**Definition: According to NIOSH (National Institute for Occupational Safety & Health) it is “Violent acts (including physical assaults and threats of assaults) directed toward persons at work, ranging from offensive or threatening language to homicide.” It can involve a co-worker, a patient, a visitor or any individual in the workplace.**

**Actions you can take to de-escalate the situation, remove yourself from the situation and call for help or have someone else call for help:**

* ***Maintain a safe distance.***
* ***Maintain a physical barrier between you and the other person such as a desk or counter (if possible).***
* ***Determine an escape route.***
* ***Remain calm and polite.***
* ***Establish eye contact but don’t stare.***
* ***Speak in a firm but gentle tone.***
* ***Set limits such as asking the other person not to shout.***
* ***Do Not say “calm down”. It can have the opposite effect.***
* ***Express concern and ask questions in a respectful manner. Do Not ask “why” questions.***
* ***DO NOT touch the other person***
* ***Get Help: Page overhead for Hospital Police STAT to your area; Call 41945 to request Hospital Police STAT to assist; Press the nearest Panic Button to signal need of Emergent Assistance.*** 
  + ***Location of ED Panic Buttons:***
    - **(4) External Triage, (1) Internal Triage, (3) Fast Track, (2) Cardiac Trauma, (3) A Area, (3) B area, (1) Conference room**

**What to do after the event is resolved:**

* **Report all incidents of violence to supervisor or AOD.**
* **Get medical care if needed.**
* **Notify Hospital Police.**
* **Complete an HHC WPV Form.**
* **Complete an Occurrence Report (HHC2346) and submit it to Risk Management (completed by Employee or designee)**
  + **Occurrence Report forms are available on units. HHC WPV Form may be obtained from Hospital Police or on PeopleSoft online.**
  + **Supervisor’s Report of Occupational Accident/Injury (form 1615) – completed by Supervisor.**

**How to Fill out WPV Form:**

* + **Online.** 
    - **Log onto the computer using your Novell username and password**
    - **Go to PeopleSoft HR on Intranet Elmhurst Homepage**
    - **Go to the *Diamond Symbol* in the upper right corner (Nav Bar)**
    - **Go to *Navigator***
    - **Go to *Self Service***
    - **Go to *Wellness and Safety***
    - **Go to *Workplace Violence Inc Rpt Form***
    - **Click *Add New Value***
    - **Click *Add***
    - **Fill in new report**
    - ***Submit* OR *Save***
    - **If *SAVE*: write down the *Workplace Violence Inc #* (top right)**
    - **Completing the form at a later date: Repeat steps 1-7; *Click Find an Existing Value*; enter the *Incident Number*; *Search*; complete form; *Submit*.**
  + **OR Verbally report WPV** 
    - **Monday – Friday during business hours call ext 42151 or 42097   
      Off hours call 41945**

**Additional Info**

* + **Expect the events reported on the form to be addressed within 24 hours**
  + **Note the Workplace Violence Committee meets quarterly to review all WPV forms and form an action plan based on patterns of events.**
  + **For the physical injury to rise to the level of assault (criminal), there must be documentable marks or pain that was caused by the encounter. It is best to have medical documentation of such marks/ pain.**
  + **If a healthcare provider is the victim of a violation, the violation can be increased to the next higher charge per NYS law**
  + **If the complainant wishes to press charges, and the injury rises to the level of assault, ex: there is visible evidence of harm (and ideally medical documentation of such), the perpetrator is taken by HP to the police precinct then to central booking.**
  + **If the complainant does not wish to press charges or the injury does not rise to the level of assault, other methods of recourse are:**
    - **The assailant is removed from the area.**
    - **The assailant is placed on a 1:1 or 2:1 hold.**
    - **The assailant is legally discharged from the emergency department.**
    - **The assailant is escorted off the premises.**
    - **The assailant is deemed by medical staff to be an emotionally disturbed person (EDP) requiring a medical workup and management and/or evaluation in the emergency department.**