



WORKPLACE VIOLENCE AND WORKERS' COMP: Preparing for the Unknown

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How do you prepare for the unpredictable?

TYPES OF WORKPLACE VIOLENCE

- Criminal Intent
- Customer/Client
- Worker-on-Worker
- Personal Relationship
- Random Incident*

WHO IS AT RISK

- **Anyone and everybody - Workplace violence can strike anywhere, at any time, and it can affect and involve employees, clients, students, patients, customers, vendors or visitors**
- **2 million US workers will become victims of workplace violence**
- **Healthcare industry makes up about 9% of the workforce but experiences more workplace violence injuries than all others combined**
- **Workplace violence is the 3rd leading cause of death for workers in the healthcare and professional services industries (education, law and media)**
- **44% of teachers reported being physically attacked while at school**
- **2nd leading cause of death for women is workplace violence**
- **Time of day, location, alcohol, working alone, exchange of money**

ECONOMIC COST TO EMPLOYERS

- Costs employers more than \$121 billion a year, according to estimates by the National Institute for Occupational Safety and Health (NIOSH).
- \$3 or more is saved for each dollar invested in workplace safety
- Domestic violence issues that are brought to the workplace cost nearly \$727 million in lost productivity
- Workplace catastrophes such as violent incidents have caused publicly traded companies to lose up to 8% in shareholder value
- Lawsuits associated with workplace violence cost companies an average of \$500,000 for out-of-court settlements

CLAIMS MANAGEMENT

Timeliness

Communication

EAP/Crisis care

Investigation

Field Case Management

Statements

Video/Photos

DEFENSES

Are there defenses to claims of workplace violence under the workers' comp act and, if so, what are they?

EXCLUSIVE REMEDY DEFENSE

If an employer has a defense under the WC act,
should it be asserted?



What if you were the victim?

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SOCIAL MEDIA AND WORKPLACE VIOLENCE



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PREVENTING WORKPLACE VIOLENCE

- Formal workplace violence policy and prevention program
- Training programs
- Communication
- Zero tolerance code of conduct
- Reduce stress and negativity in workplace
- Acceptance
- Establish Procedures, reporting, documentation and termination

PREVENTING WORKPLACE VIOLENCE

- Pre-employment screening
- Mediation program
- Evaluate security systems
- Equip staff with cell phones, hand-held alarms or noise devices
- Secure access doors
- Buddy system
- Restraining and protective orders

PREVENTING WORKPLACE VIOLENCE

1. Assess Your Work Environment
2. Pay Attention to the Warning Signs
3. Promote Respect
4. Eliminate Potential Weapons
5. Know Your Violence Response Procedures
6. Trust Your Instincts
7. Use a Team Approach



USEFUL RESOURCE LINKS CAN BE FOUND AT

<https://www.WorkersCompensation.com/wpvtips>

THANK YOU!

Questions?

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