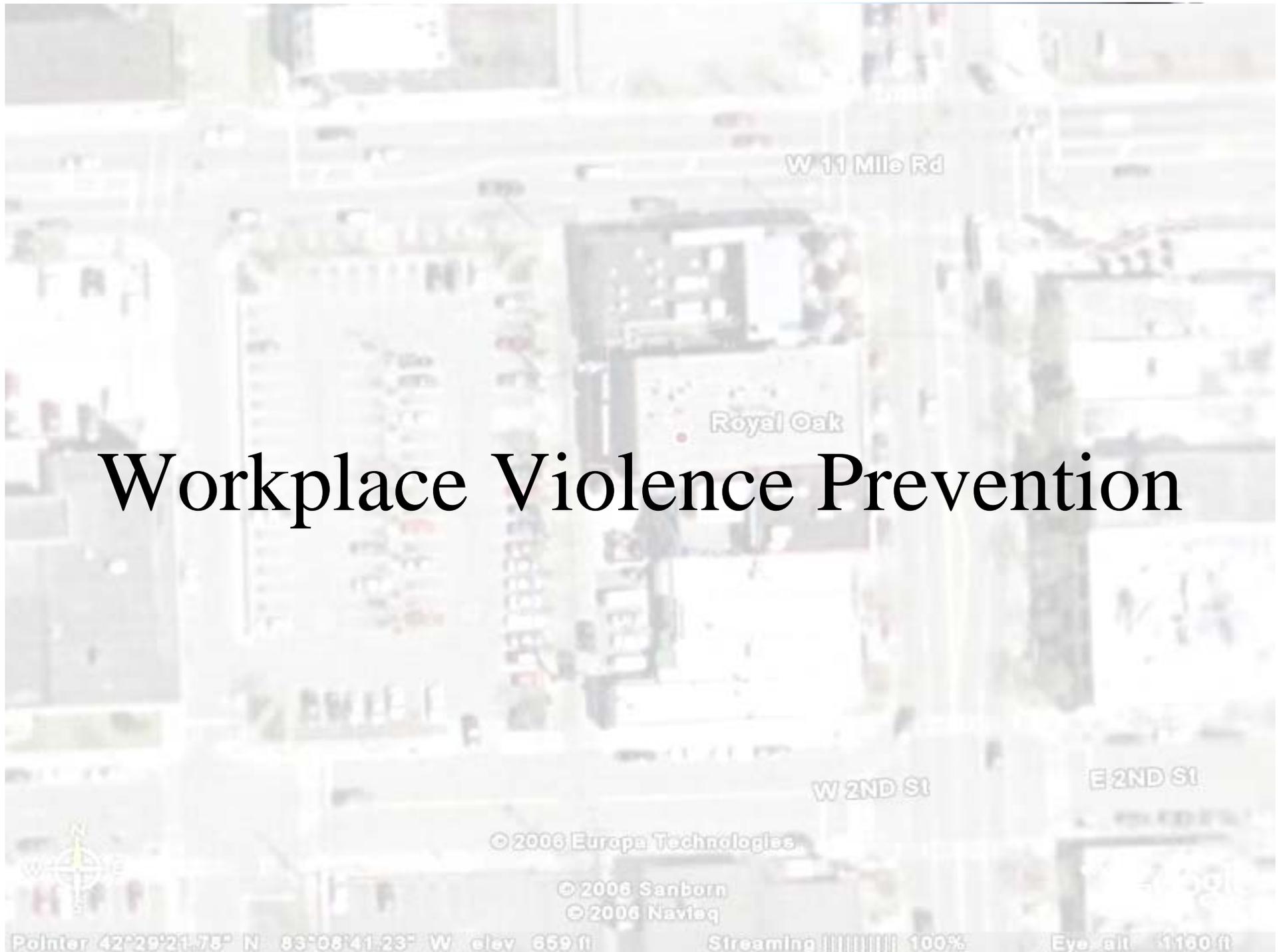


Workplace Violence Prevention



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Pointer 42°29'21.75" N 83°08'41.23" W elev 659 ft

Streaming 100%

Eye alt 1100 ft

Royal Oak Post Office Shooting

- **November 14, 1991**
- **5 Dead (Including the suspect Tom McIlvaine)**
- **5 Injured**
- **Fired for bad conduct**
- **Had lost arbitration days before shooting**
- **Had threatened managers**
- **Threats were reported to Postal Inspectors but never to Law Enforcement**

What can you do?

- **Workplace Violence Program**
 - Do you have a program or plan?
 - Do you **TEST** or **EXERCISE** it?
 - Do your employee's know when to **call the police** or **notify a supervisor**?
 - **After an incident occurs:**
 - **"I KNEW HE WAS GOING TO DO IT"**
 - **"DO YOU REMEMBER WHEN SHE SAID THIS"**

WHEN TO NOTIFY LAW ENFORCEMENT

- **ANYTIME** there is:
 - Verbal Abuse/Threats
 - Threatening Behavior
 - Physical Assault
- Abuse is intended to hurt the feelings or humiliate someone
- Threats make the victim fear for their safety.
- By Strangers, Customers, Co-Workers, or people we have Personal Relationships with



WHEN TO NOTIFY LAW ENFORCEMENT

- **Water Cooler Chats:**
 - **Fellow Employee makes statements of:**
 - **Harassing Phone Calls at Work?**
 - **Relationship Problems?**
 - **Violence Acts Outside of Workplace?**
 - **Veiled Threats in the Form of Humor?**
- As an employer, it is always better to be proactive in addressing emerging hazards, rather than take a “wait and see” attitude.

HOW DO I CALL THE POLICE?

- **Emergency:**
 - Office phones: 9-1-1 or is it 9-9-1-1
 - Cell Phones: Where does this call go
 - **DO NOT CALL HOME OR FRIEND FIRST**
- **Non-Emergency**
 - Know your Law Enforcement Agencies **NON-EMERGENCY PHONE NUMBER**
 - Troy Police Department Non-Emergency number is:



248-524-3477



Police Dispatchers

- **What is the Problem or Emergency?**
- **Who is involved are there injuries?**
- **What is your location?**
 - **9-1-1 may not give exact location only building address**
 - **9-1-1 cell phone calls will not give location of call**
- **When did this occur or is it still occurring?**
- **Weapons, Suspects, location of suspects, clothing of suspects**
- **Do you know the type of vehicle they drive**
- **What is the callers name and phone number**

Upon Arrival

- **If possible, have a business representative meet L.E.**
- **Depending on magnitude of incident, Police and Fire may institute the Incident Command System (ICS)**
- **Be familiar with ICS**
 - **NIMS IS100, IS200-FEMA's Emergency Management Institute**



After An **Incidence of Violence**

- **Provide for immediate medical and psychological needs.**
- **Notify police and support investigation.**
- **Account for all workers and assure continued safety of those remaining in area.**



Critical Incident Stress Debriefing

- **Oakland County Crisis Response Organization (OCCRO)**

- **To request a response team, contact OCCRO through the Common Ground Sanctuary at 1-800-231-1127.**

An on-call coordinator is available 24 hours a day, 7 days a week. To request a presentation, call during normal business hours (9:00 a.m. to 5:00 p.m.), Monday through Friday.

- **Members of the OCCRO are volunteers interested in helping people deal with the after-effects of a traumatic event. Therefore, debriefings are conducted free of charge.**
- **http://www.oakgov.com/erp/program_service/occro_about.html**

Internet Resources

- www.osha.gov
- www.bls.gov
- www.iacp.org
- www.cdc.gov/niosh
- www.opm.gov
- www.ncjrs.org
- “workplace violence” on any search engine