

Workplace Violence

Regional Emphasis Program for
Intellectual and Developmental Disability Facilities

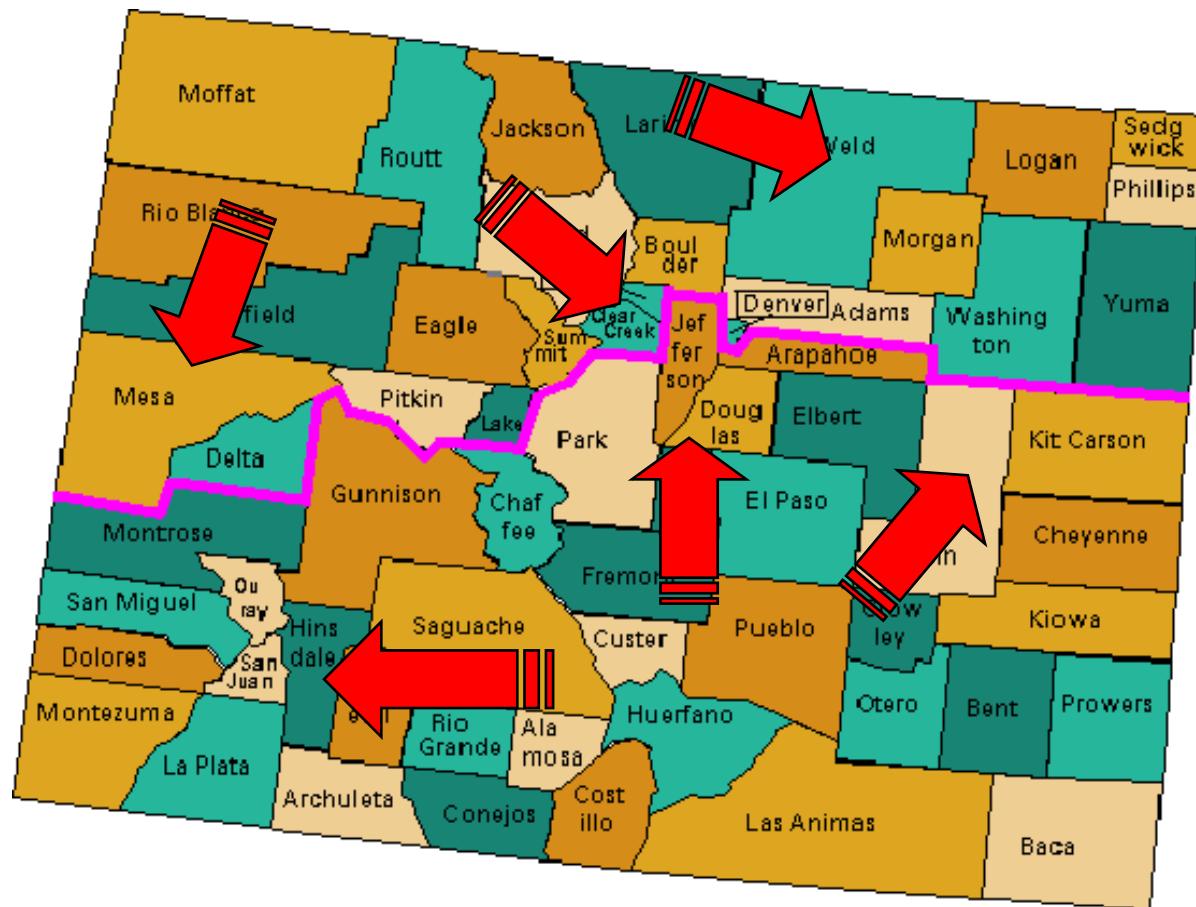
Alliance Colorado – 9/1/16

John Olaechea
Compliance Assistance Specialist
OSHA Region VIII
1244 Speer Blvd
Suite 551
Denver, CO 80204
720-264-6586
olaechea.john@dol.gov

What Can We Expect?

