WORKPLACE VIOLENCE PREVENTION SYMPOSIUM
A **Total Security** Daily Advisor Event
March 14-15 | San Antonio, TX

REGISTER

Day 1 – March 14, 2019

Registration & Breakfast
7:00am-7:55am

Welcome Remarks
7:55am-8:00am

Culture and Complacency: Overcoming the 'It Won't Happen Here' Mentality on Workplace Violence
8:00 – 9:00 a.m.
Presented by: Dick Sem, CPP, CSC, Sem Security Management
"It won't happen here." Four words no company should ever preach. The fact is often it's not a question of if workplace violence will occur but when and how. But, what role does a culture built on complacency play in increasing the risk of violence in the workplace? The *2019 Workplace Violence Prevention* Symposium kicks off with an in-depth look at what one of the nation's top workplace security experts, Dick Sem, learned through serving more than 30 organizations following incidents of workplace violence, including shootings and stabbings at more than 20 health-care facilities and other workplaces. When violence strikes, Sem is often brought in to perform security and violence-management assessments, so he has a unique perspective on the lessons learned through his analysis of each situation. Through hundreds of employee interviews following violent attacks he's learned what workplaces could have done differently to transition from the "We never thought it could happen here" mindset to one focused on proactively addressing workplace violence threats. During this insightful kickoff keynote, you'll learn:
* Case studies illustrating what was working, what wasn't and other lessons learned at organizations where serious incidents of workplace violence occurred
* What management and employees were doing before, during, and after the attacks—and

what they could have done differently to minimize or thwart the risk of workplace violence altogether

* Early warning signs/indicators no workplace should ever ignore, fail to report, or otherwise neglect to manage

* Popular misconceptions regarding workplace violence

* The long-term potential effect upon morale, productivity, and retention when management mishandles workplace violence prevention planning or the aftermath of an incident of workplace violence

Why it's important to recognize the unique workplace violence threats and risks that may be present given your particular industry and the statistical nature of such attacks—and how this information should factor into advance planning and employee training

How and why to foster an ongoing and strong level of safety and security awareness, involvement, ownership, protectiveness and engagement by _all_ employees

* The essential four components of an effective WPV program/policy/plan

* The power of mitigation and threat management and assessment

Preparedness and Prevention Primer: Understanding Your Legal Obligations and Limits under Federal Law
9:05 a.m. – 10:05 a.m.
Presented by: William E. Hammel, Esq., Constangy, Brooks, Smith & Prophete LLP
While there are no federal regulations specifically addressing workplace violence, under the Occupational Safety and Health Act's (OSHA) general duty clause (GDC) employers have a legal obligation to provide a workplace that's free from recognizable hazards that result in or are likely to result in death or serious harm to the workforce. Thus, if an employer ignores warning signs of violence, lacks proper emergency preparedness planning protocols, or otherwise breaches its duty under section 5(a)(1) of OSHA's GDC, it could be held liable when workplace violence erupts and causes emotional, psychological, or physical injury or death. Also, it's important for employers to understand how federal laws, including the Americans with Disabilities Act (ADA) may apply. For instance, if an employee is mentally ill and he or she is subjected to adverse employment action because of a presumption of emotional instability, the employer could be at risk for legal liability under the ADA. Concerns like these must be balanced against the employer's duty to maintain a safe, healthful workplace for all. This session will cover:

- Examples of legally permissible background screening practices—during hiring and throughout the employment lifecycle—that can help employers detect warning signs of violence and take appropriate—legal—action to mitigate the risk of harm

- How to ensure your employment policies and practices don't violate the ADA or other federal employment laws but still comply with OSHA's GDC

- When you may require an employee to submit to a physical or mental health examination

- How to effectively apply a zero-tolerance workplace violence policy

- What to consider when developing no-weapons and substance abuse policies

- Why it's important for everyone to understand what could trigger violent outbursts in the workplace—and best practices for minimizes the likelihood of violence in such cases

- How an employee assistance plan can help troubled employees and be used as a tool to demonstrate your commitment to promoting mental health at work

- Examples of workplace safety deficiencies involving alarms, exits, lights, and more that could lead to legal liability if a violent attack occurs in your workplace

- What to do if you learn an employee or someone else who could potentially gain access to your workplace has made a threat of violence on social media or by other means

- Security, employee training, and prevention planning essentials to minimize the risk of violence in your workplace

Refreshments & Networking Break
10:05 am. – 10:20 a.m.

Choosing and Evaluating Active Shooter Training: Beyond Run, Fight, Hide
10:20 a.m. – 11:20 a.m.
Presented by: Hector Sanchez, CPP, Holistic Secured Operations Inc.
The Department of Homeland Security (DHS) had become the most active government entity nationwide to advocate and recommend the implementation of the *"Run, Hide, and Fight"* initiative during an active shooter incident. The increase in incidents has proven that such an initiative is not the golden blanket that everyone thought it would be. And, the misconception that it would avoid incidents from happening led to more confusion than clarity as part of contingency plans implemented by organization. The implementation of a tailored security program requires the identification, definition, and classification of vulnerabilities within the operation. Taking into consideration personnel (in-house and external), environment (local, national, global); and industry (market segments and footprint) provides management with the fundamental building blocks to build a robust operational initiative. This session will cover:

- The business impact and costs of not instituting comprehensive workplace violence prevention and active shooter drill training
- The myriad factors to consider when determining which active shooter training to use in your workplace
- How the size of your company, industry, and other factors come into play when evaluating training needs and resources
- Setting goals and ways to measure the success of your active shooter training

- Examples of tailored on-site training focused on the before, during, and after any incident
- The implementation of technology and practices focused on communication and guidance
- How to ensure compliance with the American with Disabilities Act of 1990
- Examples of tailored programs addressing operational biases between domestic and international
- Tangible and intangible red flags and the ramifications of business proactive initiatives

Beyond the Active Shooter: Addressing Bullying, Sexual Harassment, and Domestic Violence in the Workplace
11:25 a.m. – 12:25 p.m.
Presented by: Catherine Mattice Zundel, MA, SPHR, SHRM-SCP, Civility Partners
Approximately 35% of the workforce feels bullied. We can guess that 99% of women have experienced sexual harassment at least once, and then there's all the men out there too. And, 20 people per minute are physically abused by their partner just in the U.S. alone. Employers have the opportunity to take a stand against these terrible events and make the workplace a safe haven. The problem so far, however, is that employers have been talked into using compliance to solve a culture-problem. For example, what we're calling harassment prevention training is harassment corrective-action training. If it were preventative it would include skills that prevent harassment, like standing up for your company core values. It's time to disrupt the status quo! Thought-leader Catherine Mattice Zundel, MA, SPHR, SHRM-SCP of Civility Partners will share tools to:
- Describe organizational risk factors for bullying and sexual harassment so that you can work to correct them
- Implement a healthy workplace policy that gets employee buy-in
- Implement a new kind of harassment prevention training
- Discern the difference between an investigation and a culture assessment
- Describe the role of the employer when personal issues and domestic violence spill into the workplace

Lunch
12:25 p.m. – 1:25 p.m.

Breaking the Silence on Behavioral Health and Suicide: Employee Awareness Skills and Wellness Support for the Workplace
1:25 p.m. – 2:25 p.m.
Presented by: Ellyson Stout, Education Development Center
Suicide is the 10th leading cause of death in the United States, taking over 45,000 lives each year, with death rates are highest among working-aged men and women between the ages of 35-65. The good news is that suicide is preventable, and workplaces can be important partners in community prevention, intervention and postvention efforts. This session will provide an overview of how organizations can take a comprehensive approach to workplace wellness and

suicide prevention. After a broad orientation to suicide and suicide prevention, participants will learn about key steps workplaces and their HR departments can take to support employee wellness, detect individuals who may be at risk and connect them to help, and plan ahead on how to support the workplace community should a tragedy occur.

You'll come away from this session with:

- Basic information about suicide risk and suicide prevention
- An understanding of the key components of the Comprehensive Blueprint for Workplace Suicide Prevention (from the National Action Alliance for Suicide Prevention)
- Knowledge of warning signs and national help resources
- Awareness of protective factors and upstream programs that can help prevent a suicidal crisis
- A plan for action steps they can take when they return from the conference to better prepare their own workplace to better support employees who may be at risk

Refreshments & Networking Break
2:25 p.m. – 2:40 p.m.

High Impact Workplace Violence Simulations:
2:40 p.m. – 3:40 p.m.
Presented by: Aric Mutchnick, Experior Group, Inc.
Training employees on how to respond in the event of a violent attack is important, but what's really critical for HR and safety managers to be able to do is identify specific vulnerabilities to workplace violence and close the gaps to minimum the risk of injury or death if an attack occurs. While "run, hide, fight" training is still touted as a foundation for active shooter preparedness, it's essential for organizations to pay close and continuous attention to three key additional elements—safety, communication, and control when conducting active shooter or other workplace violence drills. This session, led by Red Ball Drill creator Aric Mutchnick of risk-management consultancy Experior Group, Inc. will teach you how to:

- Develop policies and procedures to actually manage an event
- Define Run, Hide, Fight more clearly and demonstrate common errors
- Go beyond Run, Hide, Fight and look at actual process in your facility
- Discover how to react if a serious event occurs in your workplace
- Encourage movement to escape threats—and the communications channels your organization may want to use if violence erupts
- Conduct open discussion for questions and thought sharing

Roundtables (topics in healthcare, technology, retail, HR, EAP's, etc. How do you notify someone in instance of emergency, etc.) Topics subject to change.
3:45 p.m. – 4:45 p.m.

Day 2 – March 15, 2019
Breakfast

7:00 a.m. – 8:00 a.m.

Breakfast & Learn
7:30 a.m. – 7:45 a.m.

Crisis Management Leadership: How to Handle the Aftermath
8:00 a.m. – 9:00 a.m.
Presented by: Anthony Moore, Paradigm Group Consultants, LLC
Day 2 of the *Workplace Violence Prevention Symposium 2019* kicks off by examining the many aspects of identifying and addressing myriad issues relating to crisis management. With a focus on the role, expectations, and actions that leaders must implement to direct an organization through the many uncontrollable issues that are consistent in many crises, this session will provide real-world examples of missed opportunities that heightened the issues related to the original crisis and in some cases intensified the initial incident. The session will include an action-plan segment featuring curative approaches to crisis management and "best practices." You will also discuss ideas and actions that can be implemented as a part of a proactive organizational action plan. While every crisis scenario is unique, there are many opportunities to take advantage of lessons learned and proactive, focused planning, and this session will show you how to:

- Develop an understanding of the many components of crisis management; including the internal and external impact
- Identify the 'early warning signs' that are frequently recognizable in pending crisis management cases
- Share ideas on the process of creating an effective action plan that changes the course of the issue and provides a roadmap to solutions
- Discuss the proactive steps that can assist with the many predicaments that can be mitigated with pre-crisis planning

Refreshments & Networking Break
9:00 a.m. – 9:15 a.m.

Using a Data-Driven Approach to Reduce and Prevent Workplace Violence
9:15 a.m. – 10:15 a.m.
Presented by: Hector Sanchez, CPP, Holistic Secured Operations Inc.
The American Society for Industrial Security (ASIS International) identifies and recommends three essential principles that must be in place before entities of any kind are able to possess the required elements for a robust emergency preparedness operation. These are: the development of policies, procedures and protocols (the 3 Ps), the integration of technology, tools, and techniques (3 Ts), and dedicated security human resources (internal, external or hybrid). These principles are the blueprint that allow an operation to sustain and survive a potentially catastrophic event, such as those involving workplace violence, and be able to pass through the "continuity threshold" most business failed to go into after a disaster. This session will teach you how to:

- Perform a of a risk, threat, and vulnerability assessment on corresponding operational areas: campuses, buildings, offices, programs, projects, and tasks
- Identify deficiencies on the assessment reports ought to be addressed immediately
- Evaluate the safety of your facility and use the information you have collected to determine whether you're at low-, moderate-, or high-risk for security breaches
- Comply with the Occupational Safety Health Administration Act 1970, Section 5 a & b
- Grasp what's being protected, tangible and intangible assets; how such assets should be protected; who should protect them; when should they be protected
- Manage, transfer, accept, distribute, and/or ignore risk in accordance with best industry practices and compliance with corresponding Laws and Controls
- Comply with the American with Disabilities Act of 1990 (ADA-1990)
- Tangible and intangible red flags and the ramifications of business proactive initiatives

Understanding Workplace Culture's Impact on Violence
10:20 a.m. – 11:20 a.m.
Presented by: Wayne Maxey, CTM, CPP, Workplace Guardians Inc.
Could your workplace culture be increasing the risk of violence to your organization? Experience tell us that when leaders ignore the importance of taking a preventative and proactive stance toward threats and incidents of violence in the workplace, their organizations are at a greater risk of learning first-hand the detrimental effects that these behaviors can have both on their employees and on their business - often impacting their "bottom line." From a cultural perspective, it's essential to foster a workplace where employees feel safe to come to work—a culture that is created and maintained when workplace policies and procedures designed to decrease the risk of workplace violence are consistently applied. Additionally, communication and transparency with employees is paramount. It's important to consistently engage employees about fears they may have about the risk of workplace violence and to reinforce the message that if they "see something" they should "say something" as this can speak volumes about an organization's commitment to a safe work environment. This informative session will explore how an organization's leadership and culture can impact workplace violence prevention and intervention efforts. We'll cover:
- How organizational culture impacts prevention programs
- Signs that a cultural misalignment may exist between what your workplace violence prevention and intervention programs seek to do—and how they're being applied (or ignored) in everyday practice
- The 3 R's of influencing prevention efforts
- The risk and stabilizing factors in a potential workplace violence situation and how leaders can foster a culture that addresses these head on
- Tips on how to preach, and more importantly, continually to practice a preventative and pro-active cultural approach vs. zero tolerance toward violence prevention