

WORKPLACE VIOLENCE MANAGEMENT TEAM

- ❖ EDUCATION
- ❖ PREVENTION
- ❖ CONSULTATION
- ❖ CRISIS RESPONSE

IF AN INCIDENT OCCURS

Try to stay calm

- Stay away from the individual
- Try not to anger the individual
- Leave if possible

Ask for help

- Ask the person to leave
- Call 911
- Get someone else to call 911
- Contact supervisor
- Contact appropriate resources

IN AN EMERGENCY CALL 911

RESOURCES

Faculty & Staff Assistance Program 5-0350 Or Human Resources 5-0380	1. Risk assessment consultation 2. Assistance with the aftermath of a violent situation 3. Information on coping with threats of violence in the workplace
University Police 5-2121	Information on personal safety or office safety assessment
Everywoman's Center Counselor Advocate Program Crisis Hotline 5-0800	Information on coping with domestic violence and sexual assault
Workplace Learning and Development 5-1787	Information on employee training

For more information, see the website:
www.umass.edu/humres

MISSION

The role of the Workplace Violence Management Team is to support the University's Commitment to workplace violence prevention, management, crisis intervention, debriefing, and recovery. To effectively accomplish its mission, the team is divided into three work groups: Education, Risk Assessment, and Crisis Management.

Education: Contact Workplace Learning & Development at 5-1787.

- Provides training and education
- Provides related training in areas such as stress and conflict management

RISK ASSESSMENT: Contact Human Resources at 5-0380 or the Faculty and Staff Assistance Program at 5-0350.

- Consults in situations of potential workplace violence to assess the level of risk
- Makes recommendations for action
- Assists supervisors in determining the best response
- Coordinates resources for response
- Provides debriefing sessions for those affected

CRISIS MANAGEMENT: Contact Chief of Police at 5-2125. In a crisis, call 911.

- Coordinates resources when a crisis occurs
- Arranges follow-up to monitor campus climate

AWARENESS AND PREVENTION

An organization's most important lines of defense against workplace violence are to combine preventive human resources practices with close attention to the warning signs of violent behavior. All faculty and staff share in the responsibility for dealing with issues of workplace violence. Learning the warning signs, available resources, and what to do is the best way for individual faculty and staff to help.

WARNING SIGNS

Persons experiencing a build-up of like and workplace stressors may be at increased risk for acts of aggression or violence.

Examples of potential employee behavioral warning signs:

- Uncharacteristic behavior that might signal emotional distress
- Various forms of intimidation directed toward others
- Evidence of alcohol or drug abuse
- Extreme changes in behavior and/or beliefs
- An obsession with weapons
- Excessive interest in recent acts of workplace violence

There is also evidence that specific workplace characteristics and/or actions may increase risk of violence.

Examples of workplace characteristics that increase risk of violence:

- Authoritarian management
- Climate of humiliation
- Favoritism

Examples of workplace actions that may increase risk of violence:

- Increased work demands
- Downsizing or growth
- Strikes or protracted labor disputes
- Discipline or individual termination
- Relocation/reassignment

WHAT TO DO

If an incident is happening, call 911 immediately.

If you have a concern or an incident has occurred, talk to your supervisor and/ or contact Human Resources (HR), the Faculty and Staff Assistance Program (FSAP), or University Police.

Supervisors have some specific responsibilities that include:

- Report threats or acts of violence on campus to a supervisor, department head or Public Safety
- Be aware of the resources available for prevention and intervention
- Create a healthy work environment
- Contact the Risk Assessment Team for consultation as needed
- Listen to concerns of workers regarding threats or possible violence