

Workplace Violence Prevention: Safety Action Plan Template

Instructions for leaders: Use this template as a guide to discuss Workplace Violence and Workplace Violence Prevention with your teams. It is highly recommended to complete this template in conjunction with a VUPD/ VUMC Emergency Preparedness security walkthrough. All text in **BLUE** is a prompt and can be deleted for the final copy. Additional information can be found in the accompanying Leader Guide.

What is workplace violence?

Workplace violence can be defined as abusive or disrespectful behavior in the workplace. This includes conduct or comments that are inappropriate, demeaning, or otherwise offensive and create an uncomfortable, hostile, and/or intimidating environment. This may include any direct or indirect act or threat of violence, sexual and other harassment, intimidation, or other threatening behavior that occurs at the workplace, committed by or against workforce members, patients, learners, and visitors.

Examples of such behavior include but are not limited to the following: bullying, stalking, threats, intimidation, physical attack, property damage, or domestic and family violence. This includes acts of violence committed by or against workforce members, patients, learners, and visitors.

Clinic Specific Action Plan: (Insert clinic name here)

AFTER any workplace violence event, we encourage the following:

1. File a Veritas report: Provide instructions as included in attached Leader Guide
2. Debrief
3. Notify Patient Relations as needed.
4. Share resources with employees for individual follow up: VUMC EAP (Work/Life Connections - Employee Assistance Program) and VUMC SHARE (Sexual Harassment: Awareness, Response, and Education) Center. Based on the event/ situation, consider Work/Life Connections EAP for team-based Critical Incident Debriefing, recognizing that other staff/providers may have a history and find the incident particularly traumatic

General Safety Principles:

We encourage the [Park Smart Program](#) which drives education for individuals to:

- Lock Your Vehicle
- Secure Your Valuables
- Take Keys with You

Additional parking tips:

- Park in an area that is well lit
- Walk in a group or have a security escort to your vehicle
- Approach vehicle with key in hand and make sure there aren't any unwanted persons in or near your vehicle
- Once inside the vehicle, lock the doors, start the engine, and begin driving as soon as possible
- If there are any concerns for personal safety, notify police

Working early and/or late:

- Stay in communication with colleagues, friends, and/or family. Ensure someone knows where and when you anticipate leaving or entering
- Have phone and vehicle keys close by
- Stay alert, limit distractions such as music (headphones/earbuds), cellphone, etc.
- Utilize on-site security if available
- Proceed with caution when entering any office or exam room that may be unlocked if you are the first staff on site. Review clinic specific plans to secure building, clinic, and/or exam rooms after hours

Workplace Violence Prevention: Safety Action Plan Template

Specific Scenarios

Add/ edit steps based on your specific location

Talk through most common scenarios in your area- include each stage of a patient's visit (i.e. Lobby, Front Desk, Exam Room).

The order of steps in any workplace violence situation, including without limitation those discussed below, depend on the particular circumstances and severity of the situation.

For each scenario, review notification strategy for local team and surrounding areas.

1. In Person Patient/ Visitor Behavior: Disruptive Patient, Verbal Aggression, Assault, Sexual Assault, Domestic Violence

1. Utilize de-escalation tactics when possible
2. Call VUPD (**or insert local law enforcement here**) if needed (depending on scenario, this step may be first or come later)
3. Remove yourself from situation, as needed/if safe to do so- Review exit pathway(s) for each care setting:
 - a. Lobby/Front Desk
 - b. Nurse/Provider Workroom
 - c. Exam Room/Phlebotomy Room (Consider positioning self between patient and door)
 - d. Administrative Offices
 - e. Other areas as applicable
4. Notify team of situation- what is your system for communicating with the local team?
5. Designate team members to alert on-site manager or leader
6. Based on scenario, consider how to best keep self and others safe
7. Consider other patients in the vicinity
8. After the event, leadership should work with Patient Relations to address in accordance with policy

2. Verbally Aggressive Patient/Family Member/ Visitor – Via Phone or Message Basket

1. When possible, state boundary: we will not tolerate profane language or threats
2. Call VUPD (**or insert local law enforcement here**) if needed (depending on scenario, this step may be first or come later)
3. Notify on-site manager
4. Save any threatening messages received at the workplace, video, or audio recordings of incidents in case needed for further action
5. After the event, leadership should work with Patient Relations to address, in accordance with policy

3. Bomb Threat/ Suspicious Package

1. Do not move or handle package
2. If over the phone, do not hang up- see [Safety Disaster Manual](#)- Quick Reference Guide
3. Call VUPD (**or insert local law enforcement here**) and follow instructions
4. Notify leader/ on-site manager

Workplace Violence Prevention: Safety Action Plan Template

4. Firearms/ Weapons

1. If an active shooter event:
 - a. Run- Review exit pathway for each care setting.
 - Lobby/Front Desk
 - Nurse/Provider Workroom
 - Exam Room/Phlebotomy Room
 - Administrative Offices
 - Other areas as applicable
 - b. Hide- review strategies
 - c. Alert- Call VUPD (**or insert local law enforcement here**) (when safe to do so)
 - d. Fight
2. If a concealed carry/ non-threatening firearm situation, call VUPD (**or insert local law enforcement here**), and await law enforcement response/ recommendation in accordance with policy: *Possession of Firearms/Weapons*
3. Notify leadership

5. Employee on Employee Workplace Violence

The nature of the altercation (physical, verbal, sexual) may determine the next steps.

1. Utilize de-escalation tactics when possible
2. Remove yourself from situation, as needed/if safe to do so- Review exit pathway(s) for each care setting.
 - a. Lobby/Front Desk
 - b. Nurse/Provider Workroom
 - c. Exam Room/Phlebotomy Room
 - d. Administrative Offices
 - e. Other areas as applicable
3. Notify leader
4. Based on scenario:
 - a. Call VUPD (**or insert local law enforcement here**) if needed (depending on scenario, this step may be first or come later)
 - b. Notify team of situation - what is your system for communicating with the local team?
 - c. Designate team members to alert on-site manager or leader
 - d. Consider how to best keep self and others safe
 - e. Consider patients in the vicinity

6. Employee Domestic Violence

Please refer to leader guide for preventative strategies for employee domestic violence situations.

1. In the event of an employee domestic violence situation: Temporarily and immediately relocate the victim to a previously identified secure area of the clinic if the abuser presents to the clinic
2. Immediately notify VUPD (**or insert local law enforcement here**) that someone is on the premises and is in violation of a protective order
3. In the case of a workplace emergency requiring the presentation of the order of protection to law enforcement, identify individuals who can retrieve this from the previously identified secure location
4. Save any threatening messages received at the workplace, video, or audio recordings of incidents in case needed for further action