

**DRAFT  
SAMPLE WRITTEN**

**WORKPLACE VIOLENCE  
PREVENTION  
PROGRAM**

**For Compliance With**

**Wyoming General Rules and Regulations  
1910**

Wyoming Department of Workforce Services  
OSHA Division  
Consultation Program

## ACKNOWLEDGEMENTS

This material was compiled by the staff of the Wyoming Workers' Safety - Technical Assistance Section.

**NOTE: This sample plan is provided only as a guide to assist in complying with Wyoming Occupational Health and Safety's General Rules and Regulations. It is not intended to supersede the requirements detailed in the guidelines. Employers should review the standard for particular requirements which are applicable to their specific situation. Employers will need to add information relevant to their particular facility in order to develop an effective program. Employers should note that certain programs are expected to be reviewed at least on an annual basis and updated when necessary.**

This material and Safety and Health Technical Assistance Services are provided free of charge to owners, proprietors, and managers of small businesses, by the Wyoming Department of Workforce Services, OSHA Division, a program funded largely by the Occupational Safety and Health Administration (OSHA), an agency of the U.S. Department of Labor.

The information contained in this document is not considered a substitute for any provision of the standard.

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## GENERAL INDUSTRY

The attached Workplace Violence Prevention Program is for your use in developing your company's program. **This program is not complete: It requires your review and edit before it becomes your program.** Work in conjunction with the WOSH Rules and Regulations for General Industry. Add any categories you need. Remove those that do not apply to you. Expand the areas you need and delete those areas that don't fit your business. The Statement of Health and Safety Policy will fit any type of business. This document needs the company letterhead, date, signature and title only. Feel free to tailor this whole package to fit your company as you see best.

### STEPS TO TAKE IN PREPARING YOUR PROGRAM:

1. Review, edit, and print the statement of Policy Statement on company letterhead, date, and sign.
2. Carefully review the entire program. Delete those items or topics which do not apply to your company.
3. Add this program to your core Comprehensive Health and Safety Program. Be advised, there are other individual specialized programs, such as a hazard communication program, a confined space program, or a respiratory protection program, that may be required for your particular company. These are listed in the Individual Safety and Health Programs Listing along with a brief synopsis of the program. You may incorporate these other programs right into this core program document, add them as appendixes to this document, or treat them as separate individual programs.
4. Add those items not listed that you know are required or needed, or those policies, programs, or items that as a company you wish to include, in the appropriate section. For example, if you require safety shoes or safety glasses in your shop areas, so state.
5. Edit, then print, your program.
6. You may submit a final copy to Wyoming Workers' Safety - Technical Assistance Section, for review.

**COMPANY  
WORKPLACE VIOLENCE  
PREVENTION  
PROGRAM**

DRAFT

**COMPANY NAME**  

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**WORKPLACE VIOLENCE  
PREVENTION  
PROGRAM**

It is the policy and top priority of \_\_\_\_\_ to provide an accident-free and comfortable work environment by eliminating recognized hazards from the workplace. Our Workplace Violence Prevention Program has been developed to assure compliance with federal, state, and local regulations with particular emphasis on the Wyoming Occupational Health and Safety Rules and Regulations that apply to our operations.

In order to maintain the safety standards desired by our company, it is necessary to actively pursue an accident/incident prevention program through all levels of our company, from top management through all employees. Health and safety are functional responsibilities of each manager, supervisor and employee.

Health and safety are of vital interest to everyone in the company: each level of our organization is accountable for safe performance. Because of the potential for possible confrontation, compliance with this program is taken very seriously. This means that failure to comply is sufficient grounds for disciplinary action or for possible termination of employment. These policies are an integral part of the company's personnel policies.

