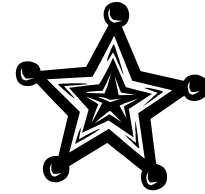


Dealing with Violent Incidents

These following procedures were designed with the help of law enforcement professionals to help employees deal with threatening individuals in a safe and effective manner.



1. Evaluate Workplace Environment and Address Safety Issues

- A. Know who is in your building. If you expect visitors please inform the front desk personnel who you are expecting and at what time.
- B. Stand up when greeting walk-in callers; it gives you more presence and will make escape easier if necessary
- C. Develop a code word in your building to notify other staff of danger
- D. Know how to use the paging system on your phone (if available)
- E. Know how to dial out for law enforcement, some buildings must dial 9 and then 911
- F. Be aware of the times that you are in the office alone. When alone:
 - 1. Make sure to lock doors
 - 2. Make sure parking lot lights are on
 - 3. Know or have emergency numbers available
 - 4. Know your emergency plan
- G. Who is the person most likely to be working during your normal business hours?
 - 1. Always know who is working in the building with you
 - 2. Everyone needs to be trained in the appropriate procedures for your building

2. Identifying Threatening Individuals

- A. Perpetrator Profile (characteristics may include but are not limited to)
 - 1. History of violent behavior
 - 2. Obsession with weapons
 - 3. Makes direct or veiled threats
 - 4. Obsessively involved with work
 - 5. Little or no involvement with coworkers
 - 6. Paranoid behavior
 - 7. Substance abuse
 - 8. Stress
 - 9. Depression
 - 10. Tests limits of acceptable behavior
- B. Noticeable Changes in Individual to Indicate Violent Behavior
 - 1. Face color
 - 2. Rapid shallow breathing

3. Tremors
4. Waving finger
5. Clenching fist
6. Can't stand or sit still

3. Dealing With Verbally Threatening Individuals

- A. Personal Preplanning
 1. Be aware of your personal and intimate space. When being confronted, stand up and put a barrier between you and the threatening individual. The barrier could be as simple as a pen or piece of paper
 2. Practice eye contact
 3. Be confident
 4. Assess individual mannerisms
 5. Trust your instincts!!!!!!
 6. Always report suspicious behavior
 7. Avoid stereotypes
 8. Develop personal plans
- B. Body Language. You should show
 1. Patience
 2. Empathy
 3. Concern
- C. Cope With the Individual By
 1. Cope Actively listening
 2. Speak quietly but firmly
 3. Listen naively
 4. Thought interruption: ask a question to break their train of thought so that you gain control of the conversation.
 5. Act as a negotiator
- D. If you observe another staff member in a threatening situation
 1. Stand 3 feet behind and 3 feet to the side of the coworker
 2. Both you and the co worker should give the client your full attention
 3. Do not speak or intervene, it changes the dynamic, speak or intervene only if full control is passed over to you
 4. If the situation doesn't de-escalate in 1 to 1 1/2 minutes announce you are calling law enforcement and make the call

4. Dealing With Imminent Physical Aggression

- A. Move to areas of higher staffing
 1. Have a getaway line prepared:
 - "I left the coffee pot on, will you please excuse me for a minute."

- “I’m late for a meeting, just let me peek in and tell them I have an important matter to deal with and that I’ll be late.”
- B. Informal retreat → Walk out of the building
- C. Notify law enforcement as soon as you feel the need, do not hesitate
- D. Acknowledge inferiority

5. Dealing With Weapons

- A. Stay calm
- B. Get warning out
- C. Take cover, call police
- D. Don’t challenge, watch body language, keep eye contact
- E. Keep hands visible; you don’t want the individual to think your reaching for something
- F. Don’t make any unexpected movements
- G. Move deliberately and don’t hesitate

6. Evacuation

- A. Designate a meeting location outside of the building
- B. Do a head count
- C. Contact law enforcement if you haven’t done so already