

Workplace Threats and Violence Procedures

PROCEDURES

The overall components of AEG VISION's workplace threats and violence plan are as follows:

- Workplace threats and violence are defined as any situation in which there is a perceived threat of violence, or a situation where violence is or has occurred. Procedures to provide the optimal response for safety apply to Associates and Doctors, patients, and visitors who may exhibit threats of violence or actual violent acts.
- Associates and Doctors should exercise common sense in any situation with an aggressive person. If a situation involves a weapon, such as a knife or gun, do not attempt to remove the weapon from the individual.
- If you or anyone else is assaulted or physically threatened by another individual while conducting business, if possible, remove yourself from the situation, call for help (vocally or by phone), and/or notify another staff member to summon the police by calling 911.
- Do not attempt to engage in any type of physical restraint with a person who is threatening violence unless your life is in imminent danger.
- If you cannot remove yourself from the situation, follow the guidelines provided through the organizational workplace violence training regarding de-escalation techniques for dealing with such situations.
- If you are not directly involved in the situation, seek to assist in the evacuation



of Associates and Doctors, patients, and visitors from the building, according to the evacuation procedures.

- At no time should any Associates and Doctors put themselves at harm to diffuse a situation. Always attempt to remove yourself and seek local law enforcement assistance.
- The following procedure is to be used to notify staff members of threatening behavior without alarming the aggressor if the situation, such as being alone with the aggressor in a closed office or isolated from other staff who can aid you with the situation, warrants such an approach:
- If you believe the situation is such that it warrants support and assistance from other staff, indicate to the person engaging in aggressive or threatening behavior in your office or work area that you take their actions, behavior, and/ or anger very seriously and that you do not want to be disturbed so you can focus on them. Therefore, let them know that you are going to call the front desk or receptionist to have them hold your phone calls. Then, call a co-worker, or a person designated by the organization as the point person for violent situations, from your phone and request that they **"hold all your calls."** This will

serve as the “code” or the notification that at least one or ideally two staff members should investigate and monitor the situation and interrupt by knocking and requesting to enter, if needed, to assist you with a potentially violent situation. An alternative approach would be to advise the person engaging in aggressive or threatening behavior that you feel the need to involve someone else to best address their concerns and request permission to call your supervisor.

- If you believe that the situation is such that it warrants law enforcement intervention, indicate to the person engaging in aggressive or threatening behavior in your office or work area that you take their actions, behavior, and/or anger very seriously and that you do not want to be disturbed so you can focus on them. Let them know that you are going to call the front desk or receptionist, or designated person and have them **“cancel your next appointment.”** This will serve as notification that an emergency is occurring and they are to contact local authorities for assistance immediately and assist you with the situation.

Example:

“This is Joe, I am dealing with something very important. Would you please hold all my calls?” This is a call for staff assistance.

“This is Joe, I’m in my office. I’m dealing with something very important. Would you please cancel my next appointment?” This is a call for you to summon the police, as well as immediate staff assistance.

CHECKLIST

WORKPLACE VIOLENCE RESPONSE

WHEN NOTIFIED OF AN INCIDENT	COMPLETED
Immediately respond to the scene of the incident to assess the situation.	<input type="checkbox"/>
Evaluate the medical needs of any Associates and Doctors involved in the incident. Enact the company's emergency response plan if Associates and Doctors needs immediate medical care.	<input type="checkbox"/>
Contact local law enforcement to inform them of the situation. Be prepared to describe the incident and identify any involved parties.	<input type="checkbox"/>
Gather statements from any witnesses.	<input type="checkbox"/>
Inform victims of their legal right to prosecute their attackers.	<input type="checkbox"/>
FOLLOW-UP	COMPLETED
Discuss the circumstances of the incident with staff members. Encourage Associates and Doctors to share information about ways to avoid similar situations in the future.	<input type="checkbox"/>
Offer stress debriefing sessions and post-traumatic counselling services to help affected Associates and Doctors recover from a violent incident.	<input type="checkbox"/>
If the offender was an Associates and Doctors, review the situation to determine the appropriate disciplinary action. While threatening behavior may be discussed with the Associates and Doctors and then monitored, termination is often the safest response to physical acts of violence.	<input type="checkbox"/>
Investigate all violent incidents and threats and monitor trends by type or circumstance so corrective actions can be instituted.	<input type="checkbox"/>

Terrorist Attack

PROCEDURES

All potential emergencies cannot be anticipated; therefore, emergency plans shall provide for adaptability to multiple situations.

