**Workplace Violence Response Plan**

**Montana Specific Workplace Violence Resources and Information**

**1. Montana Federal, State and Regional Emergency Preparedness Resources and Links**

* [Healthcare - Workplace Violence | Occupational Safety and Health Administration (osha.gov)](https://www.osha.gov/healthcare/workplace-violence)- Hazard evaluation and solutions on workplace violence specifically in the health care setting. By assessing your worksites, employers in the healthcare industry can identify methods for reducing the likelihood of incidents occurring.
* [Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers (osha.gov)](https://www.osha.gov/sites/default/files/publications/osha3148.pdf)- This publication provides a general overview of worker rights under the Occupational Safety and Health Act (OSH Act). This publication does not alter or determine compliance responsibilities which are set forth in OSHA standards and the OSH Act. Moreover, because interpretations and enforcement policy may change over time, for additional guidance on OSHA compliance requirements the reader should consult current administrative interpretations and decisions by the Occupational Safety and Health Review Commission and the courts
* [Workplace Violence Prevention for Nurses | NIOSH | CDC](https://www.cdc.gov/niosh/topics/violence/training_nurses.html)- The CDC has created a free and interactive course is designed to help healthcare workers better understand the scope and nature of violence in the workplace. Upon successful completion of the course, healthcare professionals can earn continuing education units.
* [Montana Violence in the Workplace laws & HR compliance analysis (blr.com)](https://www.blr.com/HR-Employment/Health-Safety/Violence-in-the-Workplace-in-Montana#:~:text=Montana%20Violence%20in%20the%20Workplace%3A%20What%20you%20need,in%20the%20workplace%20or%20on%20privately%20held%20property.)- What you need to know about Montana’s laws that protect you and your site from workplace violence.
* [Workplace Violence Prevention (mt.gov)](https://rmtd.mt.gov/training/violence)- This unique 6-hour course uses safe, controlled role-paying scenarios of potential hostile situations where participant can actually "feel" the stress of a situations. Participants quickly recognize causes of these feelings and learn valuable but simple and safe strategies to defuse the situations and de-escalate any tension while continuing to professionally offer the services and respect expected of a state agency or university.
* [Course For Workplace Violence | Montana](https://courseforworkplaceviolence.com/states/MT)- Course For Workplace Violence provides access to the Workplace Violence Awareness And Prevention Class, which may be recommended or required for employees in the state of Montana.
* [Montana nurses on workplace violence: 'No one's going to know if we don't talk about it' | Local News | billingsgazette.com](https://billingsgazette.com/news/local/montana-nurses-on-workplace-violence-no-ones-going-to-know-if-we-dont-talk-about/article_d7ae2b19-50b7-575d-8335-975156ae9c09.html)- What is workplace violence? How employees in healthcare talk about it and prepare for it.
* [Montana's Campaign To Protect Nurses From Workplace Violence | Montana Public Radio (mtpr.org)](https://www.mtpr.org/montana-news/2016-06-17/montanas-campaign-to-protect-nurses-from-workplace-violence)- Montana’s 2016 campaign to help protect all workers in Montana Healthcare from Workplace Violence and the success they were able to achieve.

**2. Montana Local Emergency Preparedness Resources and Links: please add in local information specific to the county or counties where your Health Center (s) are located.-**

<Incorporate any local EP resources Here. >

<Incorporate any of your organization’s existing response plan information throughout this template.>

<FIND and REPLACE WORDS: Look for the words in GREY. Find and replace the following words in this Response Guide. >

Insert LOGO in the upper right corner of the header.

* <insert organization’s name> or <insert Organization’s name> = Your Organization’s Name
* Patient, patients, patient = Use the most appropriate words that describes the individuals that your organization services (i.e., patient, resident, participant, client, etc.)

Insert additional organizational information in all other areas marked in GREY. <Delete these instructions in RED>

## Background

The Workplace Violence Response Plan Annex supplements the EOP by providing considerations for a response to a workplace violence that has a significant effect on <insert Organization’s name>. This plan is primarily focused on response and short-term recovery operations.

## Definitions

* **Workplace Violence:** Violent actions or the threat of violent actions at a work area, including but not limited to harassment, intimidation, verbal abuse, and homicide.
* **Zero-Tolerance:** Without exception.

## Policy

This policy was established by <insert Organization’s name> applies equally to all employees, vendors, public visitors, clients during work.

According to the Occupational Safety and Health Administration (OSHA), while less than 20% of all injuries in the workplace happen to healthcare workers, 50% of all assaults in the workplace happen to healthcare workers. <insert Organization’s name> has developed this Response Plan to provide a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

### Prohibited Workplace Conduct

<insert Organization’s name> does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities against fellow employees, visitors, or patients. This list of behaviors provides examples of conduct that is prohibited:

* Causing physical injury.
* Threatening speech.
* Expressing hostile or aggressive behavior, resulting in the creation of a reasonable fear of injury to another person or subjects another individual to emotional distress.
* Intentionally damaging employer property or property of another employee.
* Possessing a weapon while on company property or while on company business.
* Committing acts motivated by, or related to, sexual harassment or domestic violence.

