

## Quiz - Violence in the Workplace

Name: \_\_\_\_\_ Date: \_\_\_\_\_

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1. Recommended parts of a workplace violence prevention plan include:

- a. Management commitment and employee involvement.
- b. Worksite analysis.
- c. Hazard prevention and control
- d. Training and evaluation.
- e. All of the above.

**Answer:**

2. Assault must include physical contact such as beating.

True or false?

**Answer:**

3. A violent act can range from verbal or physical threats or intimidation to assault and battery.

True or false?

**Answer:**

4. Recommended actions that management can take include:

- a. Investigating threats only if management thinks they are serious.
- b. Relying on gossip or the "grapevine" to find out about violent incidents.
- c. Funding the violence prevention program only when there is some extra "petty cash" available.
- d. All of the above.
- e. None of the above.

**Answer:**

5. Management should be prepared to provide medical and psychological counseling and debriefing for employees who experience or witness violent incidents.

True or false?

**Answer:**

6. Employees should be involved in the violence prevention program because they:
  - a. Are important sources of information about the work environment.
  - b. Have a wide range of experience and insight.
  - c. Can identify practical solutions to problems.
  - d. Need to support the program
  - e. All of the above.

**Answer:**

7. Employees should not participate in routine security inspections because this would be a security risk.

True or false?

**Answer:**

8. Some risk factors for workplace violence include: Contact with the public, exchange of money, making deliveries, and \_\_\_\_\_.

**Answer:**

9. The worksite analysis process should not consider records and past experiences.

True or false?

**Answer:**

10. Information on past experiences should include:

- a. Robberies.
- b. Threats to employees.
- c. Operations at the time of the incident.
- d. Both a. and b.
- e. All of the above.

**Answer:**

11. When an incident is analyzed, the investigators should look at what happened:

- a. Before the incident.
- b. During the incident.
- c. After the incident.
- d. All of the above.
- e. Only b. and c. above.

**Answer:**

12. If there is a new schedule in the workplace, it might mean that the violence prevention plan needs to be revised.

True or false?

**Answer:**

13. Hazard prevention and control measures include: Engineering, administrative, and \_\_\_\_\_ controls.
- a. Management.
  - b. Violence.
  - c. Security.
  - d. Work practice.

**Answer:**

14. There is a single "one-size-fits-all" solution to protect all employees: It is to use surveillance cameras.

True or false?

**Answer:**

15. The major risk of death or serious injury to workers is from violence related to:
- a. Robberies.
  - b. Random acts of violence.
  - c. Revenge.
  - d. Sexual harassment.

**Answer:**

16. Engineering controls:
- a. Remove the hazard from the workplace.
  - b. Create a barrier between the worker and the hazard.
  - c. Both a. and b.
  - d. None of the above.

**Answer:**

17. If a business uses video surveillance equipment, it is a bad idea to post a sign saying that the surveillance equipment is in use.

True or false?

**Answer:**

18. It is a good practice to check lighting, locks, and security cameras:

- a. Hourly.
- b. Daily.
- c. Monthly.
- d. Yearly.

**Answer:**

19. If a worker travels throughout the day, he or she should periodically call to report in to a designated contact person.

True or false?

**Answer:**

20. If a violent incident does occur, employees should know how to:

- a. Assure the injured employees receive prompt medical care.
- b. Report the incident to the police.
- c. Inform management about the incident.
- d. All of the above.

**Answer:**