


General Safety Tips:

- Lock your vehicle, secure valuables, and take keys with you.
- Park in an area that is well lit.
- Walk in a group or have a security escort to vehicle.
- Approach vehicle with key in hand and make sure there aren't unwanted persons in or near vehicle.
- Notify law enforcement of concerns for safety.
- Stay in contact, ensure someone knows where you are and when you are leaving.
- Stay alert and limit distractions such as music, cellphone, etc.




WPV Website

"VUMC has a strong commitment to eliminating violence in the workplace. If you cannot refrain from this type of communication or behavior moving forward, your care may be disrupted."

Clinic Plan After Workplace Violence Event:

- Report the incident in VERITAS and notify your leader.
- Debrief.
- Contact Work/Life Connections EAP or the SHARE Center for a confidential appointment, counseling, and support.
- Share resources with employees for individual follow up.



Veritas Login

(FRONT)

VMG WPVP Badge Buddy

Qty: 3,500

(BACK)

Strategies:

- Recognize how your response may escalate the situation.
- Have someone clear the area.
- Act calm, show calm through:
 - Soft eye contact, neutral facial expression, and relaxed body posture
 - Using a responsive, steady, and monotone voice
- Use the person's name and "please tell me more so that I understand".
- Respond to information-seeking questions but give no response to abusive questions.
- Trust your instincts. Retreat and get help. Call security.

Workplace Violence Prevention and Response

Verbally Aggressive Person (phone/MHAV):
Set boundaries, "We will not tolerate profane language or threats"; call VUPD, security or 911, notify on-site manager, save threatening messages received, and work with leadership and Patient Relations.

In Person Aggressive Behavior (Disruptive Patient/Verbal Aggression/Assault/Sexual Assault/Domestic Violence): Utilize de-escalation tactics when possible, call VUPD/security/911, remove yourself from the situation when possible, notify team of situation, and try to keep team and others safe.