### Reporting Procedures

# All potential or actual dangerous situations must be immediately reported to a supervisor or <insert organization’s name> office of Human Resources (HR) <insert other department if not Human Resources. Delete these instructions in RED.> Employees can report these acts anonymously. HR will investigate all reported incidents. Any report or incident that requires confidentiality will be handled appropriately, with information being disclosed on a need-to-know basis only. Employees involved in a disturbance will be counseled. The investigation results will be discussed with the involved employees. This organization ill actively intervene at any indication of a possibly hostile or violent situation.

### Risk Reduction Measures

#### Hiring

# The <insert organization’s name> HR department will take all reasonable measures to conduct appropriate background investigations to review a candidates’ background, reducing the risk of hiring individuals with a history of violent behavior.

#### Individual Situations

# Although employees are not expected to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform their supervisor and/or the HR department if any employee exhibits potentially dangerous behavior. This may include:

# Discussing weapons or bringing them to the workplace

# Displaying overt signs of extreme stress, resentment, hostility, or anger

# Making threatening remarks

# Showing sudden or significant deterioration of performance

# Displaying irrational or inappropriate behavior

#### Dangerous/Emergency Situations

# In the interest of employee safety, those who may confront or encounter an armed or dangerous person should not attempt to challenge or disarm them. If a dangerous situation is encountered, employees should remain calm, make constant eye contact, and talk to the individual. If safe to do so, contact a supervisor for assistance, without endangering the safety of the employee or others. Otherwise, employees should cooperate and follow the instructions given.

#### Enforcement

# It is the policy of <insert Organization’s name> that no tolerance will be given for threats, threatening conduct, or any other acts of aggression or violence in the workplace. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Nonemployees engaged in violent acts on the employer’s premises will be reported to the proper authorities and fully prosecuted.

## Objectives

# Ensure the ongoing safety of all patients, staff, and visitors in their program sites at the time of an incident.

* For staff to always to notify supervisor of any threats

# To return to normal operations as quickly as possible

## Procedures

1. **General Guidelines**

* Staff shall receive training on this Plan
* Staff are required to follow this Workplace Violence Response Plan and any instructions given by law enforcement, first responders, or management staff
* Staff are required to follow any instructions given through primary or backup communications systems
* Staff are required to know the program site exit routes and assembly points.

1. **Preparedness**

* **Strategies for Reducing Risk:**
  + Have the capability to initiate emergency communications at any time, throughout the workday.
  + Be especially vigilant when the program site is overcrowded, patients have long wait times, and/or when understaffed.
  + Refrain from working alone in the program site.
  + Attend safety training programs offered by the program site or other credible organizations whenever possible.
* **Recognizing Signs of Potential Workplace Violence:**
  + Staff will alert Management staff and/or human resources if staff see, notice, or identify one of, a combination of, or all the following behaviors in fellow staff members:
    - * Increased severe mood swings or dramatic personality changes.
      * Sporadic behavior.
      * Signs & symptoms of depression.
      * Violent physical behaviors directed at self or others.
      * Violent speech directed at self or others.
      * Talk of specific methods of committing suicide.
      * Increased interest in talking about violence, weapons, and/or violent crimes.
      * Increased interest in acquiring weapons.
      * Increase in unexplained absences.
      * Increased use of illegal drugs and/or alcohol.
      * Inebriated during working hours.
      * Paranoia or delusion.
* **Management Staff Mitigation and Preparedness**
  + **Management Staff Shall:**
* Vocalize a zero-tolerance policy towards any form of workplace violence.
* Inform and advise staff of the possible impact of workplace violence, and what precautions may be necessary in order to ensure the safety of all persons related to the program site.
* Communicate with law enforcement, other first responders, and other public safety officials to determine best practices for mitigation and preparedness for workplace violence.
* Work to create strong relationships between police, fire, emergency medical services, and other public safety officials so that response to workplace violence is practiced and effective.
* Secure the workplace where appropriate to do so, including but not limited to, alarm systems, security personnel and/or security badges, video surveillance, and increased lighting.
* Emphasize the right of staff to refuse to provide any type of services in any areas of the workplace where they may feel unsafe or areas where it may appear hazardous.
* In the event of a shelter-in-place order, Management staff shall communicate to all staff, patients, and visitors at the program site to remain indoors until the all-clear notice is given.
* Clearly activate and execute the Safe Evacuation or Shelter-in-Place Police and Procedure.

