

**THE NIH CIVIL PROGRAM** is managed by the Office of Human Resources and addresses matters pertaining to the prevention of violence in the NIH workplace. Matters include behaviors of concern that may lead to acts of violence, such as bullying, intimidating behavior, threats, suicidal ideation, and domestic violence.

Call Civil if:

- » You need help assessing the potential seriousness of a concerning situation which may impact your safety;
- » You are experiencing a concerning or threatening situation at work and need intervention from trained staff;
- » You become aware of a workplace situation involving behaviors of concern, such as intimidating, bullying, or other unproductive, disruptive, and/or dangerous behaviors; or
- » A situation involving concerning behavior already has occurred and you need assistance managing the aftermath and its effect on staff; or
- » You need help in addressing your own behavior and/or reactions to a workplace situation.

*The NIH Civil Program is not a confidential resource and is not intended to be used as a substitute for calling 911 when police or emergency help is needed.*

## ADDITIONAL RESOURCES

### Employee Assistance Program

301-496-3164

<http://www.ors.od.nih.gov/sr/dohs/EAP>

### Occupational Medical Service

301-496-4411

[http://www.ors.od.nih.gov/sr/dohs/OccupationalMedical/Pages/oms\\_main.aspx](http://www.ors.od.nih.gov/sr/dohs/OccupationalMedical/Pages/oms_main.aspx)

### The Division of Police

Emergencies: 911

Non-emergencies: 301-496-5685

<http://www.ors.od.nih.gov/ser/dp>

### Office of the Ombudsman

301-594-7231

<http://ombudsman.nih.gov>

### Employee and Labor Relations

301-402-9203

<http://hr.od.nih.gov/hrguidance/er/default.htm>

### Division of Fire and Rescue Services

301-496-2372

<http://www.ors.od.nih.gov/ser/dfrs/Pages/default.aspx>

### National Domestic Violence Hotline

1-800-799-SAFE

TDD (800) 787-8224

<http://thehotline.org>

### National Suicide Prevention Lifeline

1-800-273-TALK (8255)

<http://suicidepreventionlifeline.org>

*Please do not diagnose any individual regardless of your health care credentials or other expertise. Instead, contact the resources listed above.*



# THE NIH CIVIL PROGRAM

*Workplace Violence Prevention and  
Response Coordination*



## AWARENESS

Workplace violence can include:

- » Open verbal abuse (including offensive language)
- » Hidden verbal abuse (intended to harm your reputation)
- » Acts or deliberate inactions which demean or isolate you, or undermine you and your work (e.g. refusal to include or meet with you or to provide needed information, etc.)
- » Threats (direct or indirect)
- » Physical assault, on oneself or to others
- » Shaking fists, kicking, pounding on desks, etc.

- » Throwing or striking objects
- » Damaging or destroying property (sabotage, computer viruses)
- » Harassing or stalking
- » Concealing or using a weapon

Workplace violence may involve a variety of circumstances including, but not limited to:

- » Disgruntled or former coworkers
- » Frustrated or dissatisfied clients, patients, students, or customers
- » Domestic violence
- » In conjunction with robberies and other crimes

## PREVENTION

What can you do?

- » Contribute to a civil work environment and respect the dignity of every person
- » Learn how and encourage others to effectively identify and handle stress and conflict
- » Remember that factual, civil, professional criticism of your work is not bullying
- » Avoid saying or doing things in anger
- » Maintain awareness of security procedures including safeguarding identification badges and taking building access control seriously
- » Promptly report malfunctioning doors, locks, or any suspicious incidents
- » Promptly report concerning behavior
- » Promptly report any domestic violence concerns that may affect the workplace and/or your safety and welfare, so that precautions may be taken and support and resources may be offered

## RESPONSE

### Physical Violence

- » Take immediate action to protect yourself
- » Call the police (911)
- » Notify a supervisor
- » Provide a description of the individual(s) involved, the exact location, and as many other details as possible

### Psychological Violence/Bullying

- » Take detailed notes of what was said, done, or deliberately left undone to demean you or to undermine your work.
- » Report insulting and demeaning behavior to a supervisor and/or Civil

## CONTACT CIVIL

301-402-4845

[hr.od.nih.gov/hrguidance/civil](https://hr.od.nih.gov/hrguidance/civil)

