



Crisis Management and Potential Violence

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Crisis Management

Crisis – A time when a difficult or important decision must be made.

- Unexpected and critical event or situation that threatens the normal operations, reputation, or stability of an organization.
- Requires immediate action and has the potential to cause significant harm if not managed effectively.
- Unpredictable and challenging to anticipate.



**What Are
They?**

**What Do
We Do?**

Crisis Management

- Risk Assessment
- Workplace Safety
- Develop Plans
- Training & Drills



Crisis Management



Types of Crisis:

- Natural Disasters
- Cybersecurity Breaches
- Public Relations Crises
- Financial Crises
- Operational Crises

•Workplace Crisis Triggers:

- Natural Events
- Technology Failures
- Human Errors
- External Threats
- Health & Safety Risks
- Reputational Issues

Crisis Management

Tools and Resources

Orientation/ Onboarding

- Online Training
- Orientation Checklist
- Drills
- Department/Job Specific
- Personal Protective Equipment (PPE)

Emergency Situation Quick Reference Guide

- "Flip Charts"
- Quick Reference Resource
- Provides general guidance for immediate response actions.

Job Hazard Analysis (JHA)

- Sequence of Job Steps/Tasks
- Identify Potential Hazards
- Identify PPE Needed
- Recommended Action/Procedure

Emergency Operations Plan (EOP)

Plan for how the organization will function during the mitigation, preparedness, response and recovery phases of a given emergency, or the emergency response to an event/incident.

Plans/ Programs

- Hazard Communication
- Respiratory Protection
- Bloodborne Pathogens
- Fall Protection
- Lockout/Tagout
- Confined Space
- Power Industrial Trucks

Continuity of Operations Plan (COOP)

Procedures that define how the organization will continue to operate within the emergency and/or recover with minimum essential functions in the event of a disaster.

Crisis Management

Emergency Situation Quick Reference Guide

“Flip Charts”



- **Active Intruder/Workplace Violence**
- **Bomb Threat**
- **Break-In/Vandalism**
- **Earthquake**
- **Emergency Building Closure**
- **Emergency Lockdown**
- **Evacuation Plan**
- **Exposure Control/BBP**
- **Fire/Explosion**
- **Hazardous Materials/Environmental**
- **Medical Emergency**
- **Gas Leak**
- **Violent/Out-of-Control Person**

Potential Violence

A violent act (or acts) including physical assaults and threats of assaults directed towards a person/persons at work or while on duty



Potential Violence



Physical

Verbal

Psychological

Potential Violence



Stranger Violence

No business relationship with the workplace

Client/Customer Violence

Recipient of, or providing a service to the workplace



Employee Violence

Related to the workplace (may also be ex-employee or associate of an employee)



Domestic Violence

Related to employee (family member, spouse, or partner, significant other)



Potential Violence

Direct Effects:

- Physical Injuries
- Physical Disability
- Psychological Trauma
- Death

Indirect Effects:

- Low Morale
- Increase Job Stress
- Turnover
- Reduce Trust
- Hostile Work Environment



Potential Violence



Prevention:

- Create a Positive Work Environment
- Implement Policies & Procedures
- Employee Participation in Mitigation
- Risk Assessment/Security Audit
- Employee & Supervisor Training
 - Awareness
 - De-escalation
 - Conflict Resolution
 - Roles & Responsibilities
- Accurate and Timely Notification
- Support & Resources

QUESTIONS



Thank You!