

BEHAVIORAL DISORDERS IN THE WORKPLACE:

violent behavior, state of acute agitation, delusional comments, suspicion of acute alcoholism

IMMEDIATE ACTIONS

ALERT

- Call the **site emergency number** or **SAMU 15/112** for medical advice; write down the doctor's instructions.
- In the event of uncontrollable violent behavior, call the **police for help 17**.
- Alert the unit director or direct hierarchy and the occupational physician.

ACCOMPANY

Place the person in a quiet, lit place or ask colleagues to move away.

- Don't leave the person alone.
- Prevent self- or hetero-aggressive risk (remove dangerous objects).

REASSURE

Securit

anté &

Speaking slowly in a soft voice, waiting for help to arrive. Establish a soothing relationship, adopt a **calm and caring attitude**.

PROTECT YOURSELF

- Never stay alone with the person.
- If the person is **threatening** and wants to leave, do not try to forcefully restrain him or her.

CONTACT if possible a member of the personal of the family or someone close to them.

REMEMBER:

- Never let the person leave alone, even at their request, before help arrives, unless the person experiencing acute agitation cannot be restrained.
- Do not accompany the person home by any means.

EMERGENCY PHONE NUMBERS

- Site emergency number:
- SAMU 15 or 112
- Police 17

PEOPLE YOU SHOULD WARN

- Regional delegate:
- Unit director or direct hierarchy:
- Human resources manager:
- Occupational physician:





