

Instructions: Please select the best response to the following questions.

1. The acronym "A.B.L.E." stands for:
 - a. Achieve, Barricade, Lean, Evaluate
 - b. Accept, Block, Leave, Evaluate
 - c. Accept, Barricade, Leave, Engage
 - d. Act, Block, Lean, Engage
2. *Accepting* that a violent act is really happening is the first step in being able to respond to protect yourself and those around you.
 - a. True
 - b. False
3. OSHA considers workplace violence to be physical acts of violence, not merely a threat of violence.
 - a. True
 - b. False
4. OSHA considers workplace violence to include which of the following (select the best answer):
 - a. Physical violence
 - b. Harassment
 - c. Intimidation
 - d. Threatening or disruptive behavior
 - e. All of the above
5. According to OSHA, around 75% of workplace violence assaults occurring each year are against healthcare workers.
 - a. True
 - b. False
6. Physically engaging an aggressor should only be done as a last resort.
 - a. True
 - b. False
7. The average duration of an active shooter is 3-4 minutes, whereas the average police response time to an active aggressor is 5-20 minutes.
 - a. True
 - b. False
8. You should call the police to report a violent situation as soon as it is safe to do so.
 - a. True
 - b. False

9. Once you call in a report of a violent situation, you do not need to call again to provide additional information or updates/changes to the situation.
- a. True
 - b. False
10. Situational awareness is simply watching out for what's around you.
- a. True
 - b. False
11. Which of the following often leads to failures in situational awareness?
- a. Loud music
 - b. Stress and fatigue
 - c. Overwork
 - d. Disruption or change in routine
 - e. All of the above
12. Taking appropriate action does *not* require all three (3) levels of situational awareness.
- a. True
 - b. False
13. Workplace safety and security can be improved through low-cost or no-cost activities including:
- a. Keeping landscaping neat and eliminating hiding places
 - b. Ensuring exterior lighting is functioning
 - c. Ensuring exterior doors and windows lock
 - d. Regular training of employees in responding to workplace violence
 - e. All of the above
14. De-escalation is always effective when you follow the steps of:
- a. Stay calm, listen, and try to find a solution to the problem
 - b. Show empathy, listen actively, and validate facts and feelings
 - c. Listen to their concerns and offer choices of solutions
 - d. Be aware of body language and signs of anger
 - e. None of the above
15. The environment itself can affect how a person feels and can trigger violence.
- a. True
 - b. False

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