**OCCUPATIONAL HEALTH AND SAFETY ACT**

The Wyoming Occupational Health and Safety Act became effective January 1, 1974. It provides that every employer engaged in business in the State of Wyoming shall:

- a. Furnish to each employee a place of employment free from "recognized hazards" that are causing or likely to cause death or serious physical harm.
- b. Comply with occupational health and safety standards and rules, regulations and orders pursuant to the Act that are applicable to company business and operations.
- c. Comply with, and require all employees to comply with, occupational health and safety standards and regulations under the Act which are applicable to their actions and situations.
- d. Encourage employees to contact their immediate superior for information that will help them understand their responsibilities under the Act.

(Company Stationary With Letterhead)

## **WORKPLACE VIOLENCE PREVENTION POLICY**

\_\_\_\_\_ is committed to providing a safe work environment, free from aggressive acts and violent behavior. However, excellent safety conditions do not occur by chance. They are the result of diligent work and careful attention to all company policies by everyone.

Safety demands cooperation on everyone's part. Thus, it is important that communication be kept open at all times between the management and employees. Workers who notice potentially aggressive and/or violent behavior, or feel that they need additional training, must notify their supervisor. Supervisors and management at all levels must address these concerns and take corrective action when warranted.

Everyone is obligated to know the appropriate procedures for their area or job, and just as important, to abide by them. Supervisors must instill a positive attitude and safety awareness in their workers through personal adherence, personal contact and training. It is the duty of all employees to perform their work with maximum regard for the safety of themselves and co-workers.

Our safety policies are based on past experience and current standards, and are also an integral part of the company's personnel rules. This means that compliance with the policies is a condition of employment and must be taken seriously. Failure to comply is sufficient grounds for disciplinary action or for termination of employment.

Safety and health are a top priority in this organization and are every bit as important as productivity and quality. In fact, they go hand in hand. Of course the best reason for you to observe these policies is because it's in your own self-interest to do so. Conscientiously following them can help you stay safe, healthy, and able to work, play, and enjoy life to its fullest.

\_\_\_\_\_  
Signature of Company Management  
Owner, President, Manager

## **WORKPLACE VIOLENCE PREVENTION RESPONSIBILITIES**

Our goal is to protect employees from assault or injury while working for our company. This must receive top priority from everyone.

Duties and responsibilities of all personnel under our Workplace Violence Prevention Program are as follows:

### **Health and Safety Manager / Program Coordinator (Working Title)**

- a. Administers all aspects of the workplace violence prevention program.
- b. Develops procedures and technical guidance to identify and remove potential risk factors of workplace violence.
- c. Assists management and supervisors in the workplace violence prevention training of employees.
- d. Conducts inspections to identify high risk positions or work practices.
- e. Recommends programs and activities that will develop and maintain incentives for and motivation of employees.
- f. Recommends disciplinary action for repeat violators of prescribed procedures.
- g. Develops and maintains incident investigation reporting procedures. Investigates serious or reportable incidents.
- h. Maintains all records and reports of accidents/incidents that have taken place during division business operations.
- i. Ensures that employee's Report of Occupational Injury or Disease report is filed with the Workers' Compensation office within ten days of employee's notification of an occupational injury or disease.
- j. Processes all paperwork associated with accidents, on-site inspections and in-house audits. Maintains permanent record for division and/or personnel files.
- k. Maintains all medical records, evaluations and exposure monitoring records for a period of 30 years.

### **Program Committee (Working Titles)**

- a. Develops procedures and technical guidance to identify and remove potential risk factors of workplace violence.
- b. Assists management and supervisors in the workplace violence prevention training of employees.
- c. Conducts inspections to identify high risk positions or work practices.

- d. Recommends programs and activities that will develop and maintain incentives for and motivation of employees.
- e. Recommends disciplinary action for repeat violators of prescribed procedures.
- f. Develops and maintains incident investigation and reporting procedures and systems. Investigates serious or reportable incidents.

### **Managers & Supervisors**

- a. Be familiar with high risk positions and appropriate procedures related to their area of responsibility.
- b. Directs, implements, and coordinates program procedures and activities within area of responsibility.
- c. Requires all employees supervised to use appropriate procedures for meeting the public.
- d. Ensures that engineering controls are available, maintained and used correctly.
- e. Ensures that all persons within area of responsibility receive workplace violence prevention training as required.
- f. Ensures that supervisors are aware of and comply with requirements for workplace violence prevention practices.
- g. Investigates all incidents within area of responsibility. Reviews all accidents/incidents with supervisors and workers involved. Insures that corrective action is taken immediately to eliminate the cause of the accident/incident.
- h. Ensures accident reports and Workers' Compensation forms are completed and submitted as appropriate.
- i. Conducts frequent and regular safety and health inspections of his/her work areas and ensures that no unsafe conditions exist in area of responsibility.
- j. Ensures that injuries are treated promptly and reported properly.
- k. Acts on reports of hazards or hazardous conditions reported to them by employees.

### **Training Officer**

- a. Maintains all training records for the duration of employment plus one year.
- b. Coordinates the necessary training for new and existing employees.

- c. Reviews incident investigation reports for further necessary training.

**All Employees**

- a. Be familiar with and comply with all proper workplace violence prevention procedures.
- b. Notify supervisor immediately of unsafe conditions, aggressive behavior or incidents.
- c. Identify and assist or report "strangers" in your work area.
- d. Treat all "customers" with respect and be polite.

## WORKPLACE ANALYSIS AND CONTROLS

Hazard identification and elimination is not only an inherent responsibility of supervision in providing a safe workplace for employees, but also requires employee involvement. As such, hazard evaluation and control shall be an on-going concern for all. It is the responsibility of everyone (management, supervisors and all employees) to identify, report, and correct, all possible hazards. Employees are particularly important in this process as they are in the best position to identify hazards in the workplace and day-to-day operations. **Reporting hazards is a protected activity and no action will be taken against anyone for identifying unsafe conditions.** Reports should be made to the Program Coordinator or supervisor for appropriate action.

This company has a procedure for conducting inspections of workplaces/jobsites for compliance with this program. The purpose of the in-house inspection is to identify hazards and unsafe practices before they cause an accident or incident. Formal inspections will be conducted under the guidance of the Program Coordinator, with the assistance of the Program Committee.

After completing jobsite or facility inspections, the person making the inspection will:

- a. Discuss findings with pertinent employees. Invite their comments, suggestions and aid.
- b. Ensure recommended corrections/changes are transmitted to/discussed with the Program Coordinator for correction.
- c. Follow up on changes, corrections, and other actions necessary.

The following positions have been identified to have a high risk exposure to workplace violence:

- a. All reception personnel
- b. All claims analysts
- c. All field enforcement personnel
- d.
- e.
- f.
- g.

The following engineering controls shall be utilized when appropriate:

- a. Silent alarms shall be installed in reception areas. The alarm shall sound in the manager's/supervisor's office.
- b. Two exits shall be provided from reception desks and "seclusion rooms" (conference rooms). Furniture entrapment shall be avoided.
- c. Security phone numbers shall be programmed into high risk personnel's phones.

- d. Seclusion rooms shall be provided with surveillance capabilities.
- e. Seclusion rooms shall be decorated in a "passive decor".
- f. Seclusion rooms and reception areas shall not be provided with "potential weapons", i.e., paper weights, envelope openers, self-standing lamps, etc.
- g.
- h. "Employee Only" signs shall be placed at break rooms and employee bathrooms.
- i. Adequate lighting shall be installed and maintained. This also applies to exterior exits.
- j. Employee access doors shall remain locked when appropriate. Exit doors must remain openable for egress purposes.
- k. Doors, locks and windows shall be repaired as soon as possible when broken.
- l.

The following work procedures shall be observed at all times:

- a. BE POLITE!
- b. Do not get excited.
- c. Do not argue.
- d. Request supervisor when feeling stressed or pressured.
- e. Utilize all training procedures.
- f. Report all incidents to the appropriate supervisor.
- g.

## TRAINING

Training and education cannot be over-emphasized as a means of learning workplace violence prevention procedures. Knowledge of the appropriate procedures and rules and how and when to function under these procedures is essential to personal safety.

- a. Employees scheduled for any training will attend such training.
- b. New employees will be provided orientation training and will be furnished information and literature covering the company's Workplace Violence Prevention Program. This orientation training must be provided prior to the employee's exposure to a hostile work environment.
- c. Appropriate individual job/task training will be provided to all employees.
- d. On-going safety training sessions will be conducted when necessary and as available at the discretion of the Training Coordinator.
- f. Training shall be documented and retained by the Training Coordinator for the duration of employment plus one year.

Training elements and programs to be considered by the Training Coordinator include, but are not limited to the following topics:

- a. The company's Workplace Violence Prevention Program.
- b. Better Communications by Career Traks.
- c. Recognition of Aggressive Behavior by
- d. Psychological Evaluations by
- e.
- f.
- g.

## **WORKPLACE VIOLENCE PREVENTION PROCEDURES**

In order for the company's Workplace Violence Prevention Program to be effective, it is vital that it be understood and implemented at all levels of management and all employees.

The following guidelines have been developed to assist in the implementation of this program. All applicable guidelines must be complied with by all the company's personnel.

### **General Communication / Workplace Procedures**

- a. BE POLITE!
- b. Do not get excited.
- c. Do not argue.
- d. Request supervisor when feeling stressed or pressured.
- e. Utilize all training procedures.
- f. Report all incidents to the appropriate supervisor.
- g. Be observant of "strangers" in work areas
- h. Be observant of persons with packages and other abnormalities.
- i. Escort the clients to their destination
- j. Identify and communicate previous aggressive behavior or threats.
- k. Program emergency phone numbers into the telephone.
- l. Maintain a log of incidents with all relevant information.
- m. Establish a Response Team for extreme emergencies.
- n. Discretely evacuate areas during an extreme emergency.
- o. Utilize "buddy system" when confronted with aggressive behavior.
- p. Interact in open and public areas with potentially violent persons.
- q. Request counseling after a stressful incident.
- r. Inform co-workers / supervisor of activity itinerary.
- s. Provide escorts for potential victims outside of the controlled work area.
- t.

## **Engineering & Design Controls / Housekeeping**

- a. Proper housekeeping is the foundation for a safe work environment. It definitely helps prevent accidents and fires, as well as creating a professional appearance in the work area.
- b. All work areas, floors, aisles, and stairways will be kept clean and orderly, and free of tripping and slipping hazards to provide for emergency egress.
- a. Silent alarms shall be installed in reception areas. The alarm shall sound in the administrator's/supervisor's office.
- b. Two exits shall be provided from reception desks and "seclusion rooms". Furniture entrapment shall be avoided.
- c. Security phone numbers shall be programmed into high risk personnel's phones.
- d. Seclusion rooms shall be provided with surveillance capabilities.
- e. Seclusion rooms shall be decorated in a "passive decor".
- f. Seclusion rooms and reception areas shall not be provided with "potential weapons", i.e., paper weights, envelope openers, self-standing lamps, etc.
- g. "Employee Only" signs shall be placed at break rooms and employee bathrooms.
- h. Adequate lighting shall be installed and maintained. This also applies to exterior exits.
- i. Employee access doors shall remain locked when appropriate. Exit door must remain openable for egress purposes.
- j. Doors, locks and windows shall be repaired as soon as possible when broken.
- k. Post the company's policy that "Aggressive Behavior Will Not Be Tolerated".
- l. Provide adequate barriers for employee protection.
- m. Require all visitors to sign in a log book with the time of entry.
- n. Provide metal detectors at all public entrances.
- o. Provide employee and visitor badges for easy recognition.
- p. Restrict visitor access to safe areas.
- q. Maintain good vehicle operation.
- r. Keep vehicle doors locked except when entering and exiting the vehicle.