



Actions to be taken

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

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 :**