1. **Response**

* **Procedures for Reporting Signs of Potential Workplace Violence:**
* Procedures for reporting signs of potential workplace violence may vary by organization, and by human, and environmental factors. The right person to report signs of potential workplace violence <Insert any existing policy and procedures for reporting Workplace violence here. Delete these instructions in RED.>
* Staff and Management staff will not tolerate any form of harassment.
* Staff and Management staff will remove themselves from unsafe situations, always have access to emergency communications, ensure that others are nearby, and report to Management and/or HR immediately.
* **General:** In the event of workplace violence:
  + Be aware of your surroundings.
  + Be aware of all exit points.
  + **De-escalation** when confronting violence in the workplace**:** 
    - * Communicate clearly and slowly.
      * Maintain eye contact.
      * Use the person’s name.
      * Clarify their questions or statements.
      * Be empathetic to their feelings and their situation.
      * Give the person options they can choose from.
      * Do not make false promises.
      * Do not make false claims.
      * Do not cut them off or try to talk over them.
      * Do not argue.
      * Do not ask them to “calm down.”
  + Listen to and comply with any directions given by Management staff or law enforcement.
  + If workplace violence evolves into an active shooter event, respond as practiced and directed by the **Active Shooter Response Plan located in Section 5: Incident Command System.**
  + If directed, follow evacuation procedures as determined necessary by law enforcement, first responders, or the Incident Commander.
  + If directed, follow shelter-in-place procedures as determined necessary by law enforcement, first responders, or Incident Commander.
* **Management Staff During a Workplace Violence Response:**
* Assist in deescalating the situation.
* Determine the severity of the workplace violence related threats, if safe to do so.
* **Call 9-1-1** if necessary and only when safe to do so.
* Determine the need to activate ICS, when safe to do so.
* Management staff will continue to communicate with first responders to determine the need to activate:
* Safe Evacuation Policy and Procedure per **Section 2: Policy and Procedures #1.**
* Shelter-in-Place Policy and Procedure per **Section 2: Policy and Procedures #2.**
  + Activate the Active Shooter Response Plan in the event the situation evolves into an Active Shooter Response located in **Section 5 : Incident Command System.**
* **Roles and Responsibilities**

The goal of the <insert Organization’s name> Workplace Violence Response Plan Annex is to support a work environment in which violent or potentially violent situations are effectively addressed with a focus on prevention by increasing employee understanding of the nature of workplace violence, how to respond to it, and how to prevent it. Success in the protection of our employees requires your personal attention and, as necessary, appropriate action.

**It is up to each employee to help make the workplace a safe environment for all of us**. The expectation is that each employee will treat all other employees, as well as customers or patients, with dignity and respect.

* **Employees are responsible for**:
  + - Their own behavior by interacting responsibility with fellow employees, supervisors, and patients.
    - Maintaining familiarity with organizational policy regarding workplace violence.
    - Promptly reporting actual and/or potential acts of violence to appropriate authorities.
    - Cooperating fully in investigations/assessments of allegations of workplace violence.
    - Maintaining familiarity with the services provided by an Employee Assistance Program.
    - Informing appropriate personnel about restraining or protective court orders related to domestic situations so that assistance can be offered at the work site.
* **Managers and Supervisors are responsible for**:
  + - Informing employees of the organization’s workplace violence policy and program.
    - Taking all reported incidents of workplace violence seriously.
    - Investigating all acts of violence, threat, and similar disruptive behavior in a timely fashion and taking the necessary action(s).
    - Providing feedback to employees regarding the outcome of their reports regarding violent or potentially violent incidents.
    - Requesting, where appropriate, assistance from functional area expert(s).
    - Remaining cognizant of situations that have the potential to produce violent behavior and promptly addressing them with all concerned parties.
    - Encouraging employees who show signs of stress or evidence of possible domestic violence to seek assistance, such as the Employee Assistance Program.
    - Assuring, where needed, that employees have time and opportunity to attend training, e.g., conflict resolution, stress management, etc.
* **Human Resources is responsible for**:
  + - Assisting in the assessment and investigation of allegations of workplace violence raised by employees, supervisors, and/or managers, as requested.
    - Providing technical expertise and consultation to help supervisors determine what course of administrative action is most appropriate in specific situations.
    - Providing advice and counsel regarding personnel rules and regulations.
    - Offering training courses to assist employees to deal with situations which may lead to potential violence, e.g., conflict resolution, stress management, negotiation skills, etc.

1. **Recovery**

* After a workplace violence event occurs, the CEO/Executive Director, Incident Commander, and/or Safety Officer in coordination with first responders, will account for all staff, patients, and families to determine injured, missing, etc.
* Management staff will encourage staff to write reports and log all workplace violence and workplace violence-related events.
* The CEO/Executive Director, Incident Commander, and/or Safety Officer in coordination with first responders, will assess the extent of the staff’s physical injuries. The closing of an entire building or portions of the building will be determined by the CEO/Executive Director or designate.
* The CEO/Executive Director, Incident Commander, and/or Safety Officer in coordination with first responders, will implement plans for psychological first aid for staff, to help facilitate staff recovery to the possibly traumatic workplace violence event.
* The CEO/Executive Director, Incident Commander, and/or Safety Officer will implement plans for continued psychological assessments, group therapy sessions, and extended care for staff, in order to help facilitate long-term staff recovery to the possibly traumatic workplace violence event.
* The CEO/Executive Director or Incident Commander will assess each of <insert Organization’s name> site’s ability to continue and maintain operations. This will be accomplished with the aid of the fire department and/or trained building inspectors as death or severe injury can occur when untrained employees re-enter a damaged or contaminated program site. The closing of an entire building or portions of the building will be determined by the CEO/Executive Director or designate.