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training records, grievances, and worker's compensation records to determine trends. Near miss incidents should also be reviewed. Preventative actions and controls will be recommended for noted patterns of workplace violence incidents.

Examples of such incidents could be:

- Resident physically strikes an employee
- Visitor verbally harasses or threatens an employee
- Employees from one department complain that another employee from another department is bullying them and having emotional outbursts at work

### **Workplace Security Analysis**

TAT will inspect the workplace annually or as needed, and evaluate work tasks of all employees to determine presence of hazards and conditions which may place the employees at risk for violence. See *Workplace Security Checklist*.

TAT will identify issues and recommend measures, engineering controls, work area redesign, etc. to minimize the risk of workplace violence for all employees.

Employees will be surveyed at least annually to seek their input regarding security concerns and issues.

Examples of identified issues could be:

- Access to facility is not controlled
- Lighting in the parking lot is inadequate
- Night shift has lower staffing levels, making them more vulnerable
- Training of security needs improvement

Examples of controls and preventative actions to minimize risk could be:

- Implementation of visitor identification badges
- Improved lighting in the employee parking lot
- Security escort for 3–11 and 11–7 shift workers departing and arriving to work
- Improved security training

### **Employee Education**

All employees will be trained upon hire and annually thereafter. Training will include, but not be limited to:

- Review and definition of workplace violence
- Severity of workplace incidents in healthcare settings
- Factors placing healthcare settings at higher risk
- Warning signs and behaviors of a violent employee/individual
- Ways to prevent/diffuse volatile situations or aggressive behavior and review of Resident Restraint Policy
- Conflict resolution training
- Process for reporting and investigating incidents for workplace violence
- Prevention of workplace violence program