

VIOLENCE IN THE WORKPLACE: SEVERAL RECOMMENDED RESOURCES

OSHA's Guidelines for Preventing Workplace Violence Among Health Care and Social Service Workers. 1996 (OSHA Publication #3148) GPO order #02901600172-7

OSHA's Recommendations for Workplace Violence Prevention Programs in Late-Night Retail Establishments. 1998 (OSHA Publication #3153) GPO order # 02901600194-8 Both will be of interest to any sector of employment as it shows OSHA's thinking. Similar requirements would be cited if OSHA finds they must enforce their "General Duty Clause" when responding to employee complaints or fatalities in any sector of employment. [only available from US Government Printing Office at (202) 512-1800. \$3.75 each, 4 weeks delivery or find them at OSHA's homepage at <http://www.osha.gov>]

Union Representative Handbook: Preventing Workplace Violence. 1997. American Federation of State, County & Municipal Employees. For a copy of this 72-page printed book, call (202) 429-1228.

NIOSH's Violence in the Workplace: Risk Factors and Prevention Strategies.

Current Intelligence Bulletin #57. Issued June, 1996. This is the most up-to-date and concise statement of concerning workplace violence issues. This information is applicable to all sectors of employment. [call NIOSH Publications Dissemination for copy - 1-800-356-46744, Fax request to (513) 533-8573, E-mail pubstaf1@niosdt1.em.cdc.gov, at <http://www.cdc.gov/niosh/homepage.html>]

TUTORIAL:

Safer Places: A Crime Prevention Through Environmental Design Tutorial. Issued 1996. This is a very interesting way to learn basic CPTED principles as they apply to a variety of public and private properties. The tutorial is on CD_ROM in DOS or Mac format. It takes 2 to 3 hours to fully explore. Computer with color monitor and CD-Reader is required. [distributed by the Virginia Department of Criminal Justice Services, 804-371-0635].

BOOKLETS & REPORTS:

Bureau of Business Practice. (1994). Preventing Violence in the Workplace. [24 Rope Ferry Road, Waterford, CT 06386]. Twelve short but concise chapters on different aspects of the problem. Compiled with the assistance of several national experts in the area. Multidisciplinary emphasis.

- Civil Service Employees Association, Inc.(1993). Security in the Workplace. [143 Washington Ave, Albany, NY 12210]. Emphasis is upon employer in-house security procedures and strategies. Human services and security emphasis.
- J.J. Keller & Associates, Inc. (1995). Violence in the Workplace: Audits, Training & Prevention. [3003 W. Breezewood Lane., PO Box 368 Neenah, Wisconsin 54957-0368 (414) 722-2848]. A very complete subscription service that includes “hands on” exercises and 2 videos - one for managers and one for employees. Multidisciplinary emphasis for Type I, II & III violence.
- Kinney, Joseph A. and Dennis L. Johnson. (1993). Breaking Point: The Workplace Violence Epidemic and What to Do About It. [National Safe Workplace Institute, 3008 Bishops Ridge, Monroe, NC 28110 (704) 289-6061]. A very thorough discussion of the many facets of responding to, managing and regulating workplace violence. Multidisciplinary emphasis.
- Long Island Coalition for Workplace Violence Awareness & Prevention. Workplace Violence Awareness & Prevention: Information & Instructional Package for Use by Employers and Employees. (March, 1996) [available via World Wide Web at <http://www.osha-slc.gov>]. Lots more “how to details” than given in the OSHA Guideline. Relevant to all sectors of employment. Multidisciplinary emphasis.
- National Institute for Occupational Safety & Health (1993). Alert: Request for Assistance in Preventing Homicide in the Workplace. (Pub No. 93-109) [NIOSH, 4676 Columbia Parkway, Cincinnati, OH 45226] An interesting bulletin which attempts to alert employers and workers to the issue and asks researchers to conduct collect data. Epidemiological emphasis.
- Bureau of Justice Statistics. (1994) Violence and Theft in the Workplace. (NCJ Pub. No. 148199). [Box 179 Annapolis Junction, Md 20701]. Report on the latest criminal justice statistics. Will help bolster the CDC statistics. Criminology emphasis.
- National Institute for Occupational Safety and Health (NIOSH). (1992). Homicide in U.S. Workplaces: A Strategy for Prevention and Research. [see address above]. The first CDC/NIOSH statement or report on Workplace violence. Multidisciplinary emphasis.

VIDEOS:

- Healthcare Violence: Be Part of the Cure. (Costal Video) available from Coastal Video Communications Corp. at 3083 Brickhouse Court, Virginia Beach, VA 23452 (800/767-7703) Issued Fall, 1996. Recommended. Covers patient - healthcare worker violence (Type II) and issues of patient restraint. 17 minutes

Taking Control of Workplace Violence. (BNA Communications Inc.) Available from the Bureau of National Affairs, Inc., 9439 Key West Ave., Rockville, MD. 20850-3396 (1-800-233-6067). Issued 1995. Focuses on employee-based (Type III) violence & prevention techniques. 18 minutes. Leader's and participant's guide.

