



WORKPLACE VIOLENCE: THE LAW

- AB 1299 enacted April 1, 2017.
 - CCR Title 8, Section 3342
- Designed to track violence against healthcare staff.
- CalOSHA oversees the reporting of violence.
- Healthcare facilities must have:
 - Violent Incident Log
 - Recordkeeping
 - Workplace Violence Prevention Plan – Know where yours is kept!
 - Annual Review of the Workplace Violence Prevention Plan
 - Mechanism to report workplace violence
 - Provide training

DEFINITION OF WORKPLACE VIOLENCE

- Policy and Procedure 1616 defines workplace violence as:

Any act of violence, or threat of violence, that occurs against an employee at the worksite.

NOTE: violations of P&P 1649 (incivility) do not qualify as workplace violence, but can still be reported in RL Solutions using the Professional Conduct icon.



WORKPLACE VIOLENCE PREVENTION PLAN

- Each unit has a copy of the UC Davis Facility Plan (know where it is located)
- Plan is reviewed and update annually
- The Campus Safety Advisory and Executive Committees are charged with discussing and implementing modifications to the Plan.
- Changes to the plan stem from incidents, hazard assessments, and employee feedback.

TYPES OF WORKPLACE VIOLENCE

- **Type 1:** Violence committed by an individual with no legitimate business at the facility
- **Type 2:** Violence committed by a patient and/or guest upon a healthcare staff member.
- **Type 3:** Violence committed by healthcare staff member upon another healthcare staff member
- **Type 4:** Violence committed by an individual who is not a healthcare worker but has or knows a healthcare worker

PRECURSORS OF VIOLENCE: PATIENTS

- Known psychiatric issues
- Known drug or alcohol issues
- Agitated state/yelling
- Verbal cues
- Clenching of jaw/fists
- Increased respirations
- Erratic movements
- Hiding objects
- Intense staring/fixated
- Stance/Body language
- Delayed response
- Personal space violation
- Attempts to isolate

OTHER CONSIDERATIONS: PATIENTS

- Family members/Guests
- Objects within the room
 - Bed pans
 - Cups
 - Furniture
 - Medical Equipment
 - Makeshift weapons
- Stethoscope
- Transportation



SITUATIONAL AWARENESS

- Lighting
- Escape routes
- Physical Barriers
- Obstacles to accessing alarm systems
- Storage of high-value items



PRECURSORS OF VIOLENCE: CO-WORKERS

- Change in behavior patterns
- Disruptive behavior
- History of threats or violent actions
- Verbal abuse or harassment
- Increased agitation
- Hypersensitive to criticism
- Drug/alcohol issues
- Financial issues
- Displacement of blame
- High degree of emotional stress
- Erratic or impulsive behavior
- Holds grudges
- Complaints of unfair treatment
- Low tolerance of frustration
- Fascination with weapons
- Homicidal or suicidal ideations
- Any behavior, or collective behaviors, that instill fear

WHAT TO REPORT TO THE WPV UNIT

- Physical Battery or Attempted Physical Battery.
 - Punching, pushing, kicking, spitting, shoving, slapping, grabbing, etc...
 - Attempts to punch, push, kick, spit on, shove, slap, grab, etc...
 - Includes sexual assault and battery or attempted sexual assault and battery
- Threatening Behavior.
 - Verbal threats: “I’m going to kick your ass when I get out of bed.” When reporting, be as specific as possible in the narrative.
 - Physical posturing: bladed fighting stance; fists clenched
- Verbal Abuse
 - Discriminatory or Harassing statements, insults, name-calling, etc...

HOW TO REPORT AN INCIDENT

- All incidents of Workplace Violence will be reported using RL Solutions.
- Open RL Solutions and click on the Safety/Security/Workplace Violence icon:



