

WORKPLACE VIOLENCE INSPECTION CHECKLIST

This checklist was adapted from "Violence on the Job: A Guidebook for Labor and Management published by the Labor Occupational Health Program, University of California, Berkeley, 1997.

Use this checklist as part of a regular safety and health inspection or audit that is conducted by the joint labor/management safety committee or by the union itself. If a question does not apply to the workplace, then write "N/A" (not applicable) in the notes column. Add any other questions that may be appropriate.

Use this inspection checklist to determine which hazards are well controlled and what control measures need to be enhanced.

STAFFING

1. Is there someone responsible for building security?

Yes No Sometimes

Who is it?

2. Are workers told who is responsible for security?

Yes No Sometimes

3. Is adequate and trained staffing available to protect workers against assaults or other violence?

Yes No Sometimes

4. Is there a "buddy system" for when workers are in potentially dangerous situations?

Yes No Sometimes

5. Are there trained security personnel accessible to workers in a timely manner?

Yes No Sometimes

6. Do security personnel have sufficient authority to take all necessary action to ensure worker safety?

Yes No Sometimes

7. Are security personnel provided outside the building?

Yes No Sometimes

8. Is the parking lot attended or otherwise secure?

Yes No Sometimes

9. Are security escorts available to walk employees to and from the parking lot?

Yes No Sometimes

TRAINING

1. Are workers trained in the emergency response plan (for example, escape routes, notifying the proper authorities)?

Yes No Sometimes

2. Are workers trained to report violent incidents or threats?

Yes No Sometimes

3. Are workers trained in how to handle difficult clients or patients?

Yes No Sometimes

4. Are workers trained in ways to prevent or defuse potentially violent situations?

Yes No Sometimes

5. Are workers trained in personal safety and self-defense?

Yes No Sometimes

FACILITY DESIGN

1. Are there enough exits and adequate routes of escape?

Yes No Sometimes

2. Can exit doors be opened only from the inside to prevent unauthorized entry?

Yes No Sometimes

3. Is the lighting adequate to see clearly in indoor areas?

Yes No Sometimes

4. Are there employee-only work areas that are separate from public areas?

Yes No Sometimes

5. Is access to work areas only through a reception area?

Yes No Sometimes

6. Are reception and work areas designed to prevent unauthorized entry?

Yes No Sometimes

7. Could someone hear a worker call for help?

Yes No Sometimes

8. Can workers observe clients in waiting areas?

Yes No Sometimes

9. Do areas used for client interviews allow co-workers to observe any problems?

Yes No Sometimes

10. Are waiting and work areas free of objects that could be used as weapons?

Yes No Sometimes

11. Are chairs and furniture secured to prevent use as weapons?

Yes No Sometimes

12. Is furniture in waiting and work areas arranged to prevent employees from becoming trapped?

Yes No Sometimes

13. Are client areas designed to maximize comfort and minimize stress?

Yes No Sometimes

14. Is a secure place available for employees to store their personal belongings?

Yes No Sometimes

15. Are private, locked restrooms available for staff?

Yes No Sometimes

SECURITY MEASURES

Does the workplace have:

1. Physical barriers (Plexiglas partitions, elevated counters to prevent people from jumping over them, bullet-proof customer windows, etc.)?

Yes No Sometimes

2. Security cameras or closed circuit TV in high-risk areas?

Yes No Sometimes

3. Panic buttons (portable or fixed)?

Yes No Sometimes

4. Alarm systems?

Yes No Sometimes

5. Metal detectors?

Yes No Sometimes

6. X-ray machines?

Yes No Sometimes

7. Door locks?

Yes No Sometimes

8. Internal phone system to activate emergency assistance?

Yes No Sometimes

9. Phones with an outside line programmed to call 911 ?

Yes No Sometimes

10. Two-way radios, pagers or cellular phones?

Yes No Sometimes

11. Security mirrors (convex mirrors)?

Yes No Sometimes

12. Secured entry (buzzers)?

Yes No Sometimes

13. Personal alarm devices?

Yes No Sometimes

OUTSIDE THE FACILITY

1. Do workers feel safe walking to and from the workplace?

Yes No Sometimes

2. Are the entrances to the building clearly visible from the street?

Yes No Sometimes

3. Is the area surrounding the building free of bushes or other hiding places?

Yes No Sometimes

4. Is video surveillance provided outside the building?

Yes No Sometimes

5. Is there enough lighting to see clearly outside the building?

Yes No Sometimes

6. Are all exterior walkways visible to security personnel?

Yes No Sometimes

7. Is there a nearby parking lot reserved for employees only?

Yes No Sometimes

8. Is the parking lot free of bushes or other hiding places?

Yes No Sometimes

9. Is there enough lighting to see clearly in the parking lot and when walking to the

building?

Yes No Sometimes

10. Have neighboring facilities and businesses experienced violence or crime?

Yes No Sometimes

WORKPLACE PROCEDURES

1. Is public access to the building controlled?

Yes No Sometimes

2. Are floor plans posted showing building entrances, exits and location of security personnel?

Yes No Sometimes

3. Are these floor plans visible only to staff and not to outsiders?

Yes No Sometimes

4. Is other emergency information posted, such as telephone numbers?

Yes No Sometimes

5. Are special security measures taken to protect people who work late at night (escorts, locked entrances, etc.)?

Yes No Sometimes

6. Are visitors or clients escorted to offices for appointments?

Yes No Sometimes

7. Are authorized visitors to the building required to wear ID badges?

Yes No Sometimes

8. Are identification tags required for staff (omitting personal information such as the person's last name and social security number)?

Yes No Sometimes

9. Are workers notified of past violent acts by particular clients, patients, etc.?

Yes No Sometimes

10. Is there an established liaison with local police?

Yes No Sometimes

11. Are clients in waiting areas clearly informed how to use the department's services so they will not become frustrated?

Yes No Sometimes

12. Are waiting times for client services kept short to prevent frustration?

Yes No Sometimes

13. Are broken windows and locks repaired promptly?

Yes No Sometimes

14. Are security devices (locks, cameras, alarms, etc.) tested on a regular basis and repaired promptly when necessary?

Yes No Sometimes