

## WORKPLACE VIOLENCE PROTOCOL

- I. Any staff member involved in an exchange with a patient or other visitor, which he/she perceives to be escalating will:
  - a. Ask the visitor to remain calm. If the discussion continues to escalate he/she will notify the supervisor/practitioner.
  - b. Ensure the safety of staff, patients and visitors.
  - c. If alone in the office, ask the visitor to leave.
  - d. If the situation continues to escalate, the visitor does not leave, or at any time the staff member feels threatened, **dial 911** to summon police.
- II. Any staff member who witnesses violence in the office will:
  - a. Immediately dial 911.
  - b. Notify the supervisor/practitioner.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_