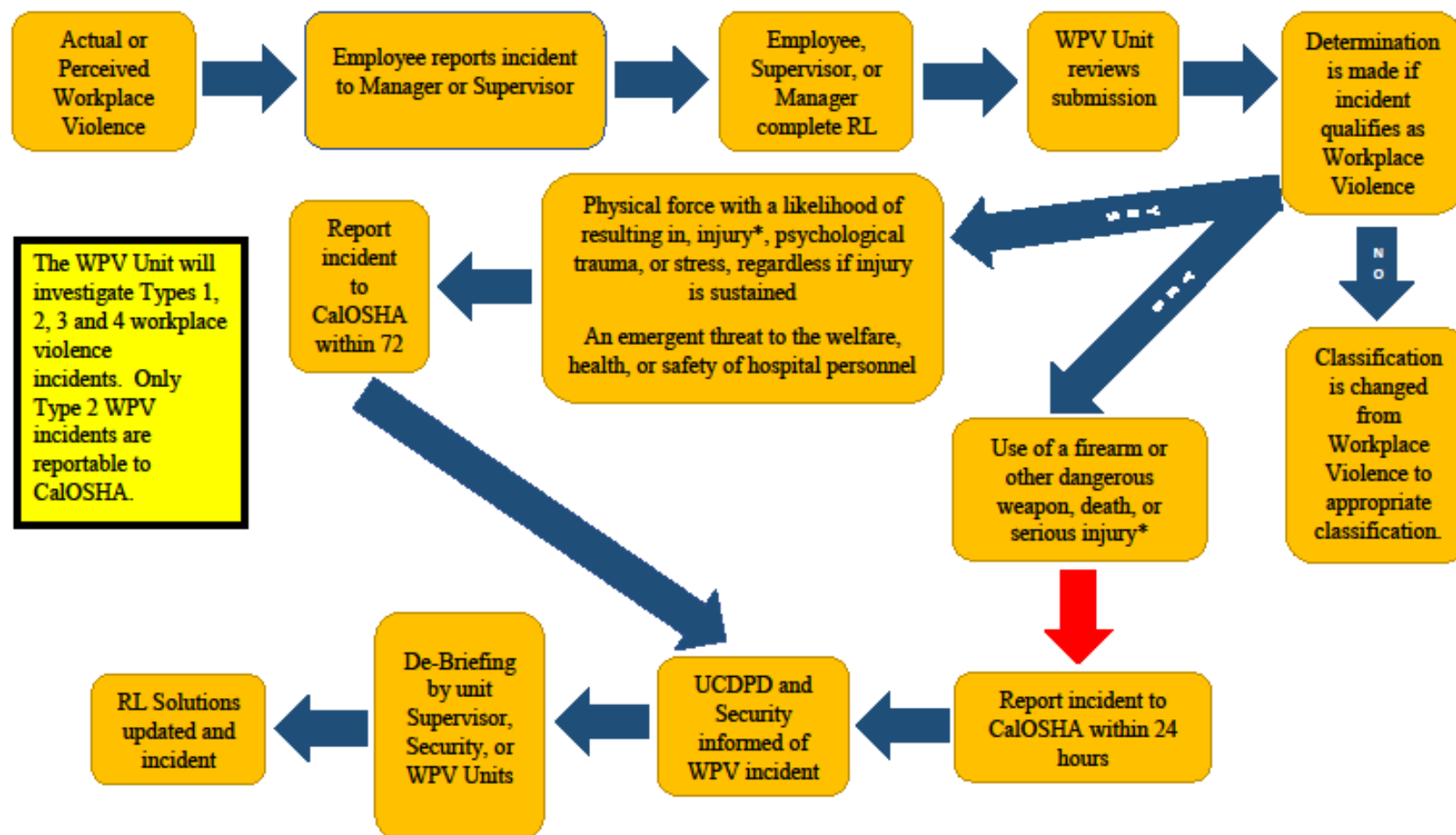
- Complete the form with detailed information, especially the brief summary section. All sections with a green * are required.

***Remember for emergencies, contact UC Davis Police by dialing 911 from a hospital phone or 916-734-2555**

WHAT HAPPENS AFTER IT IS SUBMITTED?

- Once your incident is submitted, a Workplace Violence Investigator will review the incident. If it qualifies to be reported to CalOSHA, the investigator will complete the necessary notifications.
- If it does not qualify to be reported to CalOSHA, the investigator will maintain the incident as an internal file.
- The affected employee will go through a de-briefing process with a Supervisor or Manager and complete the necessary paperwork.
- The affected employee may be contacted by the Workplace Violence Unit for additional information not contained within the original submittal.

WORKPLACE VIOLENCE REPORTING FLOWCHART



* Injury, as it pertains to workplace violence, is defined by CCR, Title 8, Section 14300.7(b)(1) as: Death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, loss of consciousness, or a significant injury...as diagnosed by a physician

WHAT PREVENTS REPORTING?

- A perception that violence is “just part of the job.”
- Being unaware of the procedure for reporting incidents
- Not wanting to get the other person in trouble
- Not wanting to be seen as a troublemaker.
- Fear of retribution



IF YOU HAVE EXPERIENCE VIOLENCE IN THE WORKPLACE

UC Davis Academic and Staff Assistance (ASAP) is a confidential resource available to staff if needed. ASAP offers counseling and other services.

Contact ASAP:

Ticon III - 2730 Stockton Blvd, Room 2100
Sacramento CA 95817

Main Phone: 916-734-2727

WHAT ELSE CAN YOU DO?

- Environmental awareness
 - Good for both work environments and your home environment
- Color Codes
 - WHITE: Unaware and unprepared
 - YELLOW: Relaxed , prepared, aware
 - ORANGE: Perceived threat; mental preparation
 - RED: In conflict
 - BLACK: Frozen state of panic





WORK PLACE VIOLENCE UNIT



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