

## 19 WORKPLACE VIOLENCE

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### QUIZ 1 (20 POINTS TOTAL)

#### *True/False (6 points)*

1. Crimes of violence are not accidental.
  - a. true
  - b. false
2. It is estimated in the text that the mean cost of a workplace homicide is \$800,000 per incident.
  - a. true
  - b. false
3. The majority of workplace homicides do not involve robbery.
  - a. true
  - b. false
4. An obscene phone call does not fall under workplace violence.
  - a. true
  - b. false
5. Most violent assaults are performed by co-workers.
  - a. true
  - b. false
6. Removing clutter and signs from the windows of your establishment is a deterrent to crime.
  - a. true
  - b. false

#### *Multiple Choice (6 points)*

7. Since 1994, workplace homicides are the \_\_\_\_\_ leading cause of occupational fatalities?
  - a. third
  - b. fourth
  - c. fifth
  - d. sixth
8. According to sources cited in the text, on average, how many workers are victims of nonfatal assaults each year?
  - a. 2.5 million
  - b. 1.3 million
  - c. 1.5 million
  - d. 1.7 million
9. What is the largest category of victims of nonfatal assaults in the workplace?
  - a. transportation
  - b. law enforcement
  - c. retail sales
  - d. teachers

10. Which of the following industries had the fewest number of violent victimizations in the workplace?
  - a. teaching
  - b. transportation
  - c. retail sales
  - d. restaurants/drinking establishments
11. Which of the following is considered an engineering control?
  - a. installing metal-detection equipment to identify persons with weapons
  - b. screening all employees
  - c. providing ID cards for all employees
  - d. establishing liaison with local police
12. Which OSHA standard may be applied to address the hazards of workplace violence?
  - a. Hazard Communication
  - b. Process Safety Management
  - c. General Duty Clause
  - d. Total Quality Management

***Short Answer (7 points)***

13. What is workplace violence, as defined by the National Institute for Occupational Safety and Health (NIOSH)?

14. One of the ways to characterize incidents of workplace violence is based on the relationship between the assailant and the worker or workplace. Name four of these relationships, as described in the text.

15. What are the responsibilities of a threat assessment team?

16. What should a workplace hazard analysis cover?
  
  
  
  
  
  
  
  
  
  
17. What are the warning signs that someone may become violent?
  
  
  
  
  
  
  
  
  
  
18. Why might a health care or social service worker be targeted for workplace violence?
  
  
  
  
  
  
  
  
  
  
19. What occupations would fall under the heading of community workers? Name at least three. What can a community worker do to avoid violence?

***Short Essay (1 point)***

20. You are the manager of a successful gas station/grocery operation that is open 24 hours a day. How might you demonstrate a commitment to a workplace violence prevention program?

**QUIZ 2 (20 POINTS TOTAL)**

***True/False (6 points)***

1. Engineering controls for workplace violence are preferred over administrative controls.
  - a. true
  - b. false

2. Approximately 80 % of all workplace homicides are committed by offenders who are strangers to the victim.
  - a. true
  - b. false
3. A team approach is necessary in preventing workplace violence.
  - a. true
  - b. false
4. There is not a specific OSHA standard that addresses the hazards of workplace violence.
  - a. true
  - b. false
5. OSHA does not maintain statistics on violent crime.
  - a. true
  - b. false
6. Workplace violence does not include swearing at a co-worker.
  - a. true
  - b. false

**Multiple Choice (6 points)**

7. Which of the following is an administrative control?
  - a. banning weapons from a facility unless authorized
  - b. using bright lighting to make high risk areas more visible
  - c. providing height markers on exit doors
  - d. providing locked drop safes to minimize available cash
8. How soon after an incident should an investigation take place?
  - a. immediately
  - b. within the hour
  - c. within 24 hours
  - d. as soon as OSHA has been notified
9. Which of the following is a risk factor for workplace violence?
  - a. contact with the public
  - b. exchange of money
  - c. having a mobile workplace
  - d. all of the above
  - e. a and b only
10. Metal detectors and video surveillance are two ways that security equipment can aid in preventing workplace violence. Which of the following is considered a security measure?
  - a. cell phones
  - b. panic buttons
  - c. convex mirrors
  - d. all of the above
  - e. b and c only



18. What sort of questions should be on an incident report form?

19. What procedures should an incident response plan cover?

***Short Essay (1 point)***

20. You have done all you can to prevent workplace violence at your restaurant, and still you find yourself staring down the barrel of a gun as a robber demands that you open the cash register. What should you do?