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## Section II. Forms

Workplace Violence Incident Report	
Assault Experiences	
Workplace Violence Checklist	
Workplace Security Analysis Form	
Annual Agency Workplace Violence Evaluation	
Field Staff Winter Storm Supplies for the Car	
Field Staff Safety Checklist	

## Section III. Handouts

## Section IV. NIOSH

## Section V. OSHA Guidelines

# Course Outline

1. Review of Workplace Violence Prevention Policies
  - Record keeping
  - Risk factors
  - Value clarification
  - Identification badges
  - Worksite analysis
  - Use of security personnel
  
2. Personal Safety
  - State Police presentation
  - Review of statistics (Provided in Manual)
  
3. Issues Particular to the agency's service area
  - Brainstorming session with employees to identify and rank such issues
  
4. Review of Emergency Disaster Plan
  - Role playing
  
5. Communication (outside speaker)
  - Recognizing signs of assaultive behavior
  - Methods of communication to diffuse situations (body language, etc.)
  
6. Recordkeeping and reporting of incidents
  - Reporting and documentation of incidents
  - Medical and psychological follow-up
  - retention of information

Agencies may give their staff members copies of this handbook.

## Bomb Threat Procedures

Any person receiving a call pertaining to a bomb threat should:

1. **Remain calm** .You cannot accurately interpret and convey the message if you are excited and overreacting.
2. Try to **keep the caller on the line** as long as you can, try to obtain information of the following nature: (write it down)
  - a. Location of the bomb?
  - b. When will-it go off?
  - c. What kind of bomb?
  - d. Where is he or she calling from?
  - e. Why are they doing this?

Record information of the following nature:

- a. Was the caller sincere?
- b. Was he or she familiar with the building?
- c. Was the caller male or female?
- d. Were there any distinguishing characteristics in the caller's voice?
- e. Did the caller have an accent?