- Explanation of the Regional Emphasis Program
- OSHA inspection procedures
- Potential hazards in the workplace
- Compliance assistance resources
- Questions

Denver AO - 303-844-5285



**Englewood AO
303-843-4500**

How Does OSHA come to inspect a facility?

- Programmed Inspections
 - National, Regional or Local Emphasis Programs
- Unprogrammed Inspections
 - Complaints (from employees or their reps)
 - Referrals (from other sources)
 - Reports of fatalities or accidents

FY 15 NEP's

- Amputations in Manufacturing
- Lead Exposures (GI and Construction)
- Silica Exposures (GI and Construction)
- Hexavalent Chromium Exposures
- Chemical Processing Safety
- Combustible Dust
- Trenching and Excavation
- Primary Metals Industries (Foundries)
- Nursing Homes
- Isocyanates

FY 16 Regional and Local EPs

- Regional Emphasis Programs
 - Fall Hazards in Construction
 - Roadway Work Zone Activities
 - Silica in Cut Stone and Slab Handling
 - Oil and Gas Industry
 - Grain Handling Facilities
 - Workplace Violence in Residential Intellectual and Developmental Disability Facilities
- Local Emphasis Programs
 - Hazards in Automotive Services (Billings/Bismarck/Englewood)
 - Asbestos Abatement (Englewood)
 - Scrap & Recycling (Englewood)
 - Wood Manufacturing and Processing (Billings)

Workplace Violence REP

- Residential Intellectual/Developmental Disability Facilities
- From 2012-2015, Area Offices in Region VIII inspected seven employers as a result of complaints regarding workplace violence
- 76% of workplace assaults occurred in healthcare/social service settings

Top 5 industries reporting worker injuries from **workplace violence**



Number of workers injured in 2013, based on preliminary data from the Bureau of Labor Statistics

▶ LEARN HOW to assess hazards & develop individual worksite plans:
www.OSHA.gov

Inspection Procedures

- Opening Conference
 - Explain the purpose, nature and scope of the inspection
 - Background information
 - Answer questions
 - Explain Employer/Employee rights
- Walkaround Inspection
 - Observe worksite, look for hazards
 - Employee Interviews
 - Potential sampling/measurement

Inspection Procedures (continued)

- Closing Conference
 - Discuss validity of complaint items
 - Discuss findings/hazards observed
 - Discuss abatement
 - Discuss employer rights/possible citations

Tips for a Successful OSHA Inspection

- Know the hazards in your industry
- Know your injury history/trends
- Know the common citations in your industry
- Accessible written programs, training records and injury logs
- Prepare your staff to participate in the inspection

Common Citations for Residential Intellectual and Developmental Disability Facilities

8/2015-7/2016

Standard	Citations	Inspections	Penalty	Description
Total	30	8	\$19,100	<i>All Standards cited for Residential Intellectual</i>
19101030	12	4	\$7,000	Bloodborne pathogens.
19101200	6	3	\$1,500	Hazard Communication.
19100132	4	3	\$1,500	General requirements.
5A0001	3	3	\$3,000	OSH Act General Duty Paragraph
19040039	2	2	\$1,700	--- No Description Found ---
19100151	1	1	\$2,000	Medical services and first aid.
19100157	1	1	\$0	Portable fire extinguishers.
19100219	1	1	\$2,400	Mechanical power-transmission apparatus.

https://www.osha.gov/pls/imis/citedstandard.naics?p_esize=&p_state=FEFederal&p_naics=623210

Workplace Violence Hazards

- Employer should evaluate workplace and determine if hazards exist or are anticipated
- Determined through:
 - Injury/Illness records
 - Incident reports
 - Client histories or behavioral logs
 - Employee participation

Workplace Violence Hazards

- Prevention through a **Workplace Violence Prevention Program** which may include:
 - Written Policy Statement with staff responsibilities
 - Explanation to clients of zero tolerance
 - System for reporting safety concerns internally
 - Client behavioral histories to identify problems
 - Worksite analysis and hazard identification
 - Workplace controls and prevention strategies
 - Incident investigations

