Sheriff Jerry L. Demings
Orange County Sheriff’s Office

Work Place Violence - Places of Medicine
Sector 5 & 6 – Tourist Corridor/ I-Drive/Disney

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Do I See An Emergency?
Threatening behavior – shaking fists, destroying property, throwing things

Verbal, Written, or Cyber Threats

Harassment - any behavior that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes written, text, or email wording, physical gestures, intimidation, bullying, or other inappropriate behaviors.

Verbal Abuse (Hurtful comments)

Physical Violence (Unwanted touching)
A workplace may be any location either permanent or temporary where any work-related duties are performed.

- Parking lots
- Field trips to include other places of worship / schools
- Work related functions at private homes or businesses
- Traveling to and from work assignments
Statistics

- U.S. has the highest number of incidents of interpersonal violence per capita of any nation not engaged in civil war
- U.S. has a rate of violence greater than four times that of any other nation
- In 2003, gunshots became the number one killer in the United States
- One in five high school students carry weapons (an estimated 270,000 guns are carried to school daily)
Effects of Work Place Violence

- Lost workdays – 1,176,000 hours of lost workdays by 500,000 or more employees

- It is estimated that each workplace homicide can cost employers between $250,000 and $1 million.

- Total cost of all workplace violence is currently estimated to exceed $120 BILLION annually, up from just $4.2 billion in 2012.
The Work Place

- Homicide is the second leading cause of death in the workplace

- An estimated 1,000 people are murdered at work in the U.S. annually

- Homicide is the primary cause of violent death of women at work and the secondary cause of violent death of men at work
A Study of 160 Active Shooter Incidents in the United States Between 2000 - 2013:

**Location Categories**

- **EDUCATION**, 24.4% (39)
  - Schools (Pre-K to 12), 16.9% (27)
  - Institutions of Higher Education, 7.5% (12)
- **COMMERCE**, 45.6% (73)
  - Businesses, Open to pedestrian traffic, 27.5% (44)
  - Malls, 3.8% (6)
  - Businesses, Closed to pedestrian traffic, 14.4% (23)
- **GOVERNMENT**, 10.0% (16)
  - Other Government Properties, 6.9% (11)
  - Military, 3.1% (5)
- **OPEN SPACE**, 9.4% (15)
- **RESIDENCES**, 4.4% (7)
- **HEALTH CARE FACILITIES**, 2.5% (4)
- **HOUSES OF WORSHIP**, 3.8% (6)

Source: Federal Bureau of Investigation, 2014
Physical Assaults & Attacks

- One million violent crimes are committed each year in the workplace (Department of Justice Crime Victimization Survey)
- Romantic entanglements are about 20 percent of the physical attacks, sexual harassment or rage accounts for 6 percent
- 100,000 crimes (at work) involve guns
Threats- Harassment:

- Includes verbal and cyber threatening behaviors
- Six million American workers were threatened at work in the past year
- In the United States, a full-time worker has a one-in-four chance of being attacked, threatened or harassed at work during the coming year
- Two out of three employees do not feel secure at work (2014 Gallup Poll)
- Three out of four victims suffer psychological distress as a result of their experience
Determining the correct type of potential or actual Workplace Violence can sharpen the focus of persons assigned to the workplace to effectively identify and report suspicious activity and actual crimes in progress.

OSHA divides Workplace Violence into 4 distinct categories:
Involves verbal threats, threatening behavior, or physical assaults by an unknown person(s) who may have no legitimate business or personal relationship to the workplace or workers.

Stranger(s) typically enter the workplace with the possible desires of committing criminal acts.

Usually no information of who the person(s) may be immediately known.
Potential violence by person(s) who are considered to be transient and are not licensed, authorized, or invited on the property

- May suffer with mental disorders and drug / alcohol addictions
- May have a mixed knowledge of the property or safeguards in place to the business
It Can Happen Anytime
Type II - Guests / Customers

- Involves verbal threats, threatening behavior, or physical assaults by someone who is a guest or frequent visitor of the place of business.

- Using effective measures to understand the propensities of violent behavior based on the situation of DELAY versus DENIAL with benefits or services.
It Can Happen Anywhere
Type III – Co-Workers

- Involves verbal threats, threatening behavior, or physical attacks by known person(s) with a current or past employment, affiliation, or volunteer relationship to the workplace.

- Issue(s) may be known/unknown between coworkers.

- Violence may be stemming from a perceived wrong with no reconciliation.
It Can Happen by Anyone
Involves verbal threats, threatening behavior, or physical assaults by someone who confronts an individual with whom he/she has/had a personal relationship outside of work.

Typically a current or former lover, spouse, relative, friend, or acquaintance.

Motivated by perceived difficulties in the relationship or by emotional factors.

20% of women killed in the workplace are by current/former husband or male significant other.
Spoken of but Not Talked About
Keep In Mind

Not everyone handles stress as well as others
And where are they told to go to RELEASE....
Who Can Commit WPV?

ANYONE!!
Early Indicators

- Blaming others for personal situations
- Sudden change in behavior
- Deterioration of service, involvement, and attendance
- Statements made (direct or indirect) against a guest/customer, co-worker, leader
- Spotty attendance and when present not fully engaged or involved
Paranoid behavior

Deep belief that they are the victim of the workplace – Slighted by the “system”

Believes something is owed or person(s) are against them or their progress

Makes comments or actions that are out of character with reference to violence
Plan of Action......

- Does my workplace have a current emergency action plan? If so how often has it been reviewed and executed with drills?
- Have I had an infrastructure security assessment or CPTED of my grounds, facility, and emergency action plans?

Do I or my staff understand temporary / permanent

1. Domestic Violence
2. Repeat Violence >>>>>>> INJUNCTIONS
3. Dating Violence
Ensures that all staff are aware of potential security hazards and how to protect themselves and their co-workers through established policies and procedures.

Is there a reviewing of emergency action procedures in employee orientation and scheduled staff trainings?

Are scheduled trainings being held with local law enforcement / EMS in mind?
Training And Education

- Have I had a professional security assessment of my property and building conducted?
- Do I have an effective evacuation procedure that is easy to understand can be implemented with minimal personnel?
- If I am forced to hide am I aware of COVER versus CONCEALMENT?
- If I must fight will I?
- What can I use to fight with?
- Do I have group notification abilities?
The training program should involve all employees including supervisors and managers.

New and reassigned employees should receive an initial orientation prior to being assigned their job duties.

Qualified trainers should instruct at the comprehension level appropriate for all staff.

Training should be provided to employees at a minimum of bi-annually.

KEEP it simple
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