

WORKPLACE VIOLENCE MANAGEMENT

IF AN INCIDENT OCCURS

Try to stay calm

- Stay away from the individual
- Try not to anger the individual
- Leave if possible

Ask for help

- Ask the person to leave
- Call 911
- Get someone else to call 911
- Contact supervisor
- Contact appropriate resources

IN AN EMERGENCY CALL 911

- ❖ EDUCATION
- ❖ PREVENTION
- ❖ CONSULTATION
- ❖ CRISIS RESPONSE

RESOURCES

<p>Human Resources 407-522-2144</p>	<p>1. Risk assessment consultation 2. Assistance with the aftermath of a violent situation 3. Information on coping with threats of violence in the workplace</p>
<p>Police 911</p>	<p>Information on personal safety or office safety assessment</p>
<p>24 Hour Domestic Violence Line (407) 847-8562</p> <p>We Care Crisis Center (407) 841-7413</p> <p>Crisis Concrete (407) 601-7944</p>	<p>Information on coping with domestic violence and sexual assault</p>

For more information, see the website:
www.FLsteps.org

MISSION

The role of the Workplace Violence Management Team is to support STEPS Commitment to workplace violence prevention, management, crisis intervention, debriefing, and recovery. To effectively accomplish its mission, the team is divided into three work groups: Education, Risk Assessment, and Crisis Management.

- Provides training and education
- Provides related training in areas such as stress and conflict management

RISK ASSESSMENT: Contact Human Resources (Allie Collazo) at 407-522-2144.

- Consults in situations of potential workplace violence to assess the level of risk
- Makes recommendations for action
- Assists supervisors in determining the best response
- Coordinates resources for response
- Provides debriefing sessions for those affected

CRISIS MANAGEMENT: In a crisis, call 911. Contact Cheryl Bello 407-884-2125

- Coordinates resources when a crisis occurs
- Arranges follow-up to monitor facility climate

AWARENESS AND PREVENTION

An organization's most important lines of defense against workplace violence are to combine preventive human resources practices with close attention to the warning signs of violent behavior. All staff share in the responsibility for dealing with issues of workplace violence. Learning the warning signs, available resources, and what to do is the best way for individual faculty and staff to help.

WARNING SIGNS

Persons experiencing a build-up of like and workplace stressors may be at increased risk for acts of aggression or violence.

Examples of potential employee behavioral warning signs:

- Uncharacteristic behavior that might signal emotional distress
- Various forms of intimidation directed toward others
- Evidence of alcohol or drug abuse
- Extreme changes in behavior and/or beliefs
- An obsession with weapons
- Excessive interest in recent acts of workplace violence

There is also evidence that specific work place characteristics and/or actions may increase risk of violence.

Examples of workplace characteristics that increase risk of violence:

- Authoritarian management
- Climate of humiliation
- Favoritism

Examples of workplace actions that may increase risk of violence:

- Increased work demands
- Downsizing or growth
- Strikes or protracted labor disputes
- Discipline or individual termination
- Relocation/reassignment

WHAT TO DO

If an incident is happening, call 911 immediately.

If you have a concern or an incident has occurred, talk to your supervisor and/ or contact Human Resources (HR)

Supervisors have some specific responsibilities that include:

- Report threats or acts of violence to a supervisor, department head or Public Safety
- Be aware of the resources available for prevention and intervention
- Create a healthy work environment
- Contact the Risk Assessment Team for consultation as needed
- Listen to concerns of workers regarding threats or possible violence