Objectives

- Introduction to OSHA
- Workplace Violence
  - Extent of the Problem
  - Management Commitment
  - OSHA Inspections
- Heat Illness Campaign
- Fall Protection Campaign
Definition

Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the work setting.

A workplace may be any location either permanent or temporary where an employee performs any work-related duty.
Workplace Violence Includes

- Beatings
- Stabbings
- Suicides
- Shootings
- Rapes
- Near-suicides
- Psychological traumas
- Threats or obscene phone calls
- Intimidation
- Harassment of any nature
- Being followed, sworn or shouted at
Types of Workplace Violence

- Violence by strangers
- Violence by customers or clients
- Violence by co-workers
- Violence by personal relations
Types of Workplace Violence

Type 1 - Criminal Intent: people enter the workplace with the intent to commit a robbery or other crime

Type 2 - Customer/Client/Patients: violence against employees by persons to whom employer provides a service

Type 3 - Co-worker: against co-workers, supervisors or managers by current or former employees

Workplace homicides averaged 700 per year.

Each week in the US, an average of 20 workers are murdered and 18,000 are assaulted while at work.

(Source: NIOSH Violence in the Workplace Current Intelligence bulletin 57)
Economic Impact of Workplace Violence

- Cost 500,000 employees 1,175,100 lost work days each year
- Lost wages: $55 million annually
- Lost productivity, legal expenses, property damage, diminished public image, increased security: $ billions
Extent of the Problem

- Assaults and violent acts claimed 780 lives in 2010 and represented 17% of the total 4,609 workplace fatalities in U.S.
- Homicides represented 10% of the fatalities or 458 lives
- Retail trades accounted for 26% of the homicides
Violence Prevention Programs

Workplace violence prevention programs should:

– Establish a clear policy for workplace violence; all workers employed in retail establishments should know the policy

– Ensure no worker who reports or experiences workplace violence faces reprisal

– Encourage workers to promptly report incidents and suggests ways to reduce or eliminate risks
Workplace violence prevention programs should:

- Outline a comprehensive plan for maintaining security in workplace
- Assign responsibility and authority for the program to individuals or teams with appropriate training and skills
- Affirm management commitment to an environment that places as much importance on worker safety and health as on serving products
Elements of an Effective Violence Prevention Program

- Management commitment and worker involvement
- Worksite analysis
- Hazard prevention and control
- Safety and health training
Management commitment and worker involvement are complementary and essential elements of an effective safety and health management system.
Management Commitment

- Demonstrate organizational concern for worker emotional and physical safety and health
- Exhibit equal commitment to the safety and health of workers and store patrons
- Assign responsibility for various aspects of the workplace violence prevention program
Management Commitment

(continued)

- Allocate appropriate authority and resources to all responsible parties
- Maintain a system of accountability for involved managers, supervisors and workers
- Support and implement appropriate recommendations from safety and health committees
- Work constructively with other parties, such as landlords, lessees, local police and other public safety agencies
Worker Involvement

- Contribute to development of procedures that address safety and security concerns
- Understand and comply with workplace violence prevention programs and safety and security measures
Worker Involvement
(continued)

- Report violent incidents promptly and accurately
- Participate safety and health committees
- Take part in training programs and share on-the-job experiences that cover techniques to recognize escalating agitation, aggressive behavior or criminal intent
What can employers do to protect employees?

“The best protection employers can offer is to establish a zero tolerance policy”

Provide safety education

Secure the workplace: video surveillance, extra lighting, alarm system systems, minimize access by outsiders (id badges, electronic keys, and guards)
What can employers do following an incident?

Offer stress debriefing and post-traumatic counseling services

Investigate all violent incidents and threats and institute corrective action

Analyze the workplace and determine if any additional safety measures are needed

Review the companies policies regarding workplace violence and look for areas to improve it
What can employees do to protect themselves?

Learn to identify and avoid violent situations
Always have situational awareness
Alert supervisors of incidents
Report violent incidents to local police, if not done by management
CPL 02-01-052, effective Date: September 8, 2011

“Workplace violence has remained among the top four causes of death at work for over fifteen years…”

OSHA Enforcement Procedures for Investigating or Inspecting Workplace Violence
OSHA—Identified High Risk Industries

1. Healthcare and Social Service Settings
   Psychiatric facilities, mental health clinics, drug abuse clinics, pharmacies, etc.

2. Late-Night Retail Settings
   Convenience stores, liquor stores, gas stations
How OSHA initiates Workplace Violence Inspections

1. Inspection shall be considered if complaint from industry identified by OSHA as high risk industry.

2. Inspection shall be considered during programmed inspections if potential for workplace violence in the industry has been recognized.
Criteria for Initiating Inspections

Known risks to consider (NIOSH Current Intelligence Bulletin 57)

- Working with unstable or volatile persons in certain healthcare, social service or criminal justice settings
- Working alone or in small numbers
- Working late at night or early morning hours
- Working in high-crime areas
Criteria for Initiating Inspections

- Guarding valuable property or possessions
- Working in community mental-health clinics, drug abuse treatment clinics, pharmacies, long-term care facilities
- Exchanging money in financial institutions
- Delivering passengers, goods or services
- Taxicabs
“Violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assault and homicide…”

“Some 2 million Americans are victims of workplace violence each year.”
Workplace Violence
OSHA Website

This Workplace Violence website provides information on the extent of violence in the workplace, assessing the hazards in different settings and developing workplace violence prevention plans for individual worksites.

