



IUEC INCIDENT SUMMARY

CLOSE CALLS, NEAR MISSES AND INJURIES

“CLOSE CALL”



What Is: Workplace Violence?

Description of Incident

A mechanic was responding to a service call and was working on a moving walk. The mechanic was cleaning up a broken bottle that was on the walk on plate when a person walked up behind the mechanic and said “ move out of my way”. The mechanic asked the patron to use one of the other moving walks. The person stated “ he didn’t want too”. As the mechanic turned towards person to direct him to the other moving walk, the mechanic was stabbed in his abdomen area. This incident was caught on video and Police were called. The mechanic is continuing to recover from his injuries.



Workplace Violence Takes Many Forms

The last several months have opened this country’s eyes to the fact that harassment is a real and serious problem in many American workplaces and what people may not know is that sexual harassment is considered a type of workplace violence.

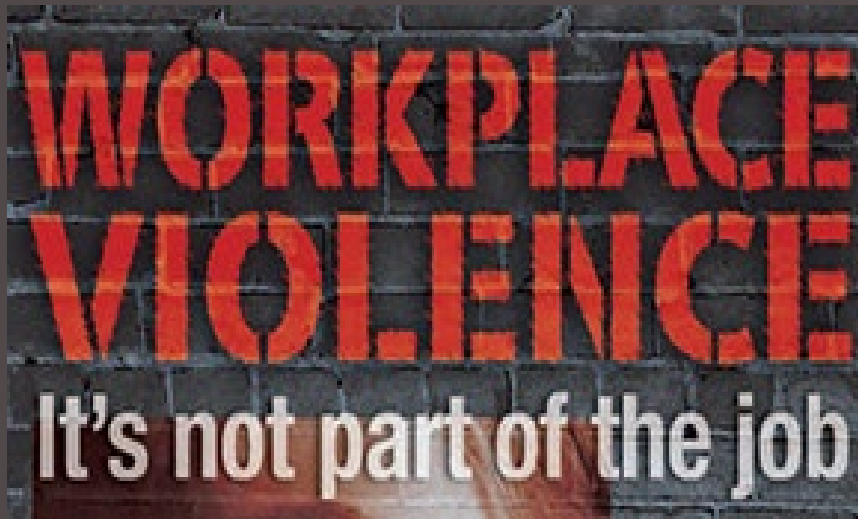
Workplace violence is a broad term that includes bullying, harassment and physical and sexual assault.

Workplace violence is the act or threat of violence, ranging from verbal abuse to physical assaults directed toward persons at work or on duty. The impact of workplace violence can range from psychological issues to physical injury, or even death. Violence can occur in any workplace and among any type of worker, but the risk for fatal violence is greater for workers in sales, protective services, and transportation, while the risk for nonfatal violence resulting in days away from work is greatest for healthcare and social assistance workers.



Description of Incident

A mechanic was working on an escalator that was out of service when two people started to move the barricade to walk up the escalator. In response to the mechanics instructions, the two people said out loud that we should just shoot him. They continued to move the barricade that was in place at the bottom of the escalator that he was working on and continued to walk up the escalator.



RISK FACTORS

A number of factors may increase a worker's risk for workplace assault, and they have been described in previous research due to lawsuits, data gathering by OSHA, NIOSH and The CDC. These factors include the following:

- Contact with the public
- Exchange of money
- Delivery of passengers, goods, or services
- Having a mobile workplace such as a taxicab or police cruiser
- Working with unstable or volatile persons in health care, social service, or criminal justice settings
- Working alone or in small numbers
- Working late at night or during early morning hours
- Working in high-crime areas
- Guarding valuable property or possessions
- Working in community-based settings



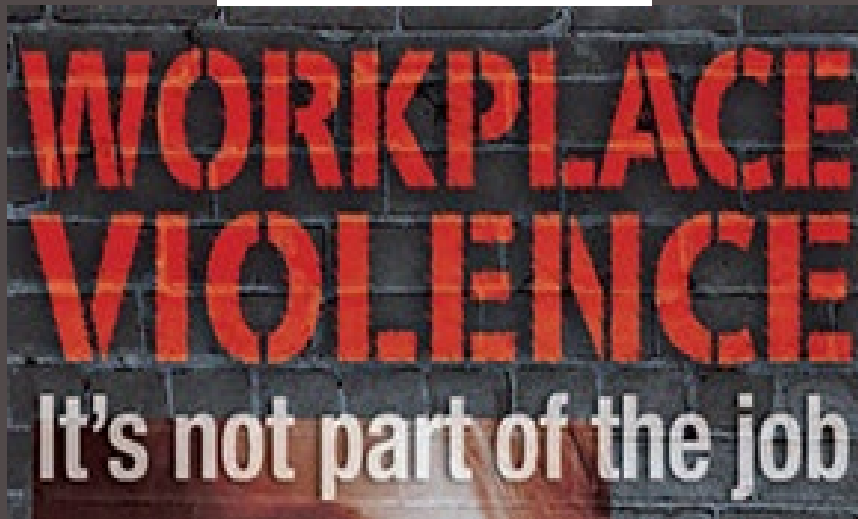
Recommendations & Lessons Learned

PREVENTION STRATEGIES



Much discussion has also centered around the role of stress in workplace violence. The most important thing to remember is that stress can be both a cause and an effect of workplace violence. Items to look at to lesson the possibility of Workplace Violence are:

