



Workplace Violence Training

Specifications

The State of Tennessee, Tennessee Department of Health is seeking workplace violence, domestic violence, and active assailant/armed intruder in a healthcare setting training.

Definitions:

Workplace Violence – A workplace violence incident is a verbal, written, or physically aggressive threat or attack intended to intimidate, cause injury or death to others in a place of employment.

Domestic Violence – A pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner.

Active assailant/Armed Intruder – An active assailant/armed intruder is an individual(s) actively engaged in killing or attempting to use deadly physical force on other people in a confined and/or populated area.

Training Requirements:

1. Forty-Two (42) Sessions of Workplace violence, domestic violence, and armed intruder trainings in a public healthcare setting.
 - a. Eight (8) hours of training per day for up to fifty (50) staff in each training.
 - b. Training must be provided to approximately Two Thousand, Eight Hundred (2,800) Tennessee Department of Health Employees spanning the State of Tennessee.
2. Thirteen (13) Train- the Trainer courses must be taught.
 - a. Instructor training shall be eight (8) hours of training per day up to twenty-five (25) staff members in each training session.
3. All training must be conducted in person. No virtual training will be accepted.
4. The below area's must be included and covered in all training and train the trainer sessions:
 - a. Domestic Violence in the workplace
 - b. Workplace violence prevention programs
 - c. Customer Service Programs
 - d. Active Shooter Plans for healthcare

- e. De-escalation skills
 - f. Cost/Liability of Workplace Violence
 - g. Data collection process that leads to solutions
 - h. Education/Training
 - i. Defensive Tactics for personal safety
 - j. Understanding Law Enforcement response to healthcare
 - k. Creating a collaborative approach with Law Enforcement
 - l. Situational awareness and environmental design that promotes safety
 - m. Workplace design
 - n. Lockdown policy and lockdown failure plans
5. Workplace Violence Training Delivery
- a. Each county health department and rural region shall be visited by the vendor for in person training.
 - i. All public health and regional office staff will attend the training in their respective work sites.
 - ii. Train-the-Trainer courses must be provided within each region to the appropriate staff who are qualified to teach this training in the future.
 - iii. The workplace violence train-the-trainer must allow the Tennessee Department of Health to maintain the workplace violence training programs.
6. The vendor shall provide and receive a completed course evaluation form from each student for each training course and provide feedback to the Public Health Emergency Preparedness Division workplace violence workgroup to determine the effectiveness of the training. Course evaluations will help support and inform each Emergency Preparedness Region's Workforce Development Plan. **Course evaluation forms shall be approved by the State.**
7. The vendor shall collect and provide a copy of the surveys to the Tennessee Department of Health Emergency Preparedness Division as well as providing a report of the survey results to the Tennessee Department of Health Emergency Preparedness Division.
8. **The vendor shall provide printed curriculum handouts to all students attending trainings. Handouts shall be approved by the State.**

Training Timeline Requirements:

1. Trainings must be held and completed within a twelve (12) month period.
 - a. Each public health region and associated county health departments must be included within this twelve (12) month time frame.
 - b. Consecutive trainings must occur across the public health regions within this twelve (12)-month time frame.

Where:

1. The trainings must be held at one of the eight Regional Health Offices or a predetermined location within one of the 95 counties as agreed upon between vendor and the Tennessee Department of Health.