

SAFE SPRVSOR April 2016 policies and practices

*Editor's note: Share this emergency response checklist from USGS Human Capital Services and Support with your workers to help them reduce the likelihood of becoming victims of violence while on the job.*

## **An Emergency Response Checklist for Coping With Threats and Violence**

### **For an angry or hostile encounter**

- Stay calm by taking deep, slow breaths
- Listen attentively
- Maintain eye contact
- Be courteous and patient
- Keep the situation in your control
- Maintain a calm, quiet tone of voice
- Attempt to avoid arguing or making statements that might intensify the individual's angry/hostile demeanor

### **For a person shouting, swearing, and threatening**

- Signal a co-worker or supervisor that you need help
- Have someone call security personnel
- Do not make any calls yourself
- Avoid statements and/or behaviors that could escalate the individual's threatening statements/behavior

### **For someone with a weapon**

- Stay calm and maintain eye contact
- Stall for time
- Keep talking but follow the instructions of the person with the weapon
- Don't risk harm to yourself and others
- Don't ever try to be a hero. Never try to grab a weapon
- Watch for a safe chance to escape, then contact security personnel or local police if they have not already been contacted

### **Telephoned suicide or bomb threats**

- Stay calm. Keep talking
- Do not hang up
- Signal a co-worker or supervisor to contact security personnel
- Ask the caller to repeat the message, then write it down

- For a bomb threat, ask where it is and when it will go off; repeat these questions if necessary
- Listen for background noises; write down what you hear
- Write down whether it is a man or a woman; the pitch or tone of voice; the person's accent or anything else you notice
- Try to get the caller's name, location, and phone number

## EMERGENCY PHONE NUMBERS

Security Office: \_\_\_\_\_

Health Unit: \_\_\_\_\_

Police: \_\_\_\_\_

Ambulance: \_\_\_\_\_

Personnel: \_\_\_\_\_

EAP: \_\_\_\_\_

Federal Protective Service: \_\_\_\_\_

Related content:

Show your workers this [safety talk](#) to give them some tools to resolve conflicts before they escalate.

[This article](#) provides some prevention tips that can help your workers avoid violent confrontations, both at work and when off the job.

[This infographic](#) provides some interesting statistics on workplace violence and the need for employers to have violence prevention programs in place. Share it with your workers.

[This article](#) lays out a 12-step gameplan for addressing workplace violence and meeting OSHA requirements.