



## Workplace Violence Prevention - DATE 04/15/24 - 04/20/24

### What Is Workplace Violence?

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. *U.S. Department of Labor, 2016*

Anyone in an organization can be a perpetrator.

- ✓ Verbal/non-verbal abuse ✓ Harassment and bullying ✓ Threatening behavior
- ✓ Physical assault ✓ Domestic violence

### LEVEL 1: Initial Situation to Diffuse

(Verbal/non-verbal abuse, rude/disrespectful or intimidating behavior)

- Stay calm and speak softly and slowly.
- Demonstrate understanding through body language such as nodding and short statements.
- Don't argue or tell the person outright that he or she is wrong.
- Ask how you can help or propose a solution if possible.
- Involve another employee or a supervisor if appropriate for the situation.
- Be firm but respectful about what is unacceptable such as "Please don't shout" or "Let's step to the side so we can discuss this."

#### IF BEHAVIOR CONTINUES:

- Disengage from the situation as quickly as you can.
- Document the incident in case it becomes a pattern and ends up being investigated.
- Ask for assistance from your supervisor or Human Resources (HR) representative.

### LEVEL 2: Escalated Situation to Manage

(Repeated verbal/non-verbal abuse, harassment or bullying, threatening behavior, physically, in writing or verbally)

- Take actions to secure your own safety such as leaving the area, calling for assistance, or involving a supervisor or HR representative.
- Contact your supervisor or HR representative to report the incident and get direction on what to do.
- Document the incident.
- Call for security or 9-1-1 if needed.

### LEVEL 3: Emergency Response Needed

(Extreme and out of control anger, suicidal statements, display or talk of weapons, domestic violence, criminal incidents such as property damage, physical assault and armed robbery)

- Take actions to secure your own safety such as leaving the area, calling for assistance or involving a supervisor or HR representative.
- Call 9-1-1 immediately and cooperate with law enforcement officials.
- Document the incident.



