

Dear Caregiver,

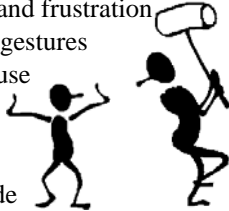


We appreciate your hard work and understand that it keeps you very busy. So busy that sometimes you may forget fundamental safety work practices. We made this safety insert especially for you so that you can refresh, learn and work safely without taking your time away from patient care.

Topic: Workplace Violence

Watch for:

- Verbal expressions of anger and frustration
- Body language - threatening gestures
- Evidence of drug or alcohol use
- Presence of a weapon

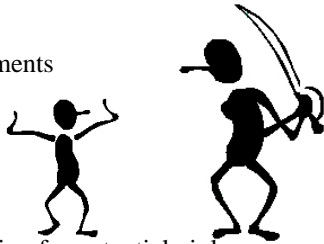


Be:

- Calm, present a caring attitude
- Rational, don't counter threats with threats
- Equals, don't give orders
- Understanding, relate to the person's feelings

Avoid:

- Rapid body movements
- Getting too close
- Touching
- Speaking loudly



Always:

- Evaluate the situation for potential violence
- Be alert
- Have someone else in the room when dealing with a potentially violent person
- Keep exits open

Violence can happen in the workplace.

Often times violence does not occur between co-workers, but between patients and their family members. If you can not diffuse the situation quickly you should: **1)** remove yourself from the situation, **2)** call security for help, **3)** and report any violent incidents to management. **TIP: use color coded identification badges to limit visitors to a specific area.** If you need more information, contact our safety specialists at safetyhasitsrewards@carewestinsurance.com.

Sincerely,
Care West Team

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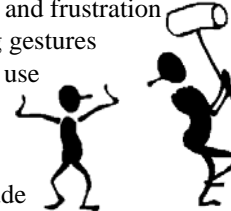


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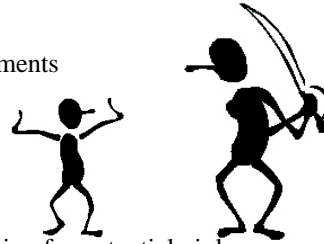


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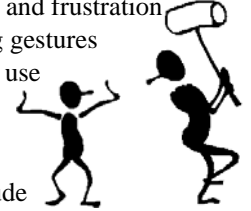


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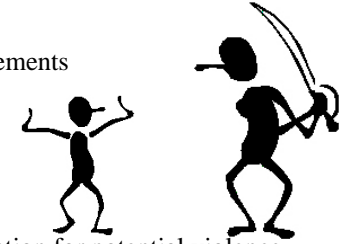


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