

Valley Medical Group, P.C.

Title: Active Threat

Purpose: Valley Medical Group wants to provide guidance for employees or others at risk of harm due to violence in the workplace so that they fully understand how to obtain assistance and properly report actual and/or potential high-risk situations.

Scope: This policy applies to all employees, physicians, and practitioners employed by Valley Medical Group.

Policy: It is the policy of VMG and the responsibility of its managers and all of its employees to maintain a workplace free from threats and acts of violence. VMG will work to provide a safe workplace for employees and for visitors to the workplace. Each employee, and everyone with whom we come into contact in our work, deserves to be treated with courtesy and respect.

If any person (patient, employee, etc.) in the workplace is involved in a dangerous potential high-risk situation, the police should be notified immediately by dialing 911 and overhead page **CODE WHITE**.

NO EMPLOYEE IS EXPECTED TO HANDLE A SITUATION THAT THEY FEEL IS DANGEROUS.

Valley Medical Group has zero tolerance of violence in the workplace.

Active Threat:

The list of behaviors, while not exhaustive, provides examples of conduct that is not permitted and creates potential high-risk situations:

- Causing physical injury to another person
- Using or making threats with a weapon while on VMG property which includes; firearms, knives, bomb threats and any other object that could be used as a weapon.
 - See addendum for phone threats

Procedure:

1. Identify Active Threat.
2. Call 911
 - Provide specific details about the situation
 - Advise who will meet law enforcement
 - Advise which entrance they should use
3. If able and safe to do so, use the overhead paging system, announce **CODE WHITE** and the location.
 - Repeat 2 times.

4. Evacuate the area or building, per your Center's evacuation plan, or find a safe place to hide. Instruct patients to evacuate or hide.
5. If the individual(s) involved should leave the premises, or the situation, obtain as much information as possible prior to the arrival of authorities (i.e. names of witnesses, license plate numbers, make of car, etc.).
6. Document all details of any actual workplace violence by completing an incident report and email it to the Health Center Manager and qualityreporting@vmgma.com.
7. If applicable, the Quality Manager will initiate the patient termination process, as outlined in the Termination of Practitioner/Patient Relationship policy and procedure.
8. The Health Center Manager will consult with the Quality Manager to determine if a no trespass order is necessary.
9. A debriefing shall occur within one week, to assist all involved to review the situation and discuss what worked well, opportunities for improvement, and other strategies that might have been used. It is also an opportunity for staff to ask questions and validate emotional reactions to unusual or unsafe behaviors.
10. Additional emotional support and assistance will be offered to any employee affected by the incident through our Employee Assistance Program (EAP).

Author: Rachel Bergstrom, RN and Amy Rice, RN, BSN, MSHA

Approved by: Safety Committee

Approved on: 2/20/20

Effective Date: 3/2/20

Addendum to Active Threat Policy

Phone Threat

1. Threats by phone could include firearms, knives, bomb threats and any other object that could be used as a weapon. Prolong the conversation as long as possible, to gather information regarding the threat, for example the location of the bomb (building, floor, department/area) and when the bomb will explode.
2. Be alert for distinguishing background noises, such as aircraft, traffic, music, voices, church bells, etc.
3. Note whether caller is adult or child, whether male or female.
4. Note any distinguishing characteristics of the caller's voice, i.e., slow or rapid speech, an accent, excited, disguised, etc.
5. Note if the caller indicated knowledge of the Center by his/her description of location or name or terms used by personnel.
6. Do not discuss the threat with any other Center personnel because this information may cause undue alarm and needless excitement to employees and/or patients.
7. Other physical security threats that are occurring in the building should be handled as outlined in the Active Threat Policy.
8. After talking to the caller, immediately notify the Health Center Manager or assigned staff in their absence with all the pertinent information.
9. The Health Center Manager or assigned staff will immediately notify 911.
10. The Health Center Manager or assigned staff will activate the fire alarm system by pulling down on the nearest fire alarm box to evacuate the building.
11. After 911 has been called, use the overhead paging system and announce **CODE WHITE**. Repeat two times.

Unattended /Suspicious Packages/Items

1. In the event of an identification of an unattended/suspicious package or item, the person identifying the item should immediately contact the Health Center Manager or assigned staff.
2. Once the Health Center Manager or assigned staff arrives and assesses the situation, the Health Center Manager or assigned staff will immediately notify 911, if warranted.
3. The Health Center Manager or assigned staff will also activate the fire alarm system by pulling down on the nearest fire alarm box to evacuate the building.
4. After 911 has been called, use the overhead paging system and announce **CODE WHITE**. Repeat two times.