
(facility name)

Emergency Procedure
WORKPLACE VIOLENCE OR THREAT OF VIOLENCE

The following procedure shall be utilized in the event of a Workplace Violence incident or threat of violence in _____ (facility name).

- A. All staff members are to be trained regarding _____ (facility name) Workplace Violence Policy and Prevention Program.
- B. It is the responsibility of all staff members to report any acts of violence to their immediate supervisor and/or Administrator/Designee immediately.
- C. "CODE GRAY" shall be announced overhead with the location of the incident. 911 should be called if there is screaming, fighting, weapons involved, or any threat of danger. IF IN DOUBT, CALL 911. The caller shall provide the 911 dispatcher with as much relevant information as possible.
- D. Administrator and Director of Nursing _____ (facility to fill in appropriate titles/positions) will be notified if not on the premises. The Recall Roster shall be activated if warranted.
- E. **Staff members in the area of the incident should immediately remove the residents and themselves to a safe refuge.**
- F. Facility management staff should report to the Incident Command Post for a briefing and instruction.
- G. Activate the Incident Command System (ICS) to manage the incident. The most qualified staff member (in regard to the Incident Command System) on duty at the time will assume the Incident Commander position.
- H. It is essential that all internal emergency operations are coordinated with the local authorities, if they are contacted.
- I. If there is arguing or loud talking without physical contact, ask person(s) to calm down to discuss what is bothering them. Ensure that there are at least two employees with this individual(s) at all times when attempting to resolve issue.
- J. If individual(s) are employees, determine whether disciplinary action needs to be enforced and depending on the severity of the incident, up to and including termination.
- K. If resolution occurs, have individual(s) escorted off facility property. Again, legal authorities may need to be involved.
- L. The situation shall only be deemed "under control" after the local authorities have concluded emergency operations and the Incident Commander has declared the situation "safe." At this point an "All Clear" can be announced.
- M. Account for all staff members and residents.
- N. Refer to Workplace Violence Policy and Prevention Program for further guidance.