

VIOLENCE IN THE WORKPLACE

2023 Annual Review



Hospitals are uniquely vulnerable to violence for a number of reasons: open 24/7, 365 days a year; high level of emotion present in facility; security threats range from gang violence to individuals 'under the influence' to generally disorderly subjects. Even considering this, actual Active Shooter incidents **are rare** in hospitals.

Safely responding to an Active Shooter incident involves having a plan, discussing the "what if" scenarios with colleagues/partners, identifying safe hiding locations near your service area, and knowing the warning signs for escalating behavior that might lead to violence.

Behavioral Clues BEFORE individual becomes violent:

- Uncooperative
- Intimidating/confrontational, verbal threats or outbursts, including cursing or bullying
- Body language: wringing hands, clenching and re-clenching fists, pacing, repetitive questioning
- Physical behavior: spitting, punching, pushing, weapon or threat of weapon

Defusing Techniques:

- Listen, and speak in calm, slow, clear, simple, non-confrontational manner
- Do **not** overreact, get in a power struggle, or be confrontational. Avoid intense eye contact
- Call on colleagues who may have a better rapport with the individual

If behavior escalates, alert co-workers, use silent alarm if available or step away and call # 7777
Report Code Gray (intimidating/combative) or Code Silver (weapon/hostages)



RUN – Get out, if an accessible and safe escape route exists; when evacuating, keep hands raised and visible and follow law enforcement instructions. Do not yell or move toward officers.

HIDE- Out of view; silence cell phone, turn off lights; seek room that locks if possible and use door barricade; call Security if safe, provide location and incident information; if unsafe to talk on phone, **keep phone line open** for responders to listen in, do not hang up.

FIGHT- a **LAST** resort; do act aggressively; work as a team but avoid bunching together; throw items and improvise weapons (fire extinguisher, coffee mug, stapler, etc)

WHEN LAW ENFORCEMENT ARRIVES - Remain calm and **follow instructions**; avoid making quick movements; do not interfere or interact with officers; officers may shout commands and may push individuals to the ground (for your own safety).