



SECTION: RM  
TOPIC: EMERG PROC 09  
WORKPLACE THREATS  
FEBRUARY, 2002

## ADMINISTRATIVE PRACTICES MANUAL

### SUBJECT: EMERGENCY PROCEDURES – WORKPLACE THREATS

Each incident of workplace violence is different. Take the necessary action listed below depending upon the nature of the threat:

If confronted by the perpetrator (distracted, harassing, or abusively angry person);

1. Do not argue with him/her.
2. Action in a courteous manner and try to calm the person down. There may be situations where you can use your customer service skills, best judgment, and experience to help resolve the situation.
3. Contact your supervisor and co-workers for assistance if possible.

If the situation escalates (threatened and in danger of imminent bodily harm or property damage), immediately:

1. **Call 911** immediately and stay on the line until the dispatcher hangs up. Do not hang up first. If you can't speak freely, just calling and leaving the receiver off the hook may allow a dispatcher to hear noises that will clarify the nature of the incident.
2. Remember to use your panic button if one is installed. If you don't have access to a panic button, you may be able to use the phone to alert co-workers.
3. Flee if you can. If you can't, try to find a hiding place.
4. Secure your area by locking all doors and accesses.
5. Cooperate fully with law enforcement on the scene. Provide additional information upon request.

If you witness an act of workplace violence that does not directly involve you, your actions will depend on your assessment of the situation and your judgment. In some cases, your involvement may help a co-worker; other times it may be better to simply slip quietly away and call 911.

As soon as you can do so, write down all the details of the incident, including who, what, where, when and how. Give this information to your supervisor.