



Dignity Health  
Workplace Violence  
Prevention Awareness for  
Volunteers and Students

# Hello

# humankindness

Humankindness is more than an ideal.  
It is at the heart of our healing mission.

# Dignity Health Workplace Violence Prevention Awareness for Volunteers and Students

## Welcome!

Welcome to Dignity Health, where our greatest asset is our PEOPLE. This includes YOU.

Dignity Health uses the highest standard throughout the enterprise. Related to WPV, the California Occupational Health and Safety Administration standards have been adopted (SB1299).

This training is being offered to provide Dignity Health volunteers and students with a basic educational and training program that addresses violence in the workplace in accordance with applicable statutes, mandates, and regulations.

All threats or acts of workplace violence occurring on Dignity Health property or while representing Dignity Health is prohibited.

## What is Workplace Violence?

"Workplace violence" means any act of violence or threat of violence that occurs at the work site. The term workplace violence shall not include lawful acts of self-defense or defense of others. Workplace violence includes the following:

- A. The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury
- B. An incident involving the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury

## Why are we offering this training?

Alarming statistics promoting employee education and a workplace violence program include:

- Increase in violent incidences in the healthcare setting
- Crimes started elsewhere are finished in healthcare facilities
  - Healthcare facilities have unique security requirements
  - Hours of operation
  - High level of emotion
  - Variety of threats (some examples)
    - ✓ Gang violence
    - ✓ Intoxicated subjects
    - ✓ Domestic violence
    - ✓ Disorderly subjects

Violence can occur anywhere.

### Issues that may increase risk of violence:

- Long wait times
- Crowded conditions
- Lack of information given to Patients and visitors
- Inadequately trained staff

### Patient, Visitor, and Staff Risk Factors

Precipitating factors may include:

- Increased personal stress
  - Loss of job
  - Finances
  - Relationships
  - Family dynamics
- A need to maintain self esteem
- Physiological causes
  - Illness
  - Alcohol/drug abuse
  - Hunger
  - Pain
  - Environmental (heat/cold)

## Dignity Health has Collaborated with AVADE®

The AVADE® WPV Prevention Training is designed to educate, prevent and mitigate the risk of violence in individuals in the workplace.

The AVADE® philosophy incorporates learning new habits, skills, and actions that employers and employees can use to enhance their personal safety and their ability to defend themselves or others from dangerous situations, crimes, and violence.

### The AVADE Acronym and Principles

The Principles in the AVADE® Training Program are:

**Awareness** = An ability to perceive, feel, or be conscious of something.

**Vigilance** = The practice of paying attention.

**Avoidance** = “The best self defense is to not be there...” – David Fowler

**Defense** = Self defense is the right to use reasonable and appropriate force.

**Escape/Environment** = Spatial empathy, own the door, proper positioning, etc.

## Dignity Health Workplace Violence Website: Policy and Resources

Dignity Health has a corporate wide Workplace Violence Policy & Plan covering prevention, response, and reporting.

What to look for in the policy:

- How to *respond, alert others, and report* aggressive/violent behavior

You are required to report all acts of Workplace Violence, whether directly involved in or a witness of.

**WPV desktop icon**

**For WPV Resources:** [SafetyReporting.DignityHealth.org](https://SafetyReporting.DignityHealth.org)

**The WPV Policy:** [policymedical.dignityhealth.org](https://policymedical.dignityhealth.org)

Click on the WPV icon on your Dignity Health desktop to visit the Workplace Violence Prevention Website with Resources



## Preventing Workplace Violence: Identifying and Deescalating Escalating Behavior

### Phases of escalating behavior

Behavioral clues are often present before a person actually commits a violent act. Indicating behavior may consist of verbal threats, such as use of profanity, and may escalate to more observable threats.

The goal is to intervene before the assault actually takes place.



