

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 by taking 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 Emotional Wellbeing Specialist or the authorities if someone:

- Acts out anger physically instead of resolving it through speech
- Alienates themselves from others
- Uses inappropriate language such as swearing or yelling
- Vandalises 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 Emotional Wellbeing Specialist for advice.

Your Emotional Wellbeing Solutions 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 Emotional Wellbeing Specialists are available any time, every day.



There are a variety of resources available to yourself and loved ones at [optumwellbeing.com](https://www.optumwellbeing.com)

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.



Critical support when you need it

Visit optumwellbeing.com for additional critical support resources and information.



To access specific benefits information

visit livewell.optum.com and log in with your access code:



Call for support



This programme should not be used for emergency or urgent care needs. In an emergency, call the local emergency services phone number or go to the nearest ambulatory or emergency room facility. This programme is not a substitute for a doctor's or professional's care. This programme and its components may not be available in all locations, and coverage exclusions and limitations may apply.

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