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 workplace. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect employees, customers, and visitors. Homicide is currently the fourth-leading cause of fatal occupational injuries in the United States. According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFI), of the 4,547 fatal workplace injuries that occurred in the United States in 2010, 506 were workplace homicides. Homicide is the leading cause of death for women in the workplace. However it manifests itself, workplace violence is a major concern for employers and employees nationwide.
Resources

NIOSH Violence in the Workplace; Current Intelligence Bulletin 57
http://www.cdc.gov/niosh/docs/96-100/

OSHA Workplace Violence Webpage
http://www.osha.gov/SLTC/workplaceviolence/

Workplace Violence Fact Sheet
HEAT ILLNESS CAN BE DEADLY. Every year, thousands of workers become sick from exposure to heat, and some even die. These illnesses and deaths are preventable.

Bureau of Labor Statistics reports that 4,190 workers suffered from heat illness and 40 died from heat stroke and related causes on the job.
Who is Affected?

Outside workers exposed to hot and humid conditions are at risk of heat illness, especially those doing heavy work tasks or using bulky protective clothing and equipment. Some workers might be at greater risk than others if they have not built up a tolerance to hot conditions.
What is Heat Illness?

The body normally cools itself by sweating. During hot weather, especially with high humidity, sweating isn't enough. Body temperature can rise to dangerous levels if precautions are not taken. Heat illnesses range from heat rash and heat cramps to heat exhaustion and heat stroke. Heat stroke can result in death and requires immediate medical attention.
How can Heat Illness be Prevented?

Water, Rest, Shade

- Drinking water often
- Rest in the Shade
- Report heat symptoms early
- Know what to do in an emergency

Acting quickly can save lives!
Heat Safety Tool

New mobile phone app provides critical information for reducing risk of heat illness during outdoor work

- Calculates heat index for worksite location
- Displays “risk level” for work at that heat index
- Lists protective measures to reduce risk of heat illness

WATER. REST. SHADE. The work can’t get done without them.

osha.gov/SLTC/heatillness
Heat Illness can be deadly. Every year, thousands of workers become sick from heat exposure on the job. Some of these workers even die. These illnesses and deaths are preventable.

Who is affected? Workers exposed to hot and humid conditions are at risk of heat illness, especially those doing heavy work tasks or using bulky protective clothing and equipment. Some workers might be at greater risk than others if they have not built up a tolerance to hot conditions, are in poor physical condition, are older, or if they have heart disease, high blood pressure, or are taking certain medications.

What is heat illness? The body normally cools itself by sweating. During hot weather, especially with high humidity, sweating isn't enough. Body temperature can rise to dangerous levels if precautions are not taken. Heat illnesses range from heat rash and heat cramps to heat exhaustion and heat stroke. Heat stroke can result in death and requires immediate medical attention.

How can heat illness be prevented? Remember three simple words: water, rest, shade. Drinking water often, taking breaks, and limiting time in the heat can help prevent heat illness. Employers should include these prevention steps in worksite training.
Resources

OSHA Heat Smartphone App
http://www.osha.gov/SLTC/heatillness/heat_index/heat_app.html

OSHA Heat Illness website
http://www.osha.gov/SLTC/heatillness/index.html

Heat Illness publications
Fall Prevention Campaign

- Each year over 750 construction workers die on the job in the U.S.
- Falls are leading cause of deaths in construction – about 1/3 of all construction fatalities.
- Of the 255 deaths from falls in construction in the U.S. in 2011, 90 were from roofs, 68 from ladders and 37 from scaffolds.
Fall Prevention OSHA Website

Welcome to OSHA’s Fall Prevention Campaign

FALLS ARE THE LEADING CAUSE OF DEATH IN CONSTRUCTION. In 2010, there were 264 fall fatalities (255 falls to lower level) out of 774 total fatalities in construction. These deaths are preventable.

Falls can be prevented and lives can be saved through three simple steps:

- Plan
- Provide
- Train

PLAN. PROVIDE. TRAIN.
Three simple steps to preventing falls.
Resources

OSHA Fall Campaign website
http://www.osha.gov/stopfalls/index.html

Fall publications

Fall Protection in Residential Construction

Fall Protection
Sources of Assistance

- OSHA Consultation Program
- OSHA Internet Site www.osha.gov
- NIOSH
- Compliance Assistant Specialists
- Public Safety Officials
- Trade Associations
- Unions and Insurers
- Human Resources and Employee Assistance Professionals
Questions
The best source of information on OSHA is on the web at www.osha.gov
Or call 1-800-321-OSHA