Workplace Violence Hazards

- Prevention:
 - Communicate WPV incidents to staff
 - Train employees regarding:
 - Workplace Violence Prevention Program
 - Effective methods of responding during WPV incident
 - Recognition of aggressive/assaultive behavior
 - Risk factors contributing to aggressive behavior
 - Timely de-escalation of aggressive behavior

Workplace Violence Hazards

- Prevention:
 - Prepare contingency plans to handle clients who may be out of control
 - Implement buddy system if necessary based on hazard assessment
 - Procedures for staff to request double coverage
 - Evaluate locations for installation of engineering controls such as security cameras, alarms, radios and door locks for staff quarters

Other Potential Hazards at Residential Intellectual and Developmental Disability Facilities

- Bloodborne pathogen exposure
 - Written program required when reasonably anticipated exposure to blood or other potentially infectious materials exist
- Hazardous chemical exposure
 - Written program required with exposure to hazardous chemicals
- Need for personal protective equipment (PPE)
 - Employer should conduct a hazard assessment to determine what PPE is necessary
- Electrical hazards
- Slips, trips and falls

Outreach and Compliance Assistance

- 90 day outreach program
- Letters were sent to providers on 3/21/16
- Additional information provided through webinars, phone calls, presentations, etc

U.S. Department of Labor

Occupational Safety and Health Administration
Denver Regional Office
Cesar E. Chavez Memorial Building
1244 Speer Boulevard, Suite 551
Denver, CO 80204
Main: (720) 264-6550 Fax: (720) 264-6585
www.OSHA.gov



March 21, 2016

Dear Facility Manager:

The purpose of this letter is to increase your awareness of an initiative being implemented by Region VIII of the Occupational Safety and Health Administration (OSHA) to identify and reduce workplace violence (WPV) hazards. In February 2016, OSHA issued a Regional Emphasis Program (REP) entitled **Workplace Violence Hazards at Residential Intellectual and Developmental Disability Facilities**. Under this initiative, OSHA will be conducting inspections of employers in this industry to ensure that workers are being protected from WPV hazards. This letter is being sent to facilities in Colorado, Montana, North Dakota and South Dakota where employees may be potentially exposed to WPV hazards while providing services to clients.

The National Institute for Occupational Safety and Health (NIOSH) defines workplace violence as violent acts (including physical assaults and threats of assaults) directed toward persons at work or on duty. WPV is a recognized hazard in the healthcare industry, which includes residential intellectual and developmental disability facilities. In 2013, 76% of workplace assaults occurred in the healthcare and social service settings. Between 2002 and 2013, incidents of serious workplace violence (those requiring days off for the injured worker to recuperate) were four times more common in health care than private industry. Since 2012, OSHA's Region VIII has conducted several WPV investigations resulting from complaints at residential intellectual and developmental disability facilities. Four employers were issued citations for failure to implement elements of an effective workplace violence program.

Inspections will begin in 2016 following a period of outreach. If you have questions regarding this emphasis program or would like additional information on the evaluation and control of WPV hazards in your workplace, please contact one of the offices below:

Denver Area Office: 303-844-5285	Englewood (CO) Area Office: 303-843-4500
Billings Area Office: 406-247-7494	Bismarck Area Office: 701-250-4521
Sioux Falls Area Office: 605-251-2021	

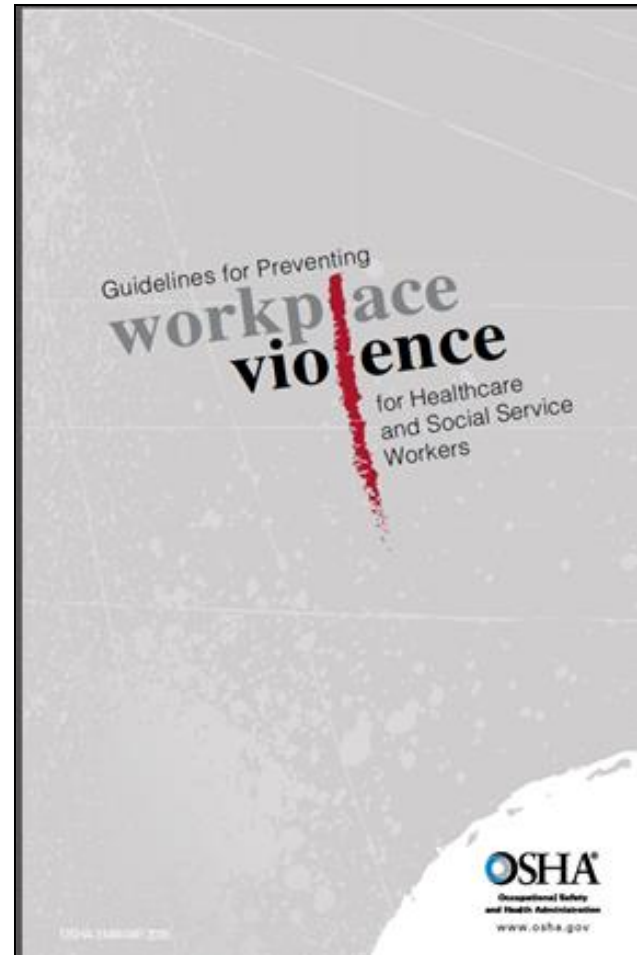
It is also recommended that you use the following outreach information and services:

Guidelines for preventing WPV for healthcare and social service workers:
<https://www.osha.gov/Publications/OSHA3148.pdf>

General information about prevention of WPV in hospitals and health care:
http://www.osha.gov/dsg/hospitals/workplace_violence.html

Resources

- Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers
- <https://www.osha.gov/Publications/osa3148.pdf>



Resources



Recording and Reporting Occupational Injuries and Illnesses (29 CFR 1904)

Medical and dental offices are currently exempt from maintaining an official log of reportable injuries and illnesses (OSHA Form 300) under the federal OSHA recordkeeping rule, although they may be required to maintain such records in some state plan states. If you are in a state plan state, contact your state plan directly for more information. All employers, including medical and dental offices, must report any work-related fatality or the hospitalization of three or more employees in a single incident to the nearest OSHA office. Call (800) 321-OSHA or your state plan for assistance.

Helpful Resources

OSHA makes every effort to make information about its regulatory requirements readily available to the public. The full text of each standard in this brochure is available on the OSHA website at www.osha.gov. You can search for a specific subject by using the alphabetic index near the top of the home page or by clicking on Laws & Regulations below Compliance Assistance, then clicking on OSHA Standards (Standards - 29 CFR).

A recent OSHA publication, *Model Plans and Programs for the OSHA Bloodborne Pathogens and Hazard Communications Standards*, contains models of these two important documents that can be tailored to your business or office. Request Publication 3196-06R to receive this helpful resource. Information on other areas of interest or concern, such as compressed gases, may be obtained by calling OSHA.

The OSHA toll-free number is (800) 321-OSHA. Operators will direct the caller to the appropriate federal or state plan office to request a consultation, file a complaint, report a fatality, or to obtain telephone numbers for OSHA offices and the OSHA-approved state plan programs. They also take orders for OSHA publications.

OSHA 3187-12R
2004



Medical & Dental Offices

A Guide to Compliance with OSHA Standards



OSHA's role is to assure the safety and health of America's workers by setting and enforcing standards; providing training, outreach and education; establishing partnerships; and encouraging continual improvement in workplace safety and health. As part of the Department of Labor, OSHA and the states that operate OSHA-approved state plans establish guidelines and standards to promote worker safety and health that apply to every workplace in the United States, including medical and dental offices.

This brochure provides only a glimpse of the most frequently found hazards in medical and dental offices. Many other standards may apply. This information should not be used as a substitute for reading and becoming familiar with all applicable OSHA standards. As an employer, it is up to you to follow up and obtain the full text of the OSHA standards, all of which are available on the OSHA website at www.osha.gov or by calling our toll-free number (800) 321-OSHA(6742). Most OSHA materials are available at no charge.

The following requirements include those that normally apply to medical and dental offices, whether there are two or 200 employees. Additional OSHA standards may apply to some offices. The complete text of the regulations can be found in Title 29 of the Code of Federal Regulations (29 CFR).

Bloodborne Pathogens Standard (29 CFR 1910.1030)

This is the most frequently requested and referenced OSHA standard affecting medical and dental offices. Some basic requirements of the OSHA Bloodborne Pathogens standard include:

- A written exposure control plan, to be updated annually.
- Use of universal precautions.
- Consideration, implementation and use of safer engineered needles and sharps.

- Use of engineering and work practice controls and appropriate personal protective equipment (gloves, face and eye protection, gowns).
- Hepatitis B vaccine provided to exposed employees at no cost.
- Medical follow-up in the event of an "exposure incident".
- Use of labels or color-coding for items such as sharps disposal boxes and containers for regulated waste, contaminated laundry and certain specimens.
- Employee training.
- Proper containment of all regulated waste.

Hazard Communication Standard (29 CFR 1910.1200)

The hazard communication standard is sometimes called the "employee right-to-know" standard. It requires employee access to hazard information. The basic requirements include:

- A written hazard communication program.
- A list of hazardous chemicals (such as alcohol, disinfectants, anesthetic agents, sterilants and mercury) used or stored in the office.
- A copy of the Material Safety Data Sheet (MSDS) for each chemical (obtained from the manufacturer) used or stored in the office.
- Employee training.

Ionizing Radiation Standard (29 CFR 1910.1096)

This standard applies to facilities that have an x-ray machine and requires the following:

- A survey of the types of radiation used in the facility, including x-rays.
- Restricted areas to limit employee exposures.
- Employees working in restricted areas must wear personal radiation monitors such as film badges or pocket dosimeters.
- Rooms and equipment may need to be labeled and equipped with caution signs.

Exit Routes Standards (29 CFR Subpart E 1910.35, 1910.36, 1910.37, 1910.38 and 1910.39)

These standards include the requirements for providing safe and accessible building exits in case of fire or other emergency. It is important to become familiar with the full text of these standards because they provide details about signage and other issues. OSHA consultation services can help, or your insurance company or local fire/police service may be able to assist you. The basic responsibilities include:

- Exit routes sufficient for the number of employees in any occupied space.
- A diagram of evacuation routes posted in a visible location.

Electrical Standards (Subpart S - Electrical 29 CFR 1910.301 to 1910.399)

These standards address electrical safety requirements to safeguard employees. OSHA electrical standards apply to electrical equipment and wiring in hazardous locations. If you use flammable gases, you may need special wiring and equipment installation. In addition to reading the full text of the OSHA standard, you should check with your insurance company or local fire department, or request an OSHA consultation for help.

OSHA Poster

Every workplace must display the OSHA poster (OSHA Publication 3165), or the state plan equivalent. The poster explains worker rights to a safe workplace and how to file a complaint. The poster must be placed where employees will see it. You can download a copy or order one free copy from OSHA's website at www.osha.gov or by calling (800) 321-OSHA.

Publications can be found at:

<https://www.osha.gov/pls/publications/publication.html>

OSHA Compliance Assistance

http://www.osha.gov/dcsp/compliance_assistance/new_ca_products.html

Intranet Home RMEI Home Wheat Ridge ... Help for E...

New Compliance Assistance Products

The following are some of OSHA's recently issued or updated compliance assistance products. Many publications with an OSHA publication number can be downloaded or ordered from the [OSHA Publication](#) page. They can also be ordered by telephone from the OSHA Publications Office at (202) 693-1888 or (800) 321-OSHA (6742).

 [Quarterly New Resources Reports](#)
 [New Products Archive](#)

Hazard Alerts

- [Working Safety with Scissor Lifts](#) (PDF*). OSHA Publication HA-3842, (updated 2016, February).

Web Resources

- [Process Safety Management Rulemaking](#) (2016, January).
- [Restrooms and Sanitation](#) (2016, January).
- [Worker Rights](#) (updated 2016, January).




[Draft Safety and Health Program Management Guidelines](#)

- ▶ **Program Management Guidelines**
- Trenching and Excavation**
- Confined Spaces**
- Temporary Workers**
- Reporting Requirements**

10:46 AM 2/8/2016

OSHA Compliance Assistance


- Regional Compliance Assistance Newsletter
- Send request to olaechea.john@dol.gov to subscribe



OSHA Region VIII Compliance Assistance Newsletter

Spring 2016

OSHA's On-site Consultation Program offers free and confidential safety and occupational health advice to small and medium-sized businesses. To find a program office near you, click on the map.



OSHA's Consultation Directory
Find the Local Office in Your State

Work Safely with Silica

The Center for Construction Research and Training (CPWR) has created an [e-tool](#) that takes employers through a step-by-step assessment of their workplace and assists them in determining appropriate dust controls and creating a written plan to minimize silica dust hazards.

Control the Dust

There are many contractors who can reduce the dust and silica in their homes. The key is to use proper dust control techniques. This e-tool provides a step-by-step guide to help you through conducting a job-based assessment for silica, selecting appropriate controls, and creating a job-specific plan to minimize or reduce silica hazards. You can share this e-tool with other interested parties.

[CREATE A PLAN](#)
[Click Here](#)

Top Stories/National News


OSHA Issues Final Rule for Respirable Crystalline Silica

The Occupational Safety and Health Administration (OSHA) has [issued a final rule](#) to curb lung cancer, silicosis, chronic obstructive pulmonary disease and kidney disease in America's workers by limiting their exposure to respirable crystalline silica. The rule is comprised of two standards, one for [Construction](#) and one for [General Industry and Maritime](#). The new rule requires that employers use engineering controls – such as ventilation and wet methods for cutting and sawing crystalline silica-containing materials – to reduce workers' exposure to silica dust.

OSHA issued this rule because the previous permissible exposure limits (PELs) for silica were outdated, inconsistent and did not adequately protect worker health. OSHA determined that occupational exposure to respirable crystalline silica at the previous PELs resulted in significant risk of developing or dying from silicosis, lung cancer, other lung diseases or kidney disease. OSHA estimates that the rule will save over 600 lives and prevent more than 900 new cases of silicosis each year, once its effects are fully realized.

About 2.3 million workers are exposed to respirable crystalline silica in their workplaces, including 2 million construction workers who drill, cut, crush, or grind silica-containing materials such as concrete and stone, and 300,000 workers in general industry operations such as brick manufacturing, foundries, and hydraulic fracturing, also known as fracking. The Final Rule is projected to provide net benefits of about \$7.7 billion, annually.

The construction standard provides for flexible alternatives, especially useful for small employers. Employers can either use a control method employed in Table 1 or they can measure workers' exposure and independently determine which dust control methods work best to limit exposures in their workplaces.



SOME KEY PROVISIONS OF THE SILICA STANDARD:

- Reduces the permissible exposure limit (PEL) for respirable crystalline silica to 50 micrograms per cubic meter of air (50ug/m3) as an 8-hour average
- Requires employers to use engineering controls to limit exposure
- Requires employers to provide respirators when engineering controls cannot adequately limit exposures
- Requires employers to develop a written control plan
- Requires employers to offer medical exams to highly exposed workers

COMPLIANCE DEADLINES

[Construction:](#) June 23, 2017

[General Industry/ Maritime:](#) June 23, 2018

[Hydraulic Fracturing:](#) June 23, 2018 for all provisions except Engineering Controls, which have a compliance date of June 23, 2021

OSHA Consultation

- Free
- Non-enforcement
- Confidential
- On-site audits
- Training
- Sampling/Monitoring
- Program Review



<http://csu-cvmbbs.colostate.edu/academics/erhs/osha/Pages/default.aspx>

OSHA Web Site

The screenshot shows the OSHA website with several annotations: a red circle around the search bar, a yellow arrow pointing to the 'Occupational Safety & Health Administration' text, a green circle around 'Free On-site Consultation' in the sidebar, a yellow circle around 'Reporting Fatalities & Severe Injuries' in the sidebar, and a purple circle around the 'OSHA QuickTakes' newsletter sign-up button.

UNITED STATES DEPARTMENT OF LABOR

Occupational Safety & Health Administration

Find it in OSHA

A to Z Index Contact Us FAQs Newsroom About OSHA What's New

Worker Rights Anti-Retaliation Regulations Employers Data & Statistics Enforcement Training Publications Hazards En Español

OSHA seeks comments on updated Safety and Health Program Management Guidelines

Visit web page

IN FOCUS

en español Know Your Rights! Learn more

4,679 workers died on the job in 2014

g 12/10/2015 NM: Christopher Kennedy killed in from ladder.

Fatality Reports

"No one should have to sacrifice their life for their livelihood, because a nation built on the dignity of work must provide safe working conditions for its people."
— Secretary of Labor Thomas E. Perez

NEWSLETTER

OSHA QuickTakes

Subscribe today! See all issues

NEWS

February 4, 2016
National Advisory Committee on Occupational Safety and Health schedules third meeting of the Emergency Response and Preparedness Subcommittee

HOW TO...

- File a complaint
- Get a FREE OSHA poster
- Get information on reporting severe work-related injuries, illnesses and fatalities to OSHA
- Get information on recordkeeping & reporting requirements
- Get help for employers
- Learn about temporary worker protections
- Find out if OSHA has inspected a workplace
- Find information on construction hazards
- Get help for clinicians
- Learn about partnerships and cooperative programs
- Find information on state plans
- Find an OSHA office
- OSHA's free on-site consultation program for small employers
- Find what you are looking for from A to Z

Worker Safety in Hospitals

Caring for our Caregivers



Worker Safety in Hospitals Home

Understanding the Problem

Safety & Health Management Systems

Safe Patient Handling

MSD Assessment

Management Support

Policy / Program Development

Facility & Patient Needs Assessment

Facilitating Change

Safe Patient Handling Equipment

Education & Training

Program Evaluation

Additional Resources

Did you know that a hospital is one of the most hazardous places to work? In 2011, U.S. hospitals recorded 253,700 work-related injuries and illnesses, a rate of 6.8 work-related injuries and illnesses for every 100 full-time employees. This is almost twice the rate for private industry as a whole.

OSHA created a suite of resources to help hospitals assess workplace safety needs, implement safety and health management systems, and enhance their safe patient handling programs. Preventing worker injuries not only helps workers—it also helps patients and will save resources for hospitals. [Download the overview*](#) and explore the links below to learn more about the resources available.



Understanding the Problem

Hospitals are hazardous workplaces and face unique challenges that contribute to the risk of injury and illness.

[Learn More >](#)



Safety & Health Management Systems

A safety and health management system can help build a culture of safety, reduce injuries, and save money.

[Learn More >](#)



Safe Patient Handling

Safe patient handling programs, policies, and equipment can help cost-effectively reduce the biggest cause of workplace injuries.

[Learn More >](#)

Workers' Rights: It's The Law!

New poster helps ensure that workers have a voice in their workplaces and the protection they deserve

- Available in 7 languages:
Spanish, Korean, Polish, Vietnamese, Nepali and Portuguese



QUESTIONS?

Disclaimer

- This information has been developed by an OSHA Compliance Assistance Specialist and is intended to assist employers, workers, and others as they strive to improve workplace health and safety. While we attempt to thoroughly address specific topics, it is not possible to include discussion of everything necessary to ensure a healthy and safe working environment in a presentation of this nature. Thus, this information must be understood as a tool for addressing workplace hazards, rather than an exhaustive statement of an employer's legal obligations, which are defined by statute, regulations, and standards. Likewise, to the extent that this information references practices or procedures that may enhance health or safety, but which are not required by a statute, regulation, or standard, it cannot, and does not, create additional legal obligations. Finally, over time, OSHA may modify rules and interpretations in light of new technology, information, or circumstances; to keep apprised of such developments, or to review information on a wide range of occupational safety and health topics, you can visit OSHA's website at www.osha.gov.



Working Together, We Can Help

www.osha.gov

800-321-OSHA (6742)