

# PowerPoint Guide

## Advancing Victims' Rights and Services Among the Private Security Profession

ASIS International Foundation project to raise awareness  
of victims' services for private and corporate security managers

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**ADVANCING VICTIMS' RIGHTS  
AND SERVICES AMONG THE  
PRIVATE SECURITY  
PROFESSION**

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**Violence in the  
Workplace**

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What does this mean to you?

What are we talking about when we are referring to violence in the workplace? Let's try to be more specific.

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**Workplace Violence: Definition**

A broad spectrum of behaviors affecting the workplace which generate a concern for personal safety and can result in injury or death

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In order to talk about the types of workplace violence behaviors, it is helpful to describe the behaviors as falling into a spectrum of abuse. This spectrum can be divided according to the severity of abuse: low, middle, and high. Let's talk about each level and give examples of such behavior.

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**Workplace Violence: Definition**

Low end of workplace violence spectrum:

- Emotional abuse

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When we are talking about workplace violence at the low end of the spectrum, we are talking about abusive, hostile, disruptive behaviors that create anxiety and/or distrust in the workplace. These behaviors constitute violence, but alone, often do not constitute criminal behavior. Consequences for this behavior may include warnings, documentation of incident, etc. Employers should pay special attention to escalation of violent behavior.

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## Workplace Violence: Definition

### Middle of spectrum:

- Words or actions reasonably perceived to be intimidating, frightening, threatening and
- generate justifiable concern for personal safety e.g., threats, stalking, harassment

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When we move further along the spectrum of workplace violence, we are referring to words or actions reasonably perceived to be intimidating, frightening, threatening, and generate justifiable concern for personal safety. For example, threats to inflict bodily harm or destroy personal property; monitoring the physical whereabouts or surveilling someone; repeatedly telephoning someone; waiting outside a person's home or workplace.

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## Workplace Violence: Definition

### High end spectrum:

- Acts of violence causing physical injury, e.g., pushing, shoving, hitting, kicking, punching, slapping, biting
- More severe: shooting, stabbing, bombing

Source of definition: ASIS

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Lastly, the high end of the workplace violence spectrum includes the infliction of bodily harm or intentional physical contact. Almost all of the behaviors are criminal in nature and should involve law enforcement. The most serious type of violence is homicide. But pushing, shoving, kicking, biting, etc. all fall into the high end of the spectrum.

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## Workplace Violence The Statistics

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## Workplace Violence: The Statistics

In 6 out of the last 7 years,  
Fortune 1000 companies cited  
workplace violence as their #1  
security threat

Pinkerton Security Company/ Fortune Magazine 2003

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Workplace violence is consistently at the forefront of management's concerns.

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## Workplace Violence: The Statistics

795 workplace assaults and  
violent acts in 2004

Bureau of Labor Statistics Census of Fatal Occupational Injuries

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## Workplace Violence: The Statistics

551 workplace homicides in 2004,  
out of a total of 5,703 fatal work  
injuries

Bureau of Labor Statistics Census of Fatal Occupational Injuries

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## Workplace Violence: The Statistics

Average cost of workplace  
homicide incident: \$800,000

National Institute for Occupational Safety and Health

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Management is concerned about workplace violence for many reasons, one of which is its effect on the bottom-line. At its most extreme, the average cost of a workplace violence homicide incident is \$800,000. However, even an act closer to the other end of the spectrum has a financial cost to the organization, in the form of increased security measures, lost productivity, increased turnover, increased medical bills, and lower employee morale.

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## Workplace Violence: The Statistics

Department of Labor Study: Homicide in 2003

- 631 homicides occurred in workplaces
- 76% occurred during course of robbery or other crime
- "high risk" workplaces: retail trade, taxicab, law enforcement

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Homicide in the workplace: what are we talking about?  
How many incidents are we referring to?

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## Workplace Violence: The Statistics

Department of Labor Study: Homicide in 2003

- 631 homicides occurred in workplaces
- 13% (80): one worker killed another worker

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Out of those 631 homicides in the workplace, in 80 cases the offender was another co-worker.

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## Workplace Violence: The Statistics

Department of Labor Study: Homicide in 2003

- 631 homicides occurred in workplaces
- 5% (30): killing committed by customer, client, or patient

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Out of those 631 homicides in the workplace, in 30 cases the offender was a customer, client, or patient.

