Workplace Violence—Do You Have A Plan?

If a violent incident happened at your facility, would you be ready? Do you have a No Tolerance policy in place for Workplace Violence? Has your staff been trained on how to handle any aggressive person, or violence? If you have answered no to any of the questions above, you are at high risk of liability, possible loss of life, and loss of your business and asserts.

The violence that we are speaking about ranges from verbal outbursts to homicide. Labor groups have taken this issue to the next level and are often demanding and getting changes made for staff safety.

The issue of violence in the workplace setting was unheard of years ago. However, in the ever-changing world that we live in now, violence is becoming more common in workplaces. Why? There are many factors that might cause it, and there are no set patterns in the events. Active shooter incidents can and do happen, and often times without notice or forewarning. So what can you watch out for? What can your organization do to prepare? How do you respond after the fact?

Get Started:
- Review Your Policies
- Assess Your Risks
- Conduct a Security Assessment
- Train Staff
- Have a Reporting System in Place

If you need assistance in planning, preparing, training, and conducting an assessment, you might want to consider an experienced professional to help.

It is highly recommended that you have this assessment completed by a qualified professional. If you are going to do it in-house, insure that the person conducting the assessment has the training and professional background to do so.

Mission Statement
Our purpose is to work with clients to build trust and provide quality service that promotes professionalism, ensures fiscal responsibility, prevent crime, reduce the fear of crime, and promote safety.

Services Offered:
- Electronic Security Evaluations
- Interim Management
- Litigation Support
- Parking Security Reviews
- Security Management Review
- Security Policy Development
- Security Policy Evaluation
- Security Program Development
- Security Records Audits
- Security Staff Development
- Security Surveys
- Security Training
- Speakers Bureau
- Special Event Security Planning

Professional Association Discount

Protection Management, LLC., understands that the economy is requiring businesses to make difficult decisions on where to invest their limited financial resources. Mr. White also realizes that Workplace Violence incidents are continuously on the rise.

To assist businesses in keeping their staff, customers, clients, and assets safe and secure, Protection Management is offering a reduced professional fee through the end of 2012 to any member of several professional trade associations. The list of association memberships that would qualify include, but are not limited to, ASIS International, The International Association for Healthcare Security & Safety, The International Association of Chiefs of Police, American Medical Association, National Education Association, National Retail Federation, Small Business Association, Rotary International, Kiwanis International, and many others. If your professional membership is not listed, contact Protection Management, LLC to ascertain if you qualify.

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Protection Management is your full service and independent professional security consultant agency.

We believe that those individuals and businesses that are seeking a consultant should use the services of a firm that is unbiased and unaffiliated with any equipment manufactures/installers, or security staffing firms, so the client will not receive recommendations based on the consultants “bottom-line.” At Protection Management, we will not make recommendations based on trying to sell you a service or product. Protection Management is here to make recommendations for improvements and cost savings, and to assist your company with all their security planning, development, and training needs.

The decision to outsource consulting services for a company may not be an easy one, but it makes good business sense. A professional security practitioner can find risks you may not have ever anticipated.

Protection Management, LLC Expands
Protection Management, LLC, a California based Security Consulting firm has established a second location based in the Canton, Ohio area.

Security Consultant Mr. John M. White, CPP, CHPA, a nationally renowned Security Expert and President and Principal Consultant at Protection Management, announces the expansion to better serve the company's clients in the Midwest and Eastern United States. Protection Management, LLC provides security consulting services to clients all across North America. According to Mr. White, "It only makes sense to have a presence in the eastern part of the country, as many of our corporate clients are located east of the Mississippi."

Western U.S. Location: Redding, CA
Midwest/Eastern U.S. Location: Canton, OH

Protection Connection ™
Free - No Obligation Telephone Consultations Available Upon Request

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Protection Management, LLC

Areas of Experience
- Business Continuity Planning
- Card Access Control Systems
- Disaster Preparedness Planning
- Electronic Guard Tour Systems
- Security Training
- Loss Prevention
- Management Consultant
- Parking Management
- Police Liaison
- Labor Actions
- Police Procedures
- Policy Development
- Policy Review
- Security CCTV
- Security Management
- Security Negligence / Litigation
- Security Procedure Development
- Security Staff Development
- VIP Visit Planning
- Healthcare Security Management

Professional Affiliations:
- ASIS International
- International Association for Healthcare Security & Safety
- International Association of Chiefs of Police
- National Association of Chiefs of Police
- International Association of Professional Security Consultants
- International Police Association

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No Tolerance should mean just that, No Tolerance! Businesses need to take a firm stand on this issue as a means in which to keep their work spaces as safe as possible for their employees, customers, and vendors. Surprisingly enough, most businesses lack even a basic Workplace Violence policy, and those that do have one in place do not always enforce it. So what does that mean? Simply put insure that you are willing and able to enforce your policy.

Having a policy in place but still allowing some acts of aggression, whether it is verbal, physical, or implied threats, means that you tolerate some acts at a minimum. If you find yourself as a manager saying something such as, He is having a bad day, just leave him alone, you need to change your approach to no tolerance. Violent outburst in the workplace always have warning signs that preceded them, if they involve an employee.

Employees that are showing signs of stress, and who are acting out at any level at work, need to be dealt with before it is too late. On the other hand, customers/clients may not provide ample warning of a pending event until it is too late.

