# Crisis Management and Potential Violence

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Crisis – A time when a difficult or important decision must be made.

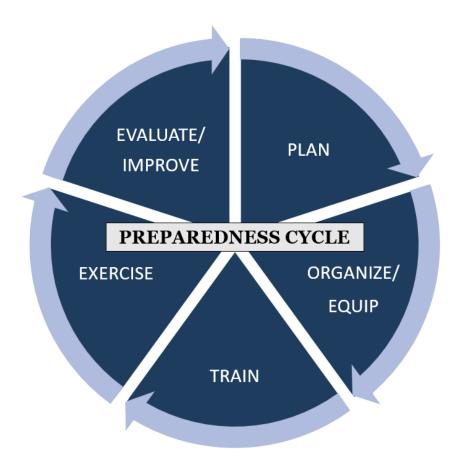
- Unexpected and critical event or situation that threatens the normal operations, reputation, or stability of an organization.
- Requires immediate action and has the potential to cause significant harm if not managed effectively.
- Unpredictable and challenging to anticipate.



What Are They?

What Do We Do?

- Risk Assessment
- Workplace Safety
- Develop Plans
- Training & Drills





### **Types of Crisis:**

- Natural Disasters
- Cybersecurity Breaches
- Public Relations Crises
- Financial Crises
- Operational Crises

### Workplace Crisis Triggers:

- Natural Events
- Technology Failures
- Human Errors
- External Threats
- Health & Safety Risks
- Reputational Issues

## Tools and Resources

### Orientation/ Onboarding

- Online Training
- Orientation Checklist
- Drills
- Department/Job Specific
- Personal Protective Equipment (PPE)

#### Emergency Situation Quick Reference Guide

- "Flip Charts"
- Quick Reference Resource
- Provides general guidance for immediate response actions.

### Job Hazard Analysis (JHA)

- Sequence of Job Steps/Tasks
- Identify Potential Hazards
- Identify PPE Needed
- Recommended Action/Procedure

### Emergency Operations Plan (EOP)

Plan for how the organization will function during the mitigation, preparedness, response and recovery phases of a given emergency, or the emergency response to an event/incident.

### Plans/ Programs

- Hazard
  Communication
- Respiratory Protection
- Bloodborne Pathogens
- Fall Protection
- Lockout/Tagout
- Confined Space
- Power Industrial Trucks

## Continuity of Operations Plan (COOP)

Procedures that define how the organization will continue to operate within the emergency and/or recover with minimum essential functions in the event of a disaster.

## Orientation and Onboarding

### **Training**

- New Hire
- Annual

### **Orientation Checklist**

- Department Specific
- Job Specific



## Emergency Situation Quick Reference Guide "Flip Charts"



- Active Intruder/WorkplaceViolence
- Bomb Threat
- Break-In/Vandelism
- Earthquake
- Emergency Building Closure •
- Emergency Lockdown
- Evacuation Plan

- Exposure Control/BBP
- Fire/Explosion
- Hazardous
  Materials/Environmental
- Medical Emergency
  - Gas Leak
- Violent/Out-of-Control Person

A violent act (or acts) including physical assaults and threats of assaults directed towards a person/persons at work or while on duty

Men and women working in government have greater number and higher rate of assaults than private sector employees

TYPES OF WORKPLACE VIOLENCE

Physical

Verbal

**Psychological** 



### **Stranger Violence**

No business relationship with the workplace

### **Client/Customer Violence**

Recipient of, or providing a service to the workplace





### **Employee Violence**

Related to the workplace (may also be exemployee or associate of an employee)

### **Domestic Violence**

Related to employee (family member, spouse, or partner, significant other)



CAUSE

EFFECT

### **Direct Effects:**

- Physical Injuries
- Physical Disability
- Phychological Trauma
- Death

## **Indirect Effects:**

- Low Morale
- Increase Job Stress
- Turnover
- Reduce Trust
- Hostile Work Environment

### **Common Risk Factors:**

- Stress
- Conflicts
- Substance Abuse

## Warning Signs:

- Aggressive Behavior
- Verbal Threats
- Obsession with Weapons
- History of Violence
- Isolation or Withdrawal





### Prevention:

- Create a Positive Work Environment
- Implement Policies & Procedures
- Employee Participation in Mitigation
- Risk Assessment/Security Audit
- Employee & Supervisor Training
  - Awareness
  - De-escalation
  - Conflict Resolution
  - Roles & Responsibilities
- Accurate and Timely Notification
- Support & Resources



