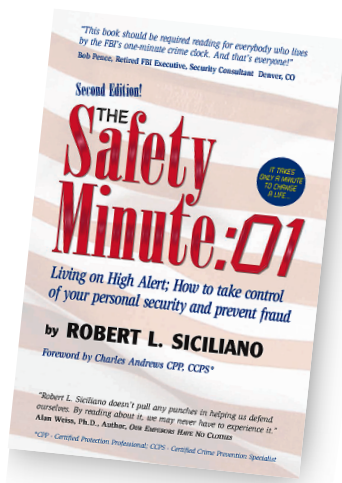


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Workplace Violence Caused by Disgruntled Clients

The Problem: It's no secret in the health care industry that 97 percent of nurses know a colleague who has been assaulted. Non-fatal assaults in health care and social services are higher than in any other industry. Additionally, the National Traumatic Occupational Fatality database reports an average of 11 registered nurses killed at work every year. Although officials worry about the safety of their patients and staff, liability concerns sometimes put people at risk. Angry, violent individuals need specialized attention. Improperly handling a crisis can mean years of litigation.

The Solution: Be proactive in reducing the threat of workplace violence. Train staff to use reasonable methods if defusing escalating situations. Involve frontline employees in an ongoing safety and security strategy. Make them part of the solution by giving them the tools they need to gain control during a crisis. We provide you with the fundamentals of safety and the strategies for security to help you make smarter time; money; and life-saving decisions.

You Learn How To:

- Establish guidelines for preventing workplace violence.
- Identify and defuse potential outbursts.
- Incorporate ongoing training to respond to crises.
- Gain cooperation between frontline staff and management.
- Have a plan of action to deal with weapons.
- Create committees, inspections, and reporting procedures.
- Determine risk factors and solutions.
- Analyze high- and low-tech security options for the premises.
- Use non-violent means of restraining someone.
- Defend yourself in an assault.

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