Awareness

Violence in the workplace can include

- Verbal abuse (including offensive language)
- Threats (direct or indirect)
- Physical assault, on oneself or to others
- Shaking fists, kicking, pounding on desks, walls, etc.
- Throwing or striking objects
- Damaging or destroying property (sabotage, computer viruses)
- Harassing or stalking
- Concealing or using a weapon.

Violence against employees occurs in a variety of circumstances including: in conjunction with robberies and other crimes; by frustrated or dissatisfied clients, patients, students or customers; by disgruntled or former co-workers; or when domestic violence spills over into the workplace.

> Call CIVIL (2-4845)
> To learn the warning signs

Prevention

How to help prevent violence at work

- Create a CIVIL work environment based on respect and dignity for everyone.
- Learn how to effectively identify and handle stress and conflicts. Many problems can be diffused before violent behaviors develop.
- Avoid saying or doing things in anger.
- Follow security procedures. Safeguard identification badges; take building access control seriously.
- Promptly report malfunctioning doors, locks, or any suspicious incidents.
- Take all threats seriously: be safe, not sorry!
- Report threatening behavior to supervisors.
- Notify your supervisor about any domestic violence concerns that could affect the workplace.

> Call CIVIL (2-4845)
> To help prevent violence

Response

If, despite prevention efforts, violence strikes

- Take immediate action to protect yourself.
- Don't take chances or try to be a hero.
- Notify the police (911).
- Notify a supervisor.
- Provide a description of the violent or threatening individual, the exact location, and as many details as possible.
- Be compassionate to those who have been victims.
- Seek assistance after a violent incident to help deal with your feelings. Talk with others about what happened.

NIH is committed to providing a work environment for all that is free from violence, threats of violence, harassment, intimidation, or other disruptive behavior. Ruth Kirschstein, M.D., Acting Director, NIH

> Call CIVIL (2-4845)
> If affected by threats or violence

Resources

Violence prevention and response resources
- **_CIVIL_**
  _(301) 402-4845_
  http://civil.nih.gov/
  A team of experts which helps prevent workplace violence through policy development, education, assessment and response to violent or potentially violent incidents when they occur

- **_Police Branch, Division of Public Safety_**
  911 for emergencies
  non-emergencies: (301) 496-5685
  www.nih.gov/od/ors/dps/

- **_National Domestic Violence Hotline_**
  (800) 799-SAFE
  TDD (800) 787-8224
  Victim assistance and referral service

Additional NIH related resources
- **_Employee Assistance Program_**
  (301) 496-3164
  www.nih.gov/od/ors/ds/eap/
  Confidential consultation services to help address difficult situations that may affect an employee

- **_Center for Cooperative Resolution_**
  (301) 594-7231
  www4.od.nih.gov/ccr/
  Confidential and informal assistance in resolving work-related conflicts or concerns

- **_Work and Family Life Center_**
  (301) 435-1619

http://wflc.od.nih.gov/
Guidance and advice on balancing work and family, and career development needs

- **_Occupational Medical Service_**
  (301) 496-4411
  www.nih.gov/od/ors/ds/oms/
  Medical services for occupational injuries, illnesses, and health promotion

- **_Center for Alternative Dispute Resolution,_** ORS
  (301) 435-2329
  www.nih.gov/od/ors/orsinfor.htm
  Assistance for ORS staff in managing conflict in a constructive and equitable manner

- **_Human Resource Development Division_** (301) 496-6211
  http://trainingcenter.od.nih.gov/
  Training in conflict management, communication skills and courses related to violence prevention

- In addition, consider internal resources including your administrative, supervisory, and managerial staff, Human Resources professionals, and unions.

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