



Steps to prepare for violent situations

What you should know about violence

When seemingly random acts of violence happen at a school, factory, office or public place, most of us are left shaking our heads in disbelief. Help prepare for violence if you take these simple steps



Know what causes extreme stress or anger

Violence is usually the manifestation of someone's frustration when things don't go their way — personally, professionally or both. Although it's hard to predict violence, it helps to be aware that violent incidents are more likely to occur when a person is experiencing a stressful life event such as:

- Relationship or family disputes
- Personal tragedy such as losing a spouse or child
- Financial or tax troubles
- Harassment or exclusion by others
- Racial, ethnic, cultural, gender or lifestyle conflict
- Downsizing, demotion or termination

Although many people manage such problems appropriately, some cannot, and their behaviour may escalate to violence. You should be concerned when a person's behaviour becomes threatening or consistently out of character.



Recognise the danger signs

An unforeseen change in behaviour is usually the first sign of extreme stress. If it's not addressed, it may eventually cause a person to lash out. Reach out to an Employee Assistance Programme (EAP) counselor or the authorities if someone:

- Acts out anger physically instead of resolving it through speech
- Alienates themselves from others



There are a variety of resources available to yourself and loved ones at

Our Critical Support Centre offers emotional support resources and information when you need it most. Find a variety of topic areas including mental health, traumatic events, natural disasters, grief and loss, supporting adolescents in crisis and more.

- Uses inappropriate language such as swearing or yelling
- Vandalizes or steals
- Threatens anyone at any time

If you notice these or other unusual behaviour, don't overreact or make sweeping generalisations about the person. Instead, call your EAP for advice.

Your EAP benefit offers you and your family confidential assistance to help you deal with a wide range of personal, health or work-related issues. This free service helps you manage stress, overcome anxiety or depression, and cope with grief or loss. Our EAP specialists are available any time, every day.



Real people. Real life. Real solutions.

To access specific benefits information visit Livewell.optum.com and log in with your company access code:



Call for Support at

Your Optum benefit offers support from specially trained, mental health specialists to help anyone who is overwhelmed, depressed or searching for answers.



Critical support when you need it

Visit optumeap.com/criticalsupportcenter for additional critical support resources and information.

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*If you're pregnant, physically inactive or have a health condition like arthritis, diabetes or heart disease, check with your GP before starting an exercise programme or increasing your activity level. They can tell you what types and amounts of activities are safe for you.

This programme should not be used for emergency or urgent care needs. In an emergency, call 999 or go to the nearest A&E (accident and emergency). This programme is not a substitute for a GP's or professional's care. Consult your GP for specific health care needs, treatment or medication. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g. employer or health plan). This programme and its components may not be available in all areas or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

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