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
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