Ticking Bombs: Defusing Violence in the Workplace. (corVision) available from ETC. 11358 Aurora Ave., Des Moines, IA 50322-7979 (800/747-6569) A two part program, based upon the book by Michael Mantell, Ph.D., presents a seven-step model to help reduce the risk of violence in the workplace. 47 minutes. Leader's guide.

The Risk From Within. (Media Partners Corporation) available from Coastal Video Communications Corp. at 3083 Brickhouse Court, Virginia Beach, VA 23452 (800/767-7703) Focuses upon employee-based (Type III) violence. Comes with a leader's guide.

Violence: Reducing Your Risk. (Media Partners Corporation) available from Coastal Video Communications Corp. at 3083 Brickhouse Court, Virginia Beach, VA 23452 (800/767-7703) Experts in personal safety and law enforcement demonstrate practical and effective methods you can use to reduce your risk and diffuse threatening situations. Focuses on Type I, II & III forms of violence (Health Care not represented). 28 minutes.

Work Place Violence: Awareness & Prevention. available from Video Training Source, Inc. 726 Front Street, Louisville, CO 80027 (800/779-7201). Good presentation. Takes a multidisciplinary approach to employee related workplace violence. Training manual.

Workplace Violence: The Calm Before the Storm (Coastal Video) available from Coastal Video Communications Corp. at 3083 Brickhouse Court, Virginia Beach, VA 23452 (800/767-7703) Issued Fall, 1994. Recommended. Uses a multidisciplinary approach to prevention, control and response with focus on Type III. 25 minutes. The workbook was developed by Joseph Kinney (see his work above).

Workplace Violence: First Line of Defense (ETC.) available from ETC. 11358 Aurora Ave., Des Moines, IA 50322-7979 (800/747-6569) One of the first films on workplace violence and an award winner. It highlights the human resource department and supervisors as key prevention points, but to the exclusion of other disciplines. Type III focus only. 20 minutes. Comes with a leader's guide.

BOOKS:

The following is a listing of all the books known to be published, to date, on the topic of workplace violence. Only a few of them are recommended as helpful to safety and security managers who must understand how to control all aspects of the violence equation, from personnel, clients/public/patient, to physical site security.

Baron, S. Anthony. (1993). Violence in the Workplace: A Prevention and Management Guide for Businesses. [ISBN 0-934793-48-4]. The first book published. Now out of date as it does not discuss all physical site, psychological aspects and management techniques known to control violence. Not Recommended. Psychology/Management Orientation.

Flannery, Raymond B. (1995). Violence in the Workplace. NY: Crossroad Publishing Company. [ISBN 0-8245-1488-2] Emphasis is upon stress as a cause of violence as well as the result of violence. Good stress management advice but no discussion of other preventions and controls. Not Recommended. Psychological Orientation

Kinney, Joseph A. (1995). Preventing Violence at Work: a Step-by-Step Program to Protect Your Employees, Company and Assets. [ISBN 0-13-317901] Comprehensive, easy to read discussion. Several good appendices. Recommended. Multi-disciplinary Orientation

Labig, Charles E. (1995). Preventing Violence in the Workplace. NY: American Management Association [ISBN 0-8144-0287-9] A good discussion of the management aspects of controlling violence but does not deal with property-related preventions. Cautious Recommendation. Management Orientation.

Mantell, Michael. (1994). Ticking Bombs: Defusing Violence in the Workplace. NY: Irwin. [ISBN 0-7863-0189-9] Presents a good model for dealing with violence from a psychological and management point of view but forgets to talk of other aspects of the problem/solution. Cautious Recommendation. Psychological/Management Orientation.

Mountain States Employers Council, Inc. And Nicoletti-Flater Associates. (1994). Violence Goes to Work: An Employer's Guide. [No ISBN, contact: Mountain States Employers Council, Inc., PO Box 539, Denver, CO 80201-0539 (303) 839-5177] A short but very helpful book which covers the basic information of what to look for and how to handle the risk of violence. Does not cover physical site protection. Cautious Recommendation. Management Orientation.

US Office of Personnel Management. (1997) Dealing with Workplace Violence: A Guide for Agency Planners. [Available as PDF or WP files for download off of OPM's website www.opm.gov] Oriented toward federal agencies but also contains very good information of interest to all sectors of employment.

Wheeler, Eugene D. and S. Anthony Baron. (1994). Violence in Our Schools, Hospitals and Public Places: A Prevention and Management Guide. Ventura, CA: Pathfinder Publishing of California. [ISBN 0-934793-52-2] Special workplace approach. Book spends too much time going over specific episodes of violence before giving clear information on how to control or prevent. Cautious Recommendation. Psychology/Management Orientation.

WEBSITES:

There are many web sites now offering Workplace Violence information and services. Be sure to do a browser search and check the following:

- q Federal OSHA's Workplace Violence pages are at www.osha.gov
- q NIOSH's Violence in the Workplace information at www.cdc.gov/niosh/violfs.html
- q Oregon OSHA workplace violence tutorial at <http://www.cbs.state.or.us/external/osh/educate/training/pages/120esha.html>
- q US Department of Education: Early Warning, Timely Response, A Guide to Safe Schools at www.ed.gov/offices/OSSERS/
- q Workplace Violence Research Institute at <http://noworkviolence.com>
- q International Labour Office at <http://www.ilo.org/public/english/235press/pr/1998/30>

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