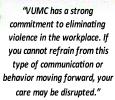
General Safety Tips:

- 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
- Stay in contact, ensure someone knows where you are and when you are leaving.
- Stay alert and limit distractions such as music, cellphone, etc.



Clinic Plan After Workplace Violence Event:

Report the incident in VERITAS and notify your leader.

Contact Work/Life



Debrief.

Veritas Login Connections EAP or the SHARE Center for a confidential appointment, counseling, and support.

Share resources with employees for individual follow up.

(FRONT)

WPV Website

VMG WPVP Badge Buddy Qty: 3,500

(BACK)

- Recognize how your response may escalate the situation.
- Have someone clear the area.
- Act calm, show calm through:
 - o 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 security or 911, notify on-site manager, save

profane language or threats"; call VUPD, threatening messages received, and work with leadership and Patient Relations.

In Person Aggressive Behavior (Disruptive Patient/Verbal Aggression/Assault/Sexual

Assault/Domestic Violence): Utilize deescalation 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.