

Responding to Workplace Violence

Virtual Threats

Virtual harassment and threats of violence can be made over the phone, or in a fax, text or email, or through social media. As a VUMC workforce member, you may also receive workplace violence threats through My Health at Vanderbilt or VUMC social media platforms. **Report virtual threats you receive while working on behalf of VUMC.**

Follow these steps if you receive a virtual threat:**Do not respond.**

Save the message. Do not delete it. Do not block the sender until law enforcement assesses the threat.

Document:

- Date received
- Platform where threat was received
- A copy or screenshot of the threatening message
- Any identifying information available about the sender
- How many times this individual has threatened you

Send the message and details to your supervisor immediately. If threatened by:

- a patient, include MRN if possible
- a coworker, copy HR on the communication
- anyone else, include as much identifying information as possible

Contact the Vanderbilt University Police Department or local law enforcement **if you receive a threat:**

- that makes you feel unsafe at work
- of physical or sexual violence
- of a mass casualty event (shooting/bomb, etc.)
- and intend to block the offender

Report the incident in [VERITAS](#).

If you receive a threat or attack through social media:

Follow the guidelines in the [Social Media Toolkit](#).

If you have additional questions about how to secure your accounts, contact VUMC's Social Media team:

- Email socialmedia@vumc.org. Include **"Request urgent assistance"** in the subject line.
- Call **615-430-8320**.

Refer to [VUMC SOP Workplace Violence \(WPV\) Incidents: Virtual Threats](#) for more information, including supervisor next steps.