- Environmental Designs
 - Separation of workers from customers, clients, and the general public
 - Making sure there is proper lighting and high visibility
 - Proper access and egress to the work area
 - Proper security guards and devices in place
- Administrative Controls
 - The use of security guards or facility management
 - Do not take payment for work performed at time of service
 - Controlling access to actual work areas
 - Policies and procedures for assessing and reporting threats
- Behavioral Strategies
 - Training employees in nonviolent response and conflict resolution
 - Increased knowledge and awareness of the risk of workplace violence
 - Knowing when to call for assistance in high-risk areas



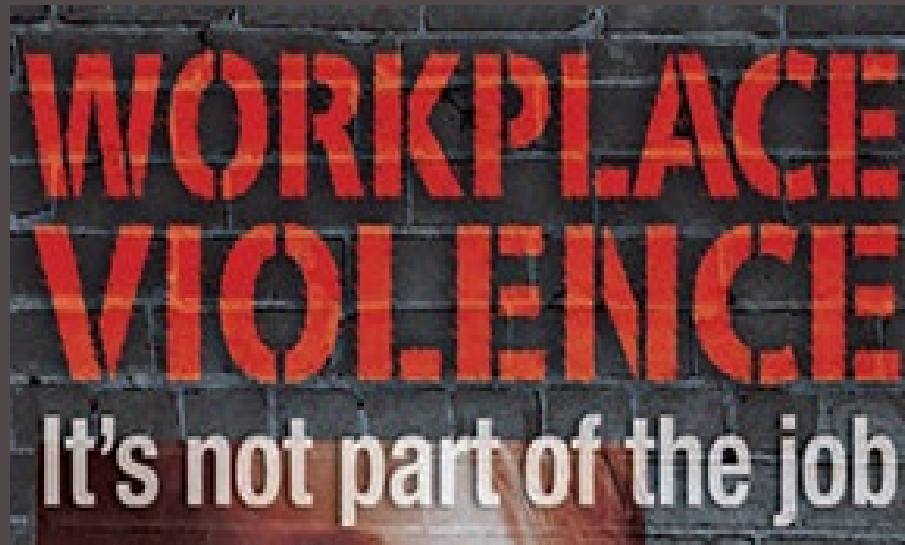


Additional Recommendations

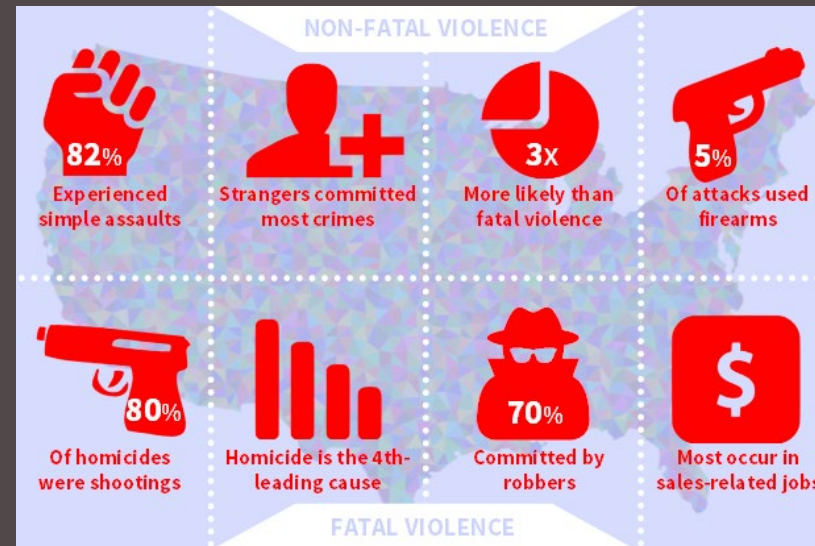
Employer Responsibilities-

Each employer shall furnish to each of his/her employees' employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to his/her employees;

If your employer is unaware of areas that may be hazardous due to interaction with the public, notify your supervisor immediately. When responding to these areas for call backs or general maintenance tasks ask that law enforcement, a security guard or building personnel escort you until the task is complete. Ask that a second person assist you in the task when there is a concern of personal Safety. In all cases, notify your local Union office when you have concerns for your personal Safety in the workplace.



2016 Data



In 2019, it has been reported that an average of 18,000 workplace assaults were logged weekly in the United States.