The overall components of AEG VISION 's terrorist attack emergency plan are as follows:

- In the event of a terrorist attack, remain calm and patient and follow the advice of local emergency officials.
- Each Practice/location should access internet, radio, or TV reporting that provides information and instructions.
- Be aware of surroundings.
- If the attack occurs at an AEG location, check for injuries. Give first aid and get help for seriously injured people.
- If the attack is a shooting event at a Practice location or in the vicinity of a Practice location, **call 911** and have all Associates and Doctors shelter in place, if appropriate, until such a time that the appropriate authorities state it is safe to come out.
- Secure the first aid kit, flashlights, etc., and maintain them in the area being used for shelter.



Bomb Threat

PROCEDURES

The overall components of AEG VISION' s bomb threat emergency plan are as follows:

- In the event of a bomb threat received by telephone (a call in which an individual indicates a bomb has been placed within or near the facility):
- Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
- If your phone has a display, copy the number and/or letters on the window display.
- Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get the exact words.
- Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await instructions



Active Shooter



PROCEDURES

The personal safety of our Associates and Doctors is our #1 priority. To that end, we have developed these guidelines to follow in the event of an active shooter or threat of gun violence in the workplace.

Active shooter situations are unpredictable and evolve quickly. In any emergency, being prepared and knowing what to do when the situation arises is key.

In case the threat does occur, follow these action guidelines:

Evacuate: If it is safe, everyone should exit the location immediately to avoid the threat and get to safety.

- Determine an escape route based on where an active shooter may be located.
- As soon as you can, call 911.
- Help others evacuate, if possible, but don't attempt to move the wounded. Evacuate even if others don't agree to follow.
- Leave your belongings behind.
- Move quickly to a safe place far from the shooter and take cover. Remain there until police arrive and give instructions.
- Remain calm. Avoid screaming or yelling as you evacuate.

Shelter-in-Place if unable to exit safely:

- If the shooter is not in the building, prevent them from coming in.
 - Lock everyone in their current location and block the entrance to deny the attacker's access.
 - Draw the curtains or blinds, if any. Turn off the lights.
 - Ensure that all windows and external doors are closed and locked.
 - Take shelter in an interior room, if possible.

- Maintain contact with the police.
- If the shooter has entered the building, find the appropriate place to hide.
 - Get out of the shooter's view and stay very quiet. Take cover behind large, thick items/furniture.
 - Don't hide in groups.
 - Silence your electronic devices and make sure they won't vibrate.
 - Block the entrance to your hiding place with heavy furniture if possible.
 - Remain calm and quiet.

Protect yourself: If there is no opportunity for escape or hiding, as a last resort, and only when your life is in imminent danger, fight back.

- Defend yourself using whatever means are available.

After the emergency:

- Respond appropriately when Law Enforcement arrives
- Remain calm and follow officers' instructions.
- Your People Operations department will provide additional resources such as Employee Assistance Program and SupportLinc.

In Case of a Suspicious Package

PROCEDURES:

First, be suspicious if you come across mail/packages with:

- Protruding wires or strange odors
- Excessive tape or string
- Oily spots, discolorations, or crystallization on the wrapper
- Excessive postage
- Addressing mistakes and issues, including misspelled words, badly typed or written addresses, wrong titles with names, no return addresses, etc.

Second, if you do see one or more of these tell-tale signs, you should:

- Stop...don't handle the item.
- Isolate it immediately.
- Don't open, smell, or taste it.
- Activate your emergency plan and notify a supervisor.

UNITED STATES POSTAL SERVICE

SUSPICIOUS MAIL

THESE TIPS CAN HELP PROTECT YOU, YOUR BUSINESS, AND YOUR MAILROOM

IF YOU RECEIVE A SUSPICIOUS LETTER OR PACKAGE:

- 1** Handle with care. Don't shake or bump.
- 2** Isolate it immediately.
- 3** Don't open, smell, touch, or taste.
- 4** Treat it as suspect. Call local law enforcement authorities.

IF YOU SUSPECT THE MAIL MAY CONTAIN:

A BOMB: Evacuate Immediately Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit	A RADIOLOGICAL THREAT: Limit Exposure — Don't Handle Evacuate Area Shield Yourself From Object Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit	A BIOLOGICAL OR CHEMICAL THREAT: Isolate — Don't Handle Evacuate Immediately Area Wash Your Hands With Soap and Warm Water Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit
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