Just the Facts...

Medical Safety and Security
Workplace Violence
Safety and Health Training

Safety and health training is an essential element of a violence prevention program. Workplace violence training classes are most effective when trainers:

- are knowledgeable or qualified in the field of workplace violence prevention
- use the language(s) spoken by the workers
- use easily understood terms
- include role-playing, simulations, and drills
- provide sufficient time for questions and answers
- select topics that are appropriate for the workers' job duties.

Some suggested workplace violence training topics for workers are:

Worker Training - General

- an explanation of the Military Treatment Facility's (MTF's) workplace violence policy
- risk factors that cause or contribute to workplace violence
- techniques for recognizing the potential for violence
- reporting incidents of violent, intimidating, threatening and other disruptive behavior
- preventing or diffusing volatile situations or aggressive behavior
- dealing with hostile persons and physical intervention procedures
- anger management, conflict resolution, and stress management
- basic security procedures and personal security measures
- additional programs that can help workers in resolving conflict, such as the Employee Assistance Program (EAP)
- post-incident procedures, such as how to obtain medical assistance and follow-up and the availability of counseling and referral

Worker Training – Specialized

- arriving or departing for early morning or from late night shifts
- working alone after hours
- working in high risk areas, (e.g., psychiatric wards, social services clinics, emergency rooms, and pharmacies)
- bedside manner
- use of restraints
- location and use of alarm systems and safety devices
- cash handling procedures
- travel safety

Supervisory Training

- all of the topics listed under worker general training
- ways to recognize a potentially hazardous situation
- ways to reduce security hazards
- skills in behaving compassionately and supportively towards workers who report incidents
- skills in taking disciplinary action

Security Personnel or Incidence Response Team

- ways to encourage workers to report incidents in which they feel threatened for any reason by anyone inside or outside the organization
- skills in behaving compassionately and supportively towards workers who report incidents
- skills in taking disciplinary actions
- basic skills in handling crisis situations
- basic emergency procedures
- policies for screening of pre-employment references

MTFs should ensure that all workers receive workplace violence training before they take on a new job assignment, periodically thereafter (e.g., annually), or when laws or procedures change. Finally, workplace violence training should be documented and the records maintained for three years from the date of the training.

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