

Post-Significant Workplace Violence Event Checklist

Action	Responsible Party (may delegate actions)	Assigned to:	Comments
1. Engage/Inform AOC & consider Incident Command	First on Scene/Administrator on Call		
2. Ensure staff appropriately advised of security situation (lockdown, avoid certain areas, keep phone lines clear)	Security/Administrator on Call		Communication for staff “in the moment” and may need to consider additional communication later for updates and/or shift changes. Consider type of communication for effectiveness- text, auto phone call, email, etc.
3. Engage Employee Assistance Program	Human Resources		
4. Engage Chaplains to assist staff and patients	Administrator on Call/House Supervisor		
5. Interview Involved Staff	Risk Management		Request to attend interviews with police, etc.
6. Round on Staff/ Utilize established resources (Tipsheet) for Supporting Staff after WPV	Department Leaders		
7. Interview Involved Patients/Witnesses	Risk Management		True witnesses should be interviewed by Risk Management while Department management or their delegates round on nearby patients. Consider having Patient Relations touch base with these patients a week or so after the event.
8. Round on patients in the vicinity	Administration/Unit Leaders		Consider having Patient Relations touch base with these patients a week or so after the event.
9. Convene Threat Assessment Team	Risk Management		This team reviews the event and makes recommendation – conducts RCA.
10. Determine if additional security is needed	Security		Consideration of additional security measures internally vs. externally (FOP, private company, etc.). Short term vs. long term
11. Work with Legal Department to determine if additional legal resources will be available to staff.	Risk Management		Supporting employees through criminal process as victims, if indicated

12. Complete Incident Report	Leader/Security		
13. Report property damage to Insurance	Risk Management/Facilities/ Insurance		
14. Debrief	Risk Management/ Administration		Consider initial debrief post event, plus follow up in following weeks, months.
15. Obtain Evidence: video, taser leads, etc.	Security/Risk Management		
16. Check for future appointments with the perpetrator	Risk Management		Risk Management should talk with those providers/departments to determine best path for moving forward.
17. Engage PR/Marketing	Administrator on Call		PR should take consult on internal and external flow of information and social media monitoring. Remind employees that statements to the media should be approved by PR/Marketing.

The Post-Significant Workplace Violence Event Checklist (“Checklist”) was developed in response to a few events to ensure that our organization’s immediate response was comprehensive. The Checklist does not indicate the order of completion but simply suggestive of items to consider implementing. Recommendations for using the Checklist.

- Introduce the Checklist to your organization and leaders. Make assignments in advance of an incident so that leaders/identified staff know their roles in the event of this type of occurrence.
- Expect that police will be on site during or immediately after the event to interview witnesses. Call in the Risk Management Department to attend these interviews. There may be more police conducting interviews than Risk Managers available, decide who else can participate in those interviews. Generally, security and the Administrator on Call are handling other matters so backups should be identified (consider Chaplains, etc.). Having Risk Managers participate in police interviews lessens the need for multiple interviews of staff and patients who may be traumatized from the event. Even if police don’t interview the staff, please consult Risk Management before sending them home before being interviewed. It is often difficult to get good interviews days/weeks later. If the event occurs in the ED, an outpatient area or office, it is imperative to talk with patient witnesses and round on these nearby patients before they leave the facility. It is very difficult to effectively interview patients or talk with them once they have left.
- Emergency Management should have prepared statements that can be sent to employees to keep them apprised of necessary information (ie. ED lockdown, etc.)
- Prepare for the switchboard to be overwhelmed with calls wanting to know what is going on. Encourage staff to on call if they have additional information to report.