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| <h2>Workplace Violence- Assessment</h2> |
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1. True or False: Bomb threats are received only by telephone therefore only your receptionists need to be trained to handle bomb treats.
2. True or False: Only one person should be involved in a bomb threat call to prevent the caller from becoming alarmed.
3. The intercom message “All employees, please sweep your areas. The janitors need help” should result in what actions. (Choose all that are appropriate).

☐ a. All employees call the office manager
☐ b. All employees visually check their areas
☐ c. Immediately inform customers of a bomb threat
☐ d. Stay calm. Do not alarm customers
4. True or False: You should regularly review the Bomb Threat Form and keep it readily accessible.
5. True or False: If you are the recipient of a bomb threat call, you should stay calm and attempt to gain information from the caller about the bomb.
6. True or False: During a robbery you should never speak to the robber.

7. After a robbery, there are many things for you to do. Which of the following are included (check as many as apply):

- ☐ a. call the police
- ☐ b. call your supervisor
- ☐ c. call your family
- ☐ d. write down information about the robber
- ☐ e. protect the crime scene
- ☐ f. answer all questions, guessing if you're not sure

8. True or False: If you suspect someone has broken into your building you should perform a thorough search of the premises before you call the police.

9. If you are confronted with an out-of-control individual, which of the following steps should you NOT attempt:

- ☐ a. Move all personnel out of room if needed.
- ☐ b. Keep desk or chair between you and out-of-control individual
- ☐ c. Remain calm and speak in slow, calm voice.
- ☐ d. Threaten with police or legal action
- ☐ e. Notify office and/or police immediately (911).

10. True or False: Report all rumors or actual observations of suspected alcohol, drugs, or weapons to the office immediately.

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