

## RESOURCES

### *Violence prevention and response resources*

#### **CIVIL**

(301) 402-4845

<http://hr.od.nih.gov/hrguidance/civil>

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

<http://www.ors.od.nih.gov/ser/dp>

#### **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

<http://www.ors.od.nih.gov/sr/dohs/EAP>

Confidential consultation services to help address difficult situations that may affect an employee

#### **Center for Cooperative Resolution**

(301) 594-7231

<http://ombudsman.nih.gov/>

Confidential and informal assistance in resolving work-related conflicts or concerns

#### **Occupational Medical Service**

(301) 496-4411

<http://www.ors.od.nih.gov/sr/dohs/OccupationalMedical>

Medical services for occupational injuries, illnesses, and health promotion

#### **Human Resource Development Division**

(301) 496-6211

<http://trainingcenter.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.*



OFFICE of HUMAN RESOURCES



NIH's program to promote civil behavior in the workplace and prevent workplace violence.



## 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 coworkers; or when domestic violence spills over into the workplace.

**Call CIVIL (301) 402-4845**  
**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 (301) 402-4845**  
**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.

**Call CIVIL (301) 402-4845**  
**If affected by threats or violence**