For employees, there are several indicators that you can train your staff to watch for. Those indicators will include any of the following:

**Behavioral Indicators**
- Abusing Drugs & Alcohol
- Changes in Health or Hygiene
- Dramatic Personality Change
- Decrease in Productivity
- Erratic Behavior
- Feels Victimized
- Habitual Complainer
- Increased belligerence
- Indifferent to Attendance Issues
- Loner
- Makes Threats
- Power Work Attendance
- Quiet but Disruptive Outbursts
- Repeated Disciplinary Issues
- Signs of Depression
- Stressful Work Relationships
- Symptoms of Paranoia
- Talks About Weapons Often
- Unpredictable Emotions
- Work Romances Rejected

There are many other indicators that may present. The best thing to watch for is a negative change.

So what might cause violence in the workplace? Below is a list of potential causes for your review:

**WPV Potential Causes**
- Downsizing, Layoffs, Terminations
- Depression, Paranoia
- Poor Evaluations
- Lack of Advancement
- Domestic Issues
- Bullying, Harassment
- Discipline
- Discipline not Fairly Administered
- Poor Management Practices
- Non-Recognition of Efforts & Achievements
- Feeling Disrespected
- Poor Performance Review
- Not Taken Serious When Asking for Help
- Overwhelmed by Amount of Work
- Passed Over for Promotion

Again, this is not a complete list of causes. There are **physical signs** that you can watch for, and they include any of the following:

- Red-Faced
- Sweating
- Pacing
- Violating Personal Space
- Change in Voice Tone or Volume
- Glaring
- Avoiding Eye Contact
- Restless
- Repetitive Movements
- Trembling or Shaking
- Clenched Fists or Jaws

Now you know what may cause someone to act out at work, and what signs to watch for. So now with that information what should you do?

**Policy**
Basically you have to develop a Workplace Violence policy if your organization does not already have one. The policy must include a section on No Tolerance, and you must be willing to strictly enforce it.

**Training**
All staff need to receive training on how to spot a problem developing, and how to report it. This training needs to be a part of each employee’s training at hire, and annually thereafter.

**Threat Assessment Team**
In order to properly investigate all reports of violence, or acts of aggression, you need a multi-discipline team that is trained at a higher level. The team can include positions such as;

- Members of Management
- Employee Relations
- Human Resources
- Risk Management
- Employee Assistance Program
- Police/Security
- Safety Officer
- Corporate Attorney
- Union Reps (if applicable)

We understand that not every employer has staff in these positions, and often times someone wears multiple hats. That is acceptable as long as the key players of your organization are involved in the assessment team.

**Reporting System**
If you do not have one, implement a Tip-Line that employees can call and leave messages, anonymously, 24/7. If you advertise it as Confidential, insure that you live up to that. If an employee reports something, and you recognize their voice on the message, do not approach them about their report until they asked you to. They must feel as if they will be protected for making a report, or they will not come forward and say anything at all.

It is now up to you to plan, prepare, train and be ready to respond.

**IT IS SAFER AND LESS COSTLY TO PREVENT A WORKPLACE VIOLENCE INCIDENT THAN IT IS TO ACT IN RESPONSE TO ONE!**
New Bullying Law

California Assembly Bill 9 Ch. 723, sometimes referred to as Seth’s Law, went into effect July 1, 2012. Seth’s Law strengthens existing laws and policies in California schools by requiring that all schools have an anti-bullying policy and more importantly, the law enacts a timeline that school officials must follow when investigating student claims of bullying.

In June many of us watched the news reports of middle-school kids bullying and harassing a school bus monitor. Many were shocked by the actions of the kids, yet others were not. It seems that that case brought to the forefront the bullying of others to a whole new level.

In many past cases involving school children, school administrators would just handle all issues internally and not take a No Tolerance approach to such behavior. That approach has led many to believe students were not always held accountable for their actions.

At all levels in the education setting, in the past there has been the mindset such as; They are just being kids. As if to imply that their behavior is normal.

Many would argue that if we do not teach the kids civility during their school years, how could we expect them to act civilly as an adult in the workplace? Whatever your opinion is on this I think we can all agree that those children on the bus were behaving poorly and behavior such as that is not to be tolerated at any level.

The term Bully or Bullying is being defined almost daily in the courts, legislature, workplaces, and schools. What is an old problem, has become a mainstream issue that is being discussed in the news, and around the water cooler. We say it is about time that the actions of those that harm others, sometimes for a lifetime, are being addressed. Many acts of serious violence have resulted from someone being bullied, and giving it the national attention that has resulted recently is a welcome sign to many past and current victims of Bullying.

Protection Management, LLC:

As a security consultant firm we are not affiliated with any security guard services company, product manufacturer or distributor. That is very important to our clients; because we will not base our recommendations on trying to sell you guard services or security technology. As a professional security consultant we promise to stay independent and unbiased at all times, so as not to influence your decisions or purchases.

So what do we do for our clients? As our tagline states, we analyze the past, evaluate the present, and plan the future. When you need a security consultant, you certainly want someone that will look at your current state, such as your security vulnerabilities and security risks to see how they can be managed, reduced, or eliminated. The security consultant that you retain should then plan for your future with your guidance and approval at every step of the way. Protection Management, LLC provides security and safety management solutions, which fit your specific needs, to ensure that you have peace-of-mind to focus on your operations.

Recent News From Protection Management, LLC

- Redesigned Website and New Toll Free Telephone Number
- Hospital Murder - Wake-Up Call for U.S. Hospitals
- John M. White, CPP, CHPA, issued a press release titled: "Hospitals Need to Plan for Active Shooters in the Workplace."
- John M. White, CPP, CHPA, was published in the ASIS International November 2011 issue of "Security Management" with an article titled, "How To Control Cards; Security professionals must design their access control systems carefully and audit them frequently."

Check-out our Website for additional information on these news items including a full listing of Press Releas,

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