include both physical as well as psychological consequences such as:

- Hypertension
- Heart disease
- Anxiety
- Depression

Protecting the Workplace

There are several measures employers can take, depending on the industry, to safeguard the workplace from incidents of workplace violence.

For all industries and all types of workplace violence, awareness is one of the key components to keeping a workplace safe. Developing a policy that addresses workplace violence.

The Bureau of Labor Statistics found that 70% of United States workplaces have no formal workplace violence policy.

For those occupations where workers are at increased risk of workplace violence, OSHA recommends:

- Assessing the workplace
 - Make sure workplace is well lit
 - Provide a drop safe for employees
 - Consider video surveillance
 - Place window signage and store shelving low so workers can see customers
 - Use curved mirrors in concealed spaces
- Establish a zero-tolerance policy of workplace violence
 - Make sure the policy applies to workers as well as customers
 - Involve employees in developing and implementing the policy
- Train employees in how to recognize the potential for workplace violence
- Have emergency procedures in place in case of an emergency

For workers in the health care industry, the Illinois Health Care Workplace Violence Prevention Act mandates that employees, patients and visitors of mental health and developmentally disabled institutions should be assured a reasonably safe and secure environment within the health care facility.

Directors of such facilities must:

- Establish a workplace violence plan
- Provide violence prevention education
- Record violent acts

For more information on the Illinois Health Care Workplace Violence Prevention Act, please visit: the Illinois General Assembly <http://www.ilga.gov/>

For all other occupations and workplaces, employers should consider:

- Creating an environment that fosters civility
- Provide conflict resolution training for managers
- Develop a safety plan for the workplace

Employer/owner Obligation

It is the employer's responsibility under law to provide their employees with a safe working environment.

Section 5 of the Occupational Safety and Health Act of 1970 states:

1. Each employer
 - a. Shall furnish to each of his employment and a place of employment which are free from hazards that are causing or likely to cause death or serious physical harm to his employees

For more information on OSHA's General Duty Clause and where workplace violence fits into this clause, please visit: www.osha.gov/SLTC/workplaceviolence/standards.html

Protecting the Workplace from Bullying

The Workplace Bullying Institute recommends that managers:

- Be active in shaping the workplace culture
- Believe the victim if they report an incident of bullying by a coworker
- Award performance and not style or personality
- If as a manager, you are a bully – stop it
- Alert the bully that your business/organizations goals take priority over their agenda
- Be observant

For more information on the Workplace Bullying Institute or workplace bullying, please visit: www.workplacebullying.org

Awareness of Intimate Partner Violence

The Corporate Alliance to End Partner Violence suggests that employers be aware of warning signs that may signal an employee is a victim of intimate partner violence. Such warning signs can include:

- Unexplained injuries
- Sudden change in attendance
- Self-isolation
- Unexplained decrease in productivity
- Excessive calls/visits from current/former partners
- Excessive signs of anxiety

Illinois Law and Intimate Partner Violence

The Illinois Department of Labor's Victims' Economic Safety and Security Act (VESSA) provides leave time for employees who are victims (or have family members who are victims) of domestic violence. This law states that employers with 15 or more employees must provide leave without penalty or discrimination.

For more information on VESSA, please visit: the Illinois Department of Labor <http://www.ilga.gov/>

Violence in Illinois

Workplace Violence in Illinois

Preliminary data from the Bureau of Labor Statistics reveal that Illinois had 177 fatal occupational injuries in 2011. Only five states, California, Florida, Pennsylvania, New York, and Texas, had higher totals of fatal occupational injuries.

Where workplace violence is concerned, Illinois had 43 incidents of violence committed by other persons. Illinois and Florida have the same amount of fatal injuries committed by other persons while Pennsylvania's total is lower and California, New York and Texas numbers are higher

Breakdown of the numbers from Illinois

Violence and other injury by persons	43
Private industry	40
Public industry	3
Service producing	36
Goods producing	5

Source of the fatal injury

Person—other than injured or ill worker	30
Relative or domestic partner of injured or ill worker	5
Spouse or domestic partner of injured or ill worker	3
Assailant, suspect, inmate	20
Robber	13

Hyde Park

- Hyde Park is the home of over 25,000 residents. The primary zip codes for Hyde Park are 60615 and 60637. According to 2010 census, there are almost 1,000 establishments where people come to work each day.
- Crime overall remains low in Hyde Park. According to the University of Chicago, who keeps daily crime statistics, in 2012, there have been a total of 145 violent crimes. This number reflects a 15% decrease in violent crimes between 2007-2011.

Resources

The following is a list of violence prevention resources intended as a guide. The Hyde Park Chamber of Commerce does not endorse any of these agencies.

Overview of Workplace Violence

The Occupational Safety and Health Administration
(800) 321-OSHA (6742)
www.osha.gov/SLTC/workplaceviolence

Centers for Disease Control and Prevention
(800) CDC-INFO (232-4636)
www.cdc.gov/niosh/topics/violence

The Federal Bureau of Investigation
www.fbi.gov

The above agencies give an overview of workplace violence, its prevalence and strategies of prevention.

Workplaces Respond to Domestic and Sexual Violence
www.workplacesrespond.org

The above agency is funded by the Department of Justice's Office on Violence against Women. Employers can use this website to create a workplace violence policy.

Statistical Information About Violence in the Workplace – All Types

Bureau of Labor Statistics
www.bls.gov/iif/oshcfoi1.htm

The above agency provides data on violence in the workplace and other employment data.

Labor Law Guides

United States Department of Labor
www.dol.gov/compliance/guide/

Illinois Department of Labor
www.state.il.us/agency/idol/

Resources for Victims of Workplace Violence

The Illinois Attorney General's Office

- Crime Victims Assistance Program
(800) 228-3368
illinoisattorneygeneral.gov/victims/index.html
- Sexual Assault Nurse Examiner (SANE)
(312) 814-6267
illinoisattorneygeneral.gov/victims/sane.html

Illinois workers who believe they have been a victim of workplace violence can report the incident to the Illinois Attorney General's Office.

The National Domestic Violence Hotline
(800) 799-SAFE (7233)
www.thehotline.org/

For printed materials about intimate partner violence go to:
www.loveisnotabuse.com

Emergency Nurses Association
(800) 900-9659
www.ena.org/IENR/Pages/WorkplaceViolence.aspx

The above site is tailored toward the health care industry – one of the industries most impacted by workplace violence.

Corporate Alliance to End Partner Violence
(309) 664-0667
www.caepv.org/

Threat Assessment and Training for Workplace Violence Prevention

The Occupational Safety and Health Organization – OSHA
www.osha.gov/dte/index.html

OSHA offers free training modules in their online library to help employers train their workers in workplace safety.

Consulting

There are several paid consultants employers can use to help their businesses assess threats and develop workplace violence policy – here are only a few

The Friedman Group

Forest Advisors
www.forestadvisors.com/fa

Gang Violence – Chicago Area

Chicago Police Gang Hotline
(773) 746-GANG (4264)

CeaseFire Illinois
(312) 996-8775

Grants

For information about grants to help small businesses create a safety plan for the workplace, please visit, OSHA at <http://www.osha.gov/dte/sharwood/index.html>

Or <http://grants.gov/>

Hyde Park/South Kenwood Violence Response Team

If you are an employer or employee in the Hyde Park/South Kenwood area and your workplace experiences an incident of workplace violence, the Hyde Park Chamber of Commerce has assembled and trained a team of local business owners and managers to assist you, your business and employees recover from the incident.

Here is a list of the violence response team members and their contact information.

Kirsten Esterly, General Manager
Medici on 57th
1327 E 57th St
Chicago, IL 60637
773.667.7394

Patricia Walton, Owner
Walton's Urban Retreat
4800 S. Lake Shore Drive
Chicago, IL 60615
773.548.0019

Dante Mosely, Branch Manager
Hyde Park Bank
1311 E 57th St
Chicago, IL 60637
773.752.4600

“The first two vital steps in workplace violence prevention are getting past the ideas that 1) “It can’t happen here,” and 2) “We can’t do anything about it.”

-Kim Wells