

Be vigilant of workplace violence “warning signs.” Report to your supervisor behavior that requires investigation and perhaps intervention. These warning signs include:

- Threats, threatening behavior, frequent aggressive outbursts, or excessive displays of temper
- A history of threats or violent acts
- Ominous fascination with weapons and/or references to weapons, violent media content, or violent events
- Verbal abuse of coworkers and customers, or harassment through phone calls or e-mails
- Bizarre comments or behavior, especially if it includes violent content
- Holding grudges, inability to handle criticism, habitually making excuses, and blaming others
- Chronic, hypersensitive complaints about persecution or injustice
- Making jokes or offensive comments about violent acts

Watch for signals that may be associated with impending violence:

- Verbally expressed anger and frustration
- Body language such as threatening gestures
- Signs of drug or alcohol use
- Presence of a weapon

Maintain behavior that helps diffuse anger:

- Present a calm and caring attitude
- Don't match the threats
- Don't give orders
- Acknowledge the person's feelings (for example, "I know you are frustrated")
- Avoid any behavior that may be interpreted as aggressive (for example, moving rapidly, getting too close, touching, or speaking loudly)

Be alert:

- Evaluate each situation for potential violence when you enter a room or begin to relate to a patient or visitor
- Be vigilant throughout the encounter
- Don't isolate yourself with a potentially violent person
- Always keep an open path for exiting-don't let the potentially violent person stand between you and the door

Take these steps if you can't defuse the situation quickly:

- Remove yourself from the situation
- Call security or the police for help
- Report any violent incidents to your management

If a violent event occurs in your workplace, be prepared to take the appropriate action to best ensure your safety:

Evacuate (GET OUT)

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

Take Safe Shelter (HIDE OUT)

- Hide in an area out of the violent perpetrator's view
- Block entry to your hiding place and lock the doors
- Silence your cell phone and/or pager

Take Action (TAKE OUT)

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the violent perpetrators
- Act with physical aggression and throw items at the violent perpetrators

Call for Assistance (CALL OUT)

- Call 911 when it is safe to do so
- Be prepared to provide the following information in a calm, clear manner:
 - What is happening?
 - Where you are located, including building name, floor and room number
 - Number of people at your specific location
 - Injuries, if any, including the number of injured and types of injuries
 - Specific location and number of assailant(s)
 - Gender, race, age and description of the assailant
 - Your name and other information as requested

Treat the Injured (HELP OUT)

- You may have to treat the injured as best you can until the area is secure
- Remember basic first aid:
 - For bleeding, apply pressure and elevate
 - Reassure those in the area that help will arrive-try to stay quiet and calm

When Law Enforcement Arrives

- Remain calm and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating



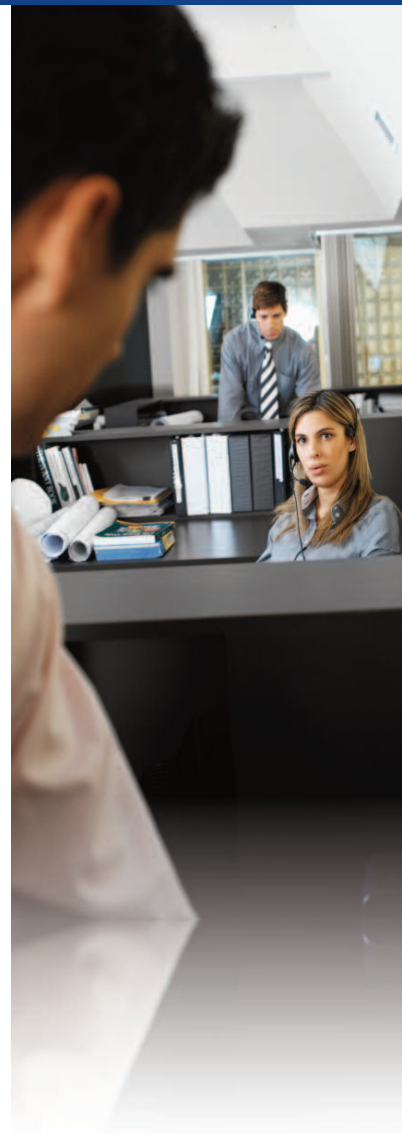
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Workplace Violence Safety Tips

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