

Did You Know?

The second most common type of employee injuries over the past five years for the State of Louisiana agencies is “Struck or Injured by, Not Otherwise Classified (NOC)”.

The vast majority of these injuries have involved interaction with students, patients, detainees, and even members of the general public. Altercations, breaking up fights, being hit or kicked by another person are the common types of causes for these injuries. These types of incidents are generally categorized as “Workplace Violence” incidents.

Preventing “Workplace Violence” Injuries:

- 1) Develop a policy for dealing with Workplace Violence. This policy should include procedures for dealing with unruly or violent patients, detainees, students, and the public.
- 2) Provide staff training. Effective training in dealing with “Workplace Violence” can prevent injuries to staff members, students, patients, detainees, and the public. The Crisis Prevention Institute (www.crisisprevention.com) provides Train the Trainer classes in a variety of methods and programs including “Nonviolent Crisis Prevention”.

Verbal Judo Institute (www.verbaljudo.com) provides De-escalation Education for methods to de-escalate situations before they become violent.
- 3) For special needs persons, learn what may “set them off”. Persons with disabilities such as Autism may have a specific sound, touch, saying, etc. that may cause them to become erratic and act out.
- 4) Establish protocols for dealing with threats to the workplace as well as unauthorized intruders gaining access to the facility. Develop and practice plans for active shooter incidents.
- 5) Develop and implement counseling programs for employees who may be affected by Workplace Violence.

Preventing Workplace Violence caused injuries in the workplace can be difficult in a variety of agencies. However, developing plans, providing training, and being diligent in management efforts to reduce these types of incidents can reduce injuries to employees, those whom your agency serves, and the public.

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