

**PREVENTING VIOLENCE IN THE WORKPLACE – FY05**  
**Mastery Exam**

1. The South Texas Veterans Health Care System has a "Zero Tolerance Policy" for violence.

True:       False:

2. Humiliation and insubordination are subtle forms of violence.

True:       False:

3. Violence towards animals is not an indication of future violence.

True:       False:

4. Warning signs of potential violence are the influence of alcohol and blaming other for his/her problems.

True:       False:

5. I am responsible for other people's behavior.

True:       False:

6. Violent behavior can be handled with a verbal response.

True:       False:

7. When a weapon is presented, you must stay calm, show empathy, never reach for the weapon and try to make the weapon less lethal.

True:       False:

8. When calling a code state that it is a "Code Green", give your location and complete name.

True:  False:

9. Patient Record Flags (PRFs) are documented in CPRS by the PMDB Committee so that all clinical staff can be alerted to potential perpetrators of violence.

True:  False:

10. Name tags must be worn by all VA employees, volunteers and contractors.

True:  False:

11. The EAP is available to employees who are experiencing workplace or domestic stress or violence.

True:  False: