

ORCA TALES

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"We can tell you more about them than their mother"

Volume 15 Issue 1

WORKPLACE VIOLENCE

COULD IT HAPPEN IN YOUR OFFICE????

You hear about it on the news. A disgruntled ex-employee fires a gun into the office where he recently worked. His former co-workers hit the floor—some hide, some scream.... and some are wounded.

Each year, nearly two million individuals become victims of violent crimes while working. Almost 87% of workplace homicides are the result of robbery and occur in workplaces considered to be high risk.

It is the other 13% that frequently make the news. You hear of the employee who is wounded by a violent spouse, or a manager is killed by an unhappy employee or customer. Although infrequent occurrences, every workplace should take appropriate action today.

Workers just trying to earn a living should not be afraid to go to work. We have to recognize the danger and warning signals of workplace violence.

TYPES OF WORKPLACE VIOLENCE

Violence is grouped according to the assailant's link to the victim.

Type #1: No relationship to the workplace.

The assailant has no relationship to the workplace or the employees, and usually enters the workplace to commit a robbery. Examples are high risk work places, such as convenience stores, liquor stores, and gas stations. Type 1 violence victims often work late at night and alone, and exchange money with the public.

Type #2: Relationship through a service or product.

A disgruntled customer attacks one or more employees of the workplace which provided a product or service. Victims frequently involve law enforcement personnel, bus drivers and retail salespersons.

Type #3: Relationship through an employee of the workplace.

Usually the Type 3 assailant has a dispute with an employee of the workplace, and can be a current or former employee, or employee's former spouse, relative or friend. Any workplace is at risk for Type 3 violence as it is not associated with any specific workplace or occupation.

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HOW ARE WE DOING??

We need your feedback. Our goal is to make you happy with good customer service, a quick turnaround time and a thorough background check. Please take a moment to fill out the evaluation form on the back and then fax it back to us.

Thank You, Rebekah Near, CEO

HOW TO REDUCE WORKPLACE VIOLENCE

Form a risk management team. Whether a team of two in a small business or a large team in a corporation, the team's function is to identify the workplace's risk situations, establish an action plan and present it to the employees. The team can include management, supervisors, and employees. After your risk factors are identified you can:

- **Implement effective work practices.** Strong management commitment is necessary to ensure a secure workplace.
- **Make employees aware.** Treat them with respect and let them participate in making "their" workplace safe. Give employees instruction and training to ensure they can assist in recognizing and reducing risk factors in their workplace.
- **Expand your employment procedures.** An important key to preventing workplace violence by co-workers is in **pre-employment screening** of work history and references, education, criminal history, and records for credit, motor vehicle, workers' compensation and military. This screening, suitably documented, will also help you in defending a negligent hiring lawsuit if violence should occur.
- **Train your supervisors.** They are the leaders of the action plan, and will ensure all employees are informed and trained. If present when emergencies arise, they should deal with the situation. Supervisors should initiate providing individual or group counseling for workers suffering personal and work problems. They should lead their workplace in enforcing the zero-tolerance policy against any violence including verbal harassment.
- **Offer a program for all employees.** Be aware of changes in the work place environment. Be alert to possible drug abuse problems. Depending on the workplace, random drug testing may have to be initiated. Never underestimate the potential impact of substance abuse on the workplace.



“How are we doing?”

Please fill out the survey below and fax back to us.

	Excellent	Average	Poor
CUSTOMER SERVICE: (Overall rating)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greeting and service from your screening specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handling of Special Requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
QUALITY OF REPORT: (Overall rating)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report Format, i.e. Ease of Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gives a Detailed Recommendation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response Time on the Initial Request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to Follow Ups after the Initial Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SERVICES:			
Information on legal issues in the industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applications and Forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments: _____

Name: _____

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