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## Workplace Violence: The Statistics

Department of Labor Study: Homicide in 2003

- 631 homicides occurred in workplaces
- 6% (37): intimate partner homicide

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Out of those 631 homicides, in 37 cases the offender was in a current or former dating or marriage relationship with the victim.

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## Workplace Violence: The Statistics

Justice Dept.: 1993-1999 Non-fatal incidents:

- Yearly: 1.7 million workers were victims while at work or on duty
- 12% of victims sustained injuries

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Looking towards the middle of the workplace violence spectrum (excluding workplace homicides), from 1993 until 1999, there was an average of 1.7 million violent acts committed against persons age 12 or older who were at work or on duty. Just 12% of all workplace violence victims sustained injury. Of those injuries sustained from workplace violence incidents, the vast majority were minor injuries, including bruises, black eyes, cuts, scratches, swelling.

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## Workplace Violence: The Statistics

Justice Dept.: 1993-1999 Non-fatal incidents:

- 95% of cases were simple assault

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## Workplace Violence: The Statistics

Justice Dept.: 1993-1999 Non-fatal incidents:

- Most affected workplaces: Law enforcement, retail sales, health care

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## Workplace Violence: The Statistics

Type of crime and gender:

- Females experienced higher rates of sexual assault/rape than males (80% vs. 20%)

DOJ Study

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## Workplace Violence: The Statistics

Type of crime and gender:

- 2/3 of all robberies, aggravated assaults, simple assaults in the workplace had male victims

DOJ Study

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When analyzing the 1.7 million workplace violence victimizations by type of crime and gender, we see that with sexual assault or rape, women were far more likely to be the victims. However, if the victimization involved robbery, aggravated assault, or simple assault, men were more likely to be the victim.

## Workplace Violence: The Statistics

### Type of crime and gender:

- Males were the offender in at least 88% of all workplace crime

DOJ Study

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Men comprised almost nine out of every ten workplace violence offenders.

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## Workplace Violence: The Statistics

### Rate of victimization by occupation:

- Law enforcement
- Mental health field
- Retail sales

DOJ Study

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Occupations with some of the higher rates of victimization include: law enforcement, mental health fields, and retail sales.

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## Workplace Violence: The Statistics

### Victimization by occupation:

- Transportation workers comprised victims in approximately 4 out of every 10 robberies

DOJ Study

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When analyzing robberies at the workplace or on duty, transportation workers, such as bus or taxi drivers, were robbed at a higher rate than any other field.

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## Workplace Violence: The Statistics

### Victimization by occupation:

- Transportation workers robbed at higher rate than any other field

DOJ Study

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## Workplace Violence: Victim Rights

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## Workplace Violence: Victim's Rights

Office For Victims of Crime  
(OVC)

<http://www.ovc.gov/help/cvr.htm>

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Where can employers look for guidance for their employees who are victims of workplace violence?  
Where can workplace violence victims turn, outside of their employer, to learn about their rights?

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## Workplace Violence: Victim's Rights

Office for Victims of Crime (OVC)

- Victim Bill of Rights
- Databases of state and federal legislation
- Agencies/organizations advocating for victims' rights
- Sex offender registries
- Victim compensation regulations

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## Workplace Violence: Victim's Rights

Victim of Crime Act (VOCA):

- Fund state agencies to reimburse crime victims and offer programs

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Here are just some of the types of information that the Office for Victims of Crime provides.

Thanks to federal government efforts, crime victims often can get reimbursed for medical expenses, lost wages, and other expenses that insurance may not cover.

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## Workplace Violence: Victim's Rights

OVC links to victim assistance  
& compensation programs,  
by state:

[http://www.ojp.usdoj.gov/ovc/help/voca\\_links.htm](http://www.ojp.usdoj.gov/ovc/help/voca_links.htm)

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The Office of Victims of Crime web site provides links for victims to review the requirements for application for reimbursement in their state.

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## Workplace Violence: Victim's Rights

OVC new Web site for crime  
victims:

<http://www.crimevictims.gov/>

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The Office of Victims of Crime Web site provides a comprehensive offering of information for victims.

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## Workplace Violence: Victim Resources

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## Workplace Violence: Victim's Resources

- Communities Against Violence Network (CAVNET)
- Minnesota Center Against Violence and Abuse (MINCAVA)
- National Center for Victims of Crime
- National Crime Victims Research and Treatment Center

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Other national resources for victims that provide information and more specific referrals include the above organizations.

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## Workplace Violence: Victim's Resources

- National Crime Victim Bar Association
- National Criminal Justice Reference Service (NCJRS)
- National Institute of Corrections
- National Organization for Victim Assistance
- Office on Violence Against Women

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A Resource Manual containing additional organizations for victims of workplace violence will be available through ASIS by month-end.

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## Workplace Violence: Victim's Resources

- Office of Justice Programs
- Bureau of Justice Assistance (BJA)
- Bureau of Justice Statistics (BJS)
- National Institute of Justice (NIJ)

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## Workplace Violence: Domestic Violence

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As discussed earlier, a significant portion of homicides at the workplace occur at the hands of intimate partners. In addition, workplace violence perpetrated by intimate partners falls along the entire spectrum of abuse.

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## Domestic Violence: The Statistics

1 out of 3 American women  
report physical abuse by  
intimate partner

The Commonwealth Fund, Health Concerns Among a  
Woman's Lifespan: 1998 Survey of Women's  
Health (May 1999)

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## Domestic Violence: The Statistics

Women of all races are equally vulnerable

The Commonwealth Fund, Health Concerns Across a Woman's Lifetime: 1998 Survey of Women's Health (May 1999)

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## Domestic Violence: The Statistics

Women are 7 to 14 times more likely than men to report intimate partner abuse

Intimate Partner Violence, U.S. DOJ (May 2000)

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## Domestic Violence: The Statistics

3 women murdered daily by intimate partner

Intimate Partner Violence, U.S. DOJ (2000)

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Let's talk for a moment about the prevalence of domestic violence in general. There have been numerous studies on this topic. Some of the most important findings include the above.

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## Domestic Violence: The Statistics

The price tag to corporate America is \$3-5 billion per year

- Lost productivity
- Increased healthcare costs
- Absenteeism
- Workplace violence

Bureau of National Affairs, Violence and Stress: The Work/Family Connection (1999)

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The prevalence of domestic violence spills into the workplace and the bottom line is affected.

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## Domestic Violence: The Statistics

If a battered woman is employed:

- 74% of the abuse will occur at work (either in person or over the phone)
- 56% will be late for work at least 5 times per month

New York Victim Service Agency, Report on the Costs of Domestic Violence (1987)

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## Domestic Violence: The Statistics

If a battered woman is employed:

- 28% will leave early at least 5 times per month
- 54% miss at least 3 full days of work per month

New York Victim Service Agency, Report on the Costs of Domestic Violence (1987)

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Where does the three-to-five billion-dollar figure come from? One study of domestic violence in the workplace found the above statistics. These costs add up fast!

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## Domestic Violence: The Statistics

The National Safe Workplace Institute's national survey indicates that **94%** of corporate security directors rank domestic violence as a high security problem at their companies

"Talking Frankly About Domestic Violence," Personnel Journal (1995)

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Organizations are taking notice of domestic violence in their workplace.

## Domestic Violence: The Statistics

The National Safe Workplace Institute's national survey found:

- 1 out of 3 American women report physical abuse by an intimate partner
- 71% of HR & security personnel surveyed had an incident of domestic violence occurring on company property

Corporate Sector Response to Domestic Violence, Harvard Univ. School of Public Health (1997)

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## Domestic Violence: The Statistics

With 1 out of every 3 American women reporting physical abuse by an intimate partner, it seems certain that any mid-to-large sized company has employees struggling with domestic violence

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## Domestic Violence: The Statistics

92% of those who are physically abused by their partners do not discuss the incidents with their physicians and 57% do not discuss the incidents with anyone

The Commonwealth Fund (1993)

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## Domestic Violence: The Statistics

Women who are victims have an annual health care cost of \$1,775 more than women who are non-victims

"Intimate Partner Violence Against Women: Do Victims Cost Health Plans More?"  
Journal of Family Practice (1999)

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Organizations know that to attract and retain valuable employees, to avoid liability, and to provide the safest workplace possible, they must PROACTIVELY address domestic violence in their workplace.

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## Establish A Policy Against Domestic Violence

- Strong message from the employer
- Define domestic violence
- How an employee who is a victim can get assistance

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### Establish A Policy Against Domestic Violence

- How the workplace has taken steps to ensure a safe working environment
- Referrals to EAP
- Clearly defined roles of HR, supervisors, and security personnel

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How should organizations address domestic violence in their workplace? First, they should establish a policy against domestic violence.

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### Corporate Responsibility

Managing People = Managing Their Problems

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### Create Awareness

Employers must recognize that domestic violence is an important business issue that cannot be ignored

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### Raise the Issue at Every Level of the Organization

Policy Against Domestic Violence

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Organizations need to send a strong message to their workers.

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## Raise the Issue at Every Level of the Organization

Distribute policy to all employees via

- Employee handbook
- Brochures
- Company-produced video
- Company-wide training

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## Raise the Issue at Every Level of the Organization

Target front line employees,  
supervisors, and security personnel  
for training

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Every employee, regardless of position, should be made aware of the policy. Those at the front line should be specially trained on the policy.

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## Training Topics

- Warning signs of domestic violence
- How to approach a domestic violence victim
- How to refer employee to HR

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Training for all employees should include the following topics.

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## Training Topics

- How to refer employee to law enforcement
- Legal liability

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## Know the Signs of Abuse

- Unexplained bruises or explanations incongruent with injuries
- Signs of distraction or difficulty concentrating
- High absenteeism rate

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## Know the Signs of Abuse

- Repeated upsetting phone calls
- Signs of anxiety or depression
  - Fluctuations in the quality of work for no apparent reason

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There are some reliable red flags that employees can use to help detect whether someone might be in an abusive relationship.

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## Know the Signs of Abuse

- Noticeable changes in use of makeup
- Inappropriate clothing
- Disruptive visits from current/former partner

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## Know the Signs of Abuse

- Frequent/unexplained use of leave time
- Discomfort when communicating with others
- Sudden/unexplained requests to be moved from public locations

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More red flags include the following signs.

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## Know the Signs of Abuse

- Frequent financial problems
- Requests for time off to attend court
- Reluctance to field calls from former partners

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## Know the Signs of Abuse

- Sudden changes of address or reluctance to divulge where she is staying
- Reluctance to participate in informal activities outside of work

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## Talking About the Abuse

Let the employee know what you have observed:

*“I’ve noticed the bruises you had last week and you look upset and worried today.”*

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Once an employee has detected these red flags, what can this employee do to help? How should this employee approach a potential victim? Initial steps include the following:

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## Talking About the Abuse

- Express concern that the employee might be abused: *“I thought it was possible that you are being hurt by someone and I am concerned about you.”*
- Make a statement of support: *“No one deserves to be hit by someone else.”*

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Once an employee has detected these red flags, what can this employee do to help? How should this employee approach a potential victim? Initial steps include the following:

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## Assess the Situation

- Threat assessments
- Fitness for duty evaluations
- Lethality assessments

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Once it has been confirmed that an employee is in an abusive relationship, Human Resources and or management should be notified for a further assessment.

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## Start the Process of Assessment



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## Start the Process of Assessment

#1. What is the status of the relationship?

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The most important question to ask the domestic violence victim is, "What is the status of your relationship?" Studies have shown that the most dangerous time for a victim is when the victim has expressed to the abuser a wish to leave the relationship or if the victim has actually left the abuser. If the victim has recently separated from the abuser, heightened safety measures should be taken.

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## Start the Process of Assessment

- How did the abuser react to the termination of the relationship?
- Is there a restraining order?
- Did the abuser resist arrest?

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If a victim has recently left the relationship or expressed a desire to the abuser to do so, it is important to ask questions regarding the abuser's behavior.

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### Start the Process of Assessment

- Was there use of alcohol or drugs?
- Was there a recent acquisition of a hand gun?

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### Start the Process of Assessment

- Was there violence in front of the children?
- Was the abuser trying to maintain access?
- Has the abuser experienced a downward turn in life?

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Some more important questions include inquiring about whether the abuse has ever occurred in front of the children or has included acts designed to exert power and control over the victim, including destroying objects that are valuable or sentimental to the victim. The abuser's current and past history is also crucial to examine.

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### Start the Process of Assessment

- Has there been past physical violence?
- What is the abuser's past relationship history?

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### Safety Plans

- Safety at home
- Safety when victim leaves
- Safety after the separation

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Organizations can ensure that employees have taken steps at home and at work to increase the victim's safety.

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## Workplace Safety Plans

Assist employees to develop a workplace and personal safety plan to reduce the risk of a violent situation on the job

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There are many steps that an organization can take to assist victims in increasing safety.

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## Workplace Safety Plans

- Secure entrances
- Collect evidence

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## Workplace Safety Plans

Advise an employee dealing with abuse to:

- Obtain an order of protection
- Ensure it is current and on hand at all times

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## Workplace Safety Plans

Advise an employee dealing with abuse to:

- Provide a copy of the order and a photo of the abuser to the reception, police, supervisor, HR, Legal Department, and Security

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## Workplace Safety Plans

Advise an employee dealing with abuse to:

- Review safety of parking arrangements and have building security escort employee to car

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At work or on the job, managers can offer victims a lot of assistance in their daily work routines that will increase victim's safety while still enabling the victim to perform their job effectively.

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## Workplace Safety Plans

Have calls screened, transfer harassing calls to security, and remove employee's name and number from automated phone directories

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Organizations can also provide the following options to victims.

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## Workplace Safety Plans

- Relocate employee's work space to a secure area
- Rotate work schedule, workplace, and assignments

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Organizations can also provide the following options to victims.

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## Criminal Law

- When is the next court date?
- Is the abuser being held in custody?
- Have you been working with a domestic violence advocacy agency?

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## Criminal Law

- Have you been working with a civil legal attorney?
- Is there an order of protection?

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Organizations need to educate themselves on the legal options that are available to both the organization as an entity, as well as to their employee. There are two routes that an organization or employee might follow. If an employee who is a victim of domestic violence is involved in a criminal court case against the abuser, an organization should assist the victim with the following items.

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## Orders of Protection

- Identify the abuser
- Facilitate direct communication with law enforcement

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## Orders of Protection

- Order is between judge and abuser
- Workplace address is included

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An employee on her own, or in some states the organization on behalf of the employee, may petition a court for an order of protection that might prohibit the abuser from having contact with the employee and/or workplace. Some characteristics of an order of protection include the above factors.

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## Going to Court

- Encourage victim to contact local D.V. organization
- Encourage victim to secure attorney for civil legal issues
- Inform HR of status of case

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## Going to Court

- Allow witnesses at work time-off to testify
- Consider incorporating into your policy a provision stating your organization's support and intention to accompany victim to court

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Organizations can take active steps to assist employees who are going through the criminal or civil legal systems.

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## Implementation Checklist

Has my organization established a Policy Against Domestic Violence?

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## Implementation Checklist

If Yes, where is it formalized?

- As part of a general Workplace Violence Prevention Policy?
- As a stand-alone policy?

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## Implementation Checklist

If Yes, does it include the following:

- Commitment to help all employees who may be victims of abuse
- Commitment to help all employees who may be abusers (e.g., EAP referrals)

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## Implementation Checklist

If Yes, does it include the following:

- Commitment to keep the workplace safe from the effects of workplace violence
- Commitment to ensure no negative reprisals for reporting abuse

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## Implementation Checklist

- Zero tolerance policy on violence in the workplace?
- Information that defines the spectrum of domestic violence?

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## Implementation Checklist

- Information on the warning signs of domestic violence?
- Examples of safety measures the employer is willing to implement to ensure workplace safety?
- Commitment to train all managers, Human Resources, Security personnel, and frontline employees on safety measures?

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## Implementation Checklist

- “Next steps” for employees who want to report abuse, (and which delineate the roles of the EAP, HR, and Managers in this reporting process?)
- Information on domestic violence advocacy agencies in orientation handouts to all employees?

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## Implementation Checklist

- Information on safety plans available?
- Employees aware of the “red flags” of domestic violence?

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## Thank You

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