

# Supportive Connections

**by Supportive Solutions, Inc.**  
**Your 24/7 Crisis Response Service**  
**providing**  
**the right response . . . . at the right time.**

## Sandbox Solutions:

### Hostility Management Tips:

- 1) **Develop a behavioral plan that will clearly define the problem behaviors and the expected changes (if any).**
- 2) **State the actions that will be taken if changes do not occur.**
- 3) **Make sure the employee is aware of the zero tolerance policy.**
- 4) **Document, document, document . . . each and every step taken. If it's not in writing, it didn't happen.**

## Do you have a hostile employee?

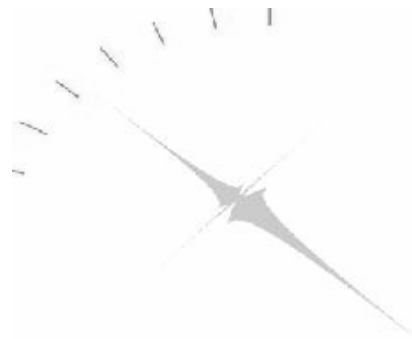
Hostility in the workplace happens all too frequently. A successful outcome is the result of not only successful management of the situation, but a corporate culture that supports and educates the employees on a zero tolerance violence policy.

Developing a zero tolerance policy is just the first step. If the policy is buried in a policy and procedure manual, it is likely that employees will read it for the first time after they have actually been accused of being hostile. Zero tolerance policies are many times construed by hostile individuals as applying to someone other than themselves. Few hostile employees would ever describe themselves in those terms.

The three easiest steps you can take to decrease hostility in the work place are:

- 1) Define your company's zero tolerance policy.
- 2) Educate your employees on the policy regularly.
- 3) Create a reporting process for hostility or issues of domestic violence.

Employees expect a workplace to be safe!



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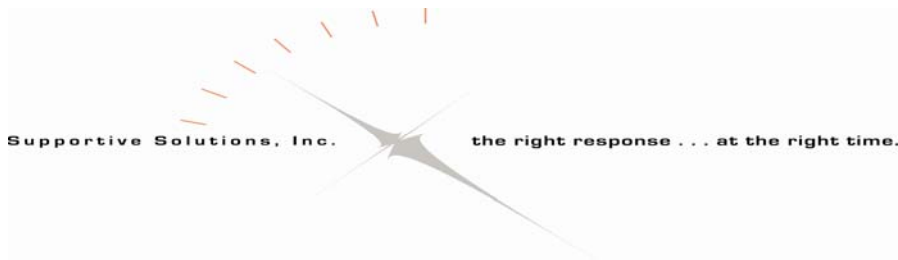
## Spring Cleaning ... at the Office

In the flurry of activity in the office it is easy to overlook plans that seem to be "in place". Crisis plans are particularly vulnerable to "benign neglect" when they haven't been used recently or there is a standard practice in place. It's easy to forget that although some procedures stay the same—others may need to be updated. Below is a Crisis Checklist that can help guide your update and/or activation of a crisis plan.

- Check emergency contacts & phone #s to make sure you have the latest information. Some areas may have trouble accessing certain 800/866 or other toll-free numbers.
- Check to make sure that all crisis team members have the same list of numbers to pull from. It is not unusual with staffing

changes that old numbers are left in rolodexes, palm pilots or blackberry files that are inaccurate or do not reflect contract changes.

- Provide back up systems or processes for accessing needed resources in the event of a large scale event.
- If you're an EAP, update your handouts to reflect new practices or techniques.
- Contact your resources to renew relationships. Learn about changes, new information or products that are being offered.
- Check with employees to make sure that their emergency contact information is updated.



**Founders:**

Tonya Slawinski & Mary Cardin

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**24/7 nationwide crisis line =  
1.800.982.8522**

If you no longer wish to receive this newsletter,  
email us at [info@supportive-solutions.com](mailto:info@supportive-solutions.com)

**Save a tree:** If you would rather receive this news-  
letter via email rather than U.S. Mail, let us know.

Check us out on our website:

[www.supportive-solutions.com](http://www.supportive-solutions.com)

## Client Message Corner

**1. EASNA Conference—Toronto, Canada**

Both Tonya and Mary are going to be attending the EASNA Conference in Toronto on May 10—12, 2006. For our current (& future) EAP clients, we want to make sure that we get to see you there, so email Mary at [mary.cardin@supportive-solutions.com](mailto:mary.cardin@supportive-solutions.com) to set up a date/time to meet while there.

**Please note:** Supportive Solutions is sponsoring the continental breakfast on Friday morning at 7:30 May 12th in the exhibit hall—please accept this invitation to attend our complimentary breakfast. See you there!

**2. We're moving! It's time for bigger offices. As of June 1st our new address will be 3145 Carson Ave., Suite 2, Murrysville, PA 15668. Please update your records. The 24/7 crisis-line (800.982.8522) and main # (724.325.3367) will remain the same.**

## Resource Corner

1. [www.ready.gov](http://www.ready.gov) is a very informative website re: crisis preparedness not only for businesses, but for families and kids as well. There are helpful checklists and templates that you can download.

2. <http://psychiatry.mc.duke.edu/clinical/disastermentalhealth.html> is a web guide loaded with good resources for disaster mental health providers.

3. CDC has created a new section on their website that addresses a variety of health issues affecting businesses, e.g., Pandemic & Avian Flu, etc. This section contains fact sheets, videos and other resources. To access the section, visit [www.cdc.gov/business](http://www.cdc.gov/business)

4. Do you need a resource that is available 24/7 that you can tap into for crisis-related questions and answers? If so, then add the "Business Community Forum" to your browser favorites: [www.supportive-solutions.com/forum](http://www.supportive-solutions.com/forum)