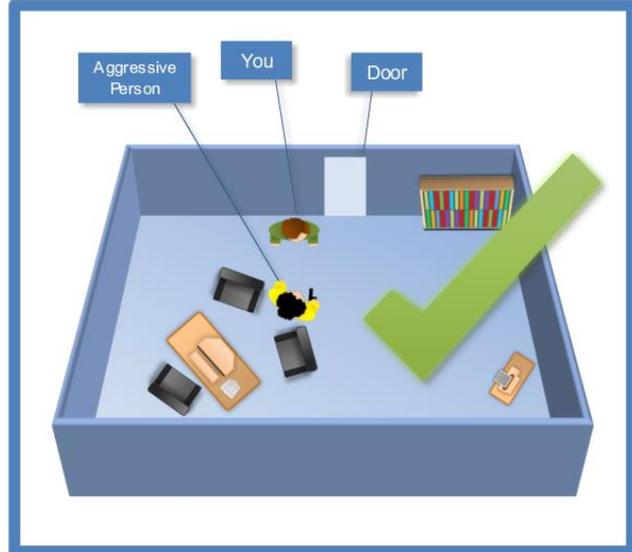
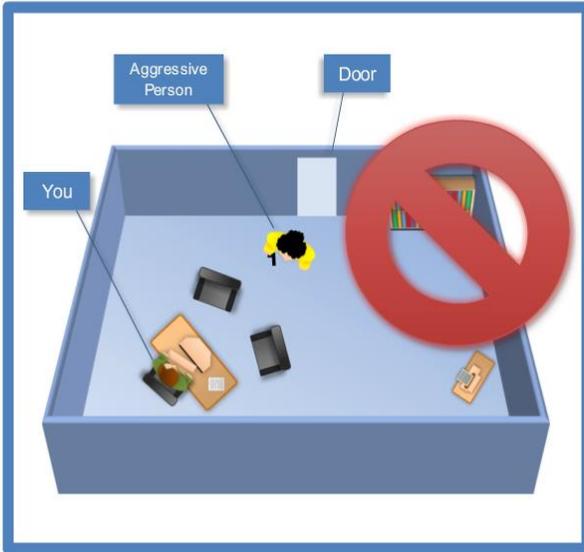
### Acts of Violence: Employee Response

Everyone has the right to work in a safe and healthy work environment.

Employee Response:

- Protect themselves from acts of violence
- Remove themselves from a dangerous situation
- Request assistance when needed.
  - Contact Security (where applicable)
  - Call 911
  - Activate Emergency Response Code
  - Activate Emergency Response Plans
- Become familiar with Emergency Numbers and Response Codes
- Ex: Code Grey – overhead paging system

## Safety: Own the Door



### Own the Door:

- Stay near the exit, but do not block the exit. Leave yourself an out, so there is always a way out if the individual becomes violent.

### Never turn your back to an individual:

- Walk in facing the individual and walk out facing the individual.

## Active Shooter Incident

### Acts Of Violence: Active Shooter Incidents

Active shooter situations are unpredictable and evolve quickly. Because of this, individuals must be prepared to deal with an active shooter situation before law enforcement personnel arrive on the scene.

### Patient Care During an Active Shooter Event

- Healthcare professionals may be faced with the decision about the safety of patients and visitors in their care who may not be able to evacuate due to age, injury, illness, disability or because of an ongoing medical procedure. Understandably, this is a sensitive topic.
- As appropriate, it may be valuable to schedule times for open conversations to explore this topic and response considerations.
- There is no single answer for what to do, but a survival mindset and open and honest discussion can help increase the odds of survival.

## RUN! HIDE! FIGHT!



## RUN

Get out if there is an accessible escape route.

- Evacuate regardless if others agree to follow
- Consider temporarily discontinuing patient care
- Secure patient room upon exiting (close door, pull curtain, turn off light)
- Move patients out of dangerous areas
- Leave personal belongings behind
- Help others escape but do not stop and render care for the injured

When evacuating the building:

- Keep hands raised, visible, and empty
- Keep others from entering the area
- Don't point, scream, or yell
- Remain calm
- Move a safe distance from the building
- Do not re-enter the building until the **all clear** has been given by law enforcement

## When Law Enforcement Arrives

- Don't make sudden movements toward officers
- Officers may shout commands and may push individuals to the ground
  - Follow law enforcement instructions
- Do not interfere with officers or ask officers questions

**Law Enforcement will not stop and render aid to the wounded. Their primary objective is to stop the shooter.**

## HIDE

- Find a place to hide where the shooter is less likely to find you, out of the shooter's view
- Silence cell phones: alarms, rings, and vibrations
- Seek shelter and move others into a secure room
- Hide behind large items
- Close doors, pull curtains, turn off lights, move bed or heavy object against door if possible
- Call Security or Law Enforcement (911) if safe to do so:
  - Provide the location of the incident
  - The number of perpetrators, victims, and/or hostages
  - Communicate what is happening
  - Provided the size/type of weapon used if known
  - If unable to talk, keep the line open for the responders to listen in and do not hang up
- Activate panic alarms
- Think of next steps to include engaging in "Fight"

**If you are able to assist the injured and move them to safety, do so.**

## FIGHT

- Attempt to disrupt the active shooter by:
  - Acting as aggressively as possible
  - Working together
  - Spreading out
  - Yelling and distracting
  - Throwing items and improvising weapons (fire extinguisher, coffee mug, stapler, shanks, etc.)
  - Committing to your actions

**The decision to fight should be considered as a last resort. It is a personal decision to engage with a shooter.**

***Thank you.***

***Be safe!***

I have received/read and understand the Workplace Violence Prevention Awareness Volunteer and Student information. I hereby agree to fully comply with them.

Signature of User/Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name of User/Employee: \_\_\_\_\_

Employee ID#: \_\_\_\_\_

Dignity Health/Dept/Agency/School: \_\_\_\_\_

Position: \_\_\_\_\_