

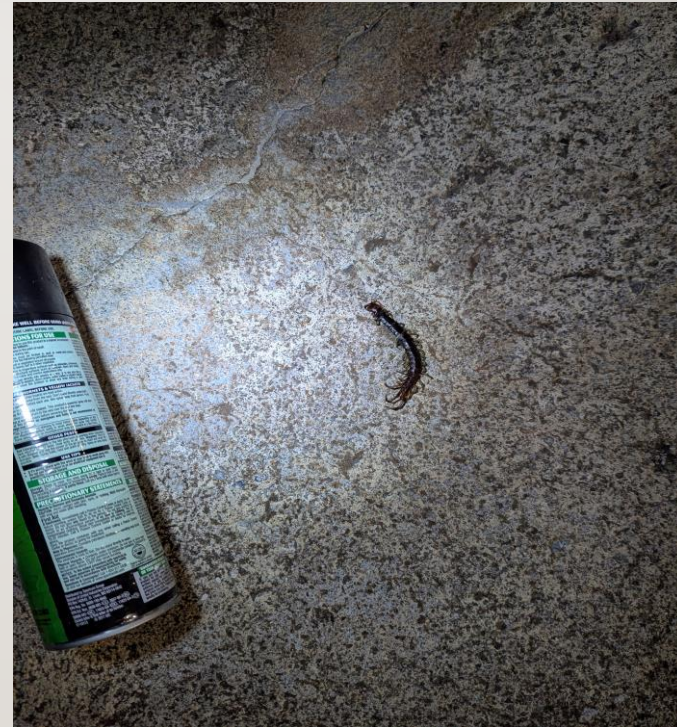
PREVENTING WORKPLACE VIOLENCE IN HAWAII-BASED DENTAL PRACTICES: **TO DO & WHAT NOT TO DO!**

HAWAII DENTAL ASSOCIATION
CONFERENCE 2026

TONY LANG, FBI HONOLULU
DIVISION, JANUARY 14, 2026



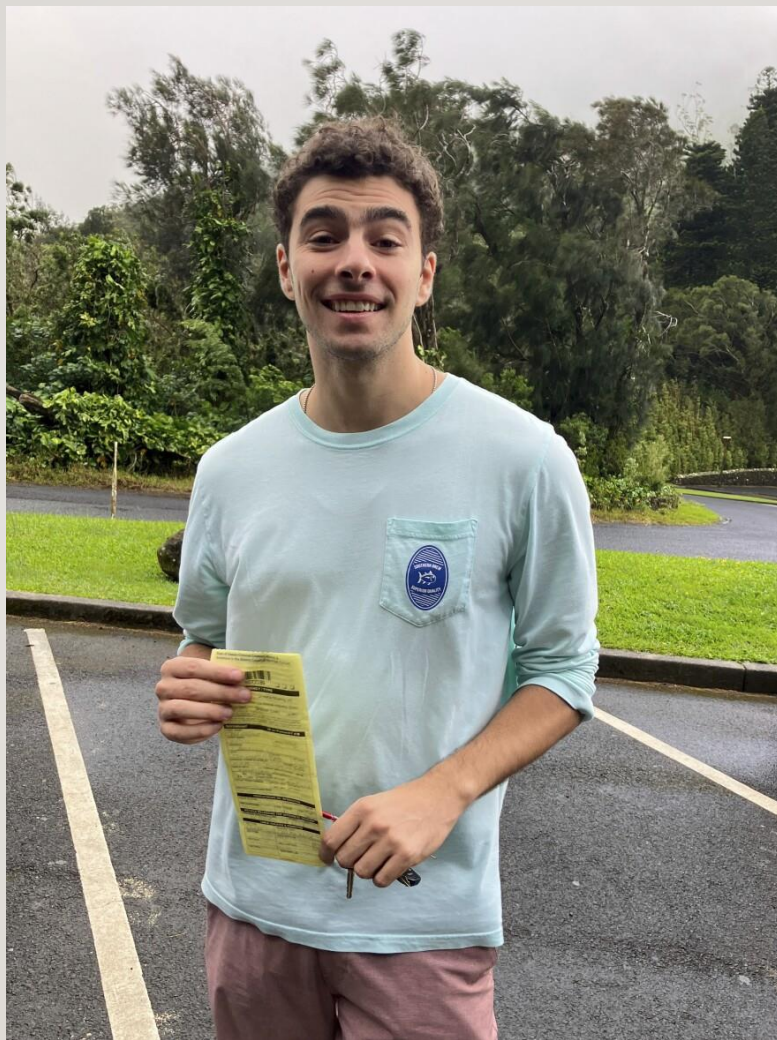
DREADED CENTIPEDE BITE!!!!



BOX JELLYFISH ATTACK -STUNG 10 TIMES



DECEMBER
2024 – LUIGI
MANGIONE –
HEALTHCARE
VIOLENCE IN
GENERAL?



DENTIST CYBER-ATTACKS IN 2025 AND 2026!

- Absolute Dental (Nevada) – 1.22 million patients PII released
- Chord Specialty Dental Partners (Multi-State) - 173,000 PII records released
- First Choice Dental (Wisconsin) – Ransomware attack – 150,000 patients
- 32 Pearls (Washington) – Ransomware attack – 23,000 patients
- True Dental Care (Pennsylvania) – Ransomware attack – 18,000 patients
- Welcome Dentistry (California) – Hacking attack – 1,000 patients



DENTIST & WIFE KILLED IN COLUMBUS, OHIO – **JANUARY 2, 2026**

DR. SPENCER TEPE AND HIS WIFE WERE
FOUND SHOT TO DEATH IN THEIR
COLUMBUS HOME

DECEMBER 2025 – COLORADO – AMAZON DRIVER ATTACKS DENTAL OFFICE

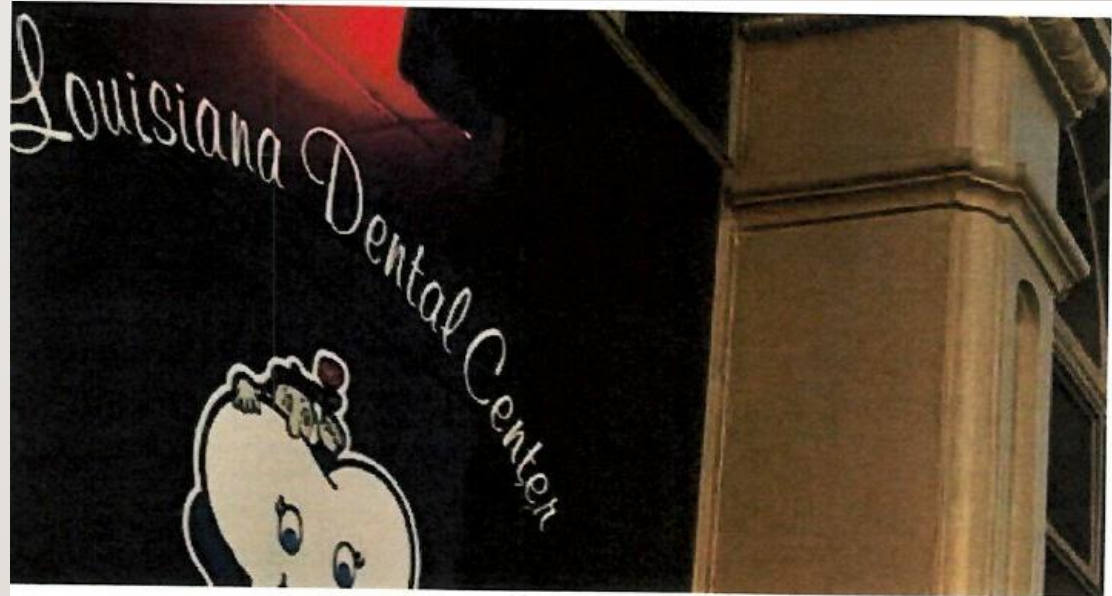
- Dr. Paswaters says the incident has left her questioning who is coming to her door.
- "How could they let this happen? Did they do a background check?" she said.
- By speaking out, Paswaters hopes her experience serves as a warning to others to always be cautious



2024 - SAN DIEGO, CA
- DENTIST GUN
SHOOTING
ONE KILLED TWO
INJURED – DR.
HAROUNI

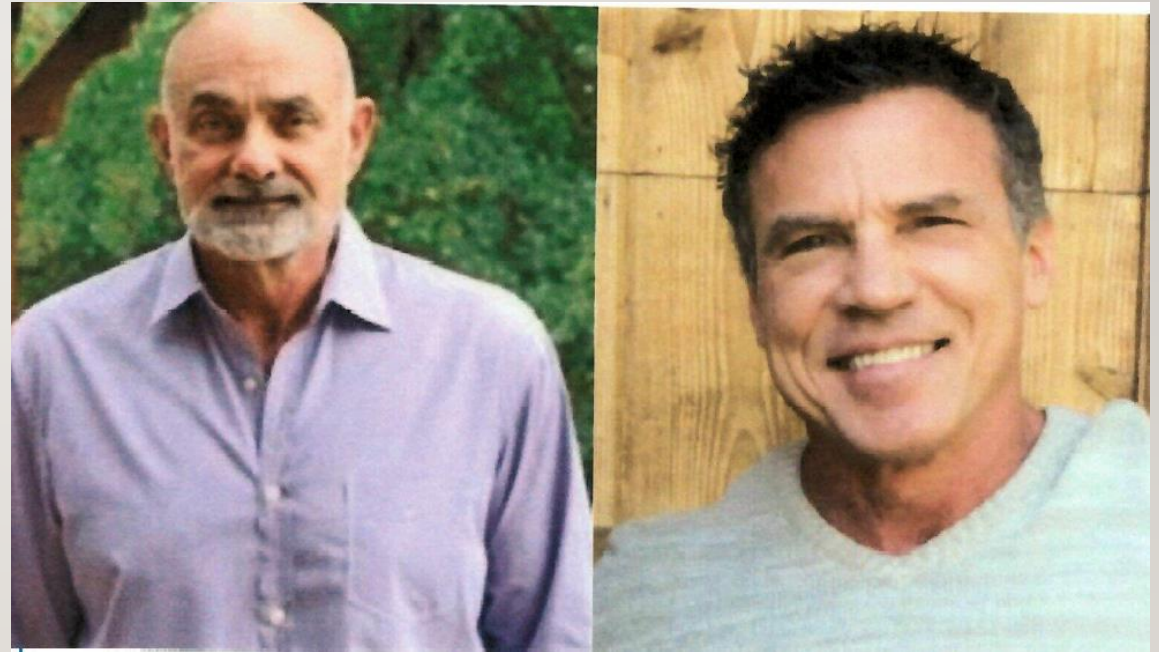


2024 – NEW ORLEANS – DENTIST STABBED – DR. KATIE TRAN



Louisiana Dental Center, where a dentist was stabbed Wednesday, Feb. 7, 2024, is seen on Magazine Street in New Orleans.

2022- TYLER, TEXAS – TWO DENTISTS KILLED... DR. BLAKE G. SINCLAIR, AND DR. JACK E. BURROUGHS



OCTOBER 2020: NYU STUDY ON DENTAL AGENCIES....



- **50%** of U.S. Dentists have experienced verbal or reputational aggression from patients within one year.
- **25%** have endured physical aggression.
- **46%** of dentists reported experiencing physical aggression at some point in their careers,
- **74%** reported verbal aggression and 68.7% reported reputational aggression in their careers.



DEFINE WORKPLACE VIOLENCE????



HAWAII XEROX SHOOTING – NOVEMBER 1999



HAWAII XEROX SHOOTING – NOVEMBER 2, 1999

BYRAN UYESUGI



WORKPLACE VIOLENCE- XEROX INDICATORS?

Roosevelt High School Rifle Team



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graph TD; A[Roosevelt High School Rifle Team] --> B[JROTC]; B --> C[Serious car crash at 18 years old with head injury]; C --> D[Extensive firearms collection (25 guns registered)]
```

JROTC

Serious car crash at 18 years old with head injury

Extensive firearms collection (25 guns registered)

WORKPLACE VIOLENCE- XEROX INDICATORS?



WORKPLACE VIOLENCE- XEROX INDICATORS?

(6) Xerox ordered him to undergo a psychiatric evaluation and anger management courses;

(7) Co-workers told managers that he was openly talking of carrying out a mass shooting at XEROX if he was fired;

(8) He also told management that his co-workers were engaged in harassment, backstabbing and spreading rumors about him; and

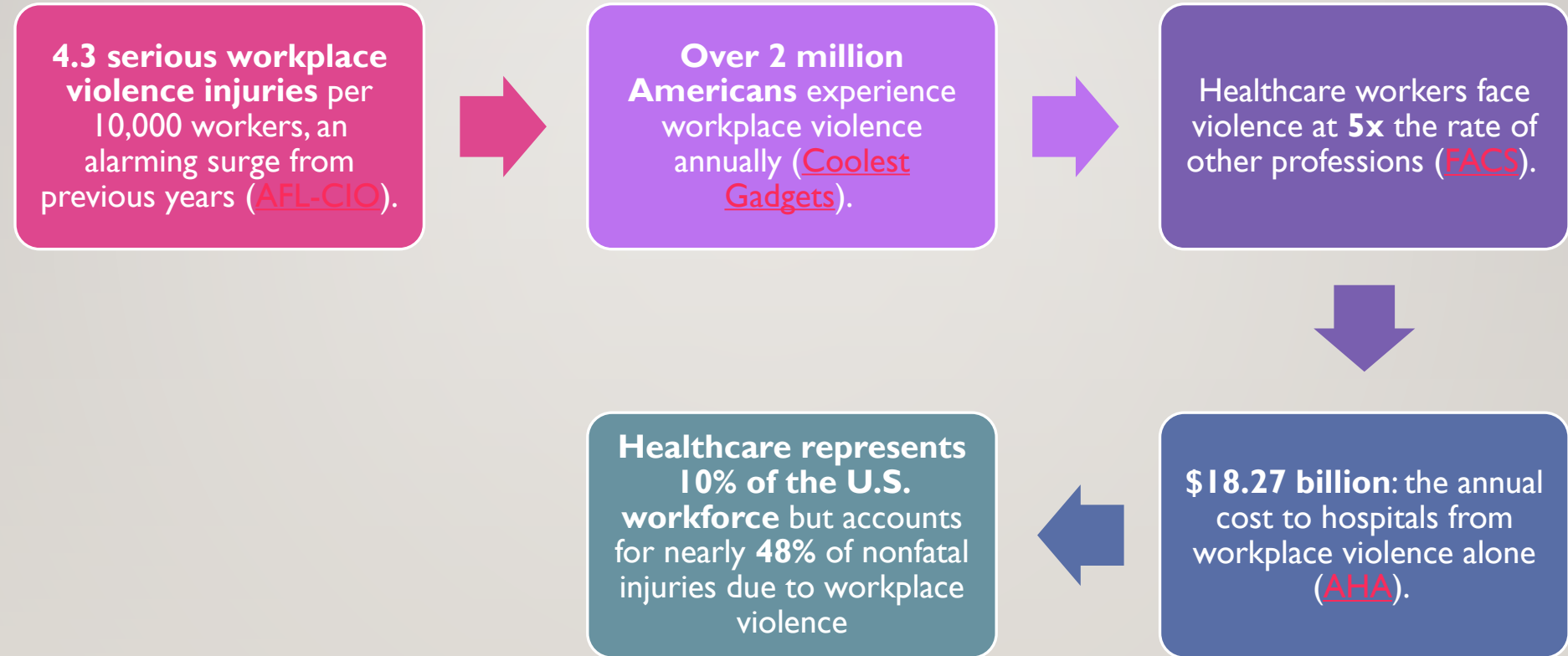
(9) Xerox advised him that the machine he was working on would be phased out and that he has to learn about the new machines starting **November 1, 1999**.

**NUMBER OF VICTIMS OF
WORKPLACE SHOOTINGS IN THE
UNITED STATES BETWEEN 1982 AND
JANUARY 1, 2026**

- 85 Critical Incidents
- Worse was the 2019
WALMART EL PASO
SHOOTING where 22 killed
and 26 injured.
- Shooter Patrick Crusius



2025 WORKPLACE VIOLENCE INCIDENTS – HEALTHCARE INDUSTRY STATS:





OFFENDERS – TYPE I - NO RELATIONSHIP TO DENTAL PRACTICES



**OFFENDERS –
TYPE II**

**CURRENT OR
FORMER
DENTAL
PATIENT**

OFFENDERS –TYPE III – CURRENT OR FORMER EMPLOYEE TO A DENTAL PRACTICE



OFFENDERS – TYPE IV –
PERSONAL/FAMILY
RELATIONSHIP WITH A
CURRENT OR FORMER
EMPLOYEE TO A
DENTAL PRACTICE



PREVENTION & INTERVENTION – TWO LARGE AREAS*****

01

ACTION POINTS-
Behaviors, threats,
harassment, bullying, verbal
accusations, intimidation.

02

FLASH POINTS – Acts of
violence, assaults, weapons,
shootings.

PREVENTION – COMMON CAUSES OF CONFLICT



Personal Issues

Work-related
Issues

Poor
Communication

PREVENTION: ACTS OF VIOLENCE POSSIBLY CAUSING PHYSICAL OR EMOTIONAL HARM

MY OWN FBI-EXPERIENCE
IN THE LOCKER ROOM



PREVENTION

- (1) Understanding Causes of Conflict;
- (2) Improve Communication Skills;
- (3) Learn Ways to Resolve Conflict; and
- (4) Recognize Warning Signs of Violence.



PREVENTION:
CONFLICT IS
BAD FOR
BUSINESS!

Stress

Morale

Productivity

Personal relationships

PREVENTION: PERSONAL CONFLICTS

Always frustrated
with my co-
worker or dental
patient?

Do I treat this co-
worker or dental
patient differently?

Do I respect this
person outside
the workplace?

Do I agree with
their values?

Am I overly
critical?

PREVENTION: RESOLVING PERSONAL CONFLICTS



RESPECT
DIFFERENCES



TREAT OTHERS AS
YOU WOULD LIKE
TO BE TREATED



KEEP YOUR
OPINIONS TO
YOURSELF



KEEP YOUR
DISTANCE

PREVENTION: WORK CONFLICT



Different work goals?



Goals or ideas clashing or competing?



Work styles different?



Communicating effectively?



Is the co-worker getting in your way of accomplishing goals?

PREVENTION: RESOLVING WORKPLACE CONFLICT



PREVENTION: BE A GOOD COMMUNICATOR

Give your undivided attention

Pay attention to non-verbal indicators

Make eye contact

Listen more than you talk

Use body language

Don't interrupt

Stay calm

Encourage open-ended conversations

PREVENTION: A GOOD LISTENER



Smile frequently



Encouraging words



Put yourself in their shoes



Ask probing questions



Treat all people as interesting

PREVENTION: SIGNS OF VIOLENCE

Emotional difficulties

Impaired judgment

Occupational difficulties

Newly acquired poor personal hygiene habits

Overreaction or poor impulse control

Actual threats or intimidation

Violent reaction to disciplinary measures

Acute sensitivity to criticism

Paranoia

Rigid and controlling behavior

PREVENTION: TRAINING PROGRAMS



PREVENTION: EVALUATIONS

EVALUATION



ANALYSIS



PERFORMANCE



IMPROVEMENT



RESULTS

PREVENTION: DISCIPLINARY MEASURES

Disciplinary Action

"Disciplinary action is the process of dealing with an employee's breach of organizational policies or standards of behