

WORKPLACE VIOLENCE CONTINUUM

PROACTIVE	AWARENESS	REPORTING	INTERVENTION	EMERGENCY	RESPONSE
REPORTING	TROUBLED EMPLOYEE	TROUBLING SITUATION	IMMINENT DANGER	VIOLENCE (30-Min. Response Window)	BUSINESS CONTINUITY
<ul style="list-style-type: none"> •Supervisor and manager training: -Recognize behavioral indicators -Refer, report and consult -Respect dignity and worth •Employee training: -Recognize warning signs -Reporting structure -Defusing hostile situations (de-escalation techniques) • Facility security risk assessments: -Facility security plan -Security responsibility assignments -Access control -Local law enforcement liaison, response options -Resource identification <p>Continued on next page...</p>	<ul style="list-style-type: none"> •An employee is showing signs of trouble that affect the workplace: -Apply human resource principles: respect/dignity -Take indicators of intimidation, threats, and paranoia seriously -Screen and evaluate risks associated with different situations -Monitor over time -Encourage and facilitate appropriate EAP, medical/psychological evaluation treatment and compliance -Inquire about new or unusual personal issues -Take appropriate employment action <p>Continued on next page...</p>	<ul style="list-style-type: none"> •If an employee reacting to an employment action has made a threat: -Talk to the employee -Identify witnesses and confirm extent of threat -Assess the severity and credibility of the threat -Take appropriate administrative actions •If an employee refuses to submit to drug screen and makes threat: -Criminal background check -Take administrative/termination action •A domestic partner is threatening at work -Background check on abuser <p>Continued on next page...</p>	<ul style="list-style-type: none"> •If someone is on site with a weapon and threatening -Stay calm -Make notifications (site management, security, police, then HR, corporate security, senior management) -How will police respond? -Warn targeted victims if danger is imminent -Identify witnesses and stage for police questioning -Provide police with a description and/or photo of perpetrator -Do not attempt to disarm or apprehend perpetrator <p>Continued on next page...</p>	<ul style="list-style-type: none"> •If a violent incident has occurred; people are hurt; perpetrator may be on site: -Call police and stay on the line providing information as long as safety permits -Who is in charge until police arrive? -What will employees be told? -Identify command center and activate emergency response plan -Provide maps for police and identify hazardous areas -Provide guidance to police for entrance into building -Provide evacuation protocol and method for ensuring complete evacuation <p>Continued on next page...</p>	<ul style="list-style-type: none"> •Trauma counseling •Grief counseling •EAP counselors •Measures for preserving crime scene •Scene/site clean-up sensitivity •Return-to-work plan •Debriefing sessions •Corporate image and damage control strategies •Media and public relations strategies <p>Anticipated responders: Human Resources, Site Management, EAP</p>

This graphic represents an overview of a workplace violence (mitigation) program depicting the stages and elements from the proactive to responsive and business continuity after an event has occurred. It provides the essential elements that can be modified and adapted to fit your business structure.

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<p>Continued...</p> <ul style="list-style-type: none"> -Incident reporting -Employee security plan -Building hazards -Incident management team -Corporate risks and liabilities -Notification structure <p>Anticipated responders: Human Resources, Employee Assistance Program (EAP), Supervisors and Managers, Family, Site Management, Corporate Security</p>	<p>Continued...</p> <ul style="list-style-type: none"> -Minimize stressors, e.g., medical or disability benefits, change jobs, etc. -Seek opportunities to help the employee regain control <p>Anticipated responders: Human Resources, Site Management, EAP</p>	<p>Continued...</p> <ul style="list-style-type: none"> -Provide gatekeepers with description and/or photo -Reinforce access control -Personal security consult. •If there is an altercation between two or more employees: -Secure the workplace to the extent possible -Take appropriate actions to protect target(s) -Apply de-escalation techniques from defusing hostile situations -Provide personal security training to targets <p>Anticipated responders: Human Resources, Site Management, EAP, Corporate Security, Local police.</p>	<p>Continued...</p> <ul style="list-style-type: none"> •A situation is escalating out of control: -Activate site security plan -Alert law enforcement -Reinforce access control <p>Anticipated responders: Site Management, Local Police</p>	<p>Continued...</p> <ul style="list-style-type: none"> -Designate an evacuation staging area -Is electronic access capable of shutting building down? -Identify witnesses and stage for police questioning -Provide police with picture and or description of perpetrator, if available -Identify media staging area -Communicate strategies -Make notifications to HR, security, communications, etc. -Decide on media spokesperson <p>Anticipated responders: Local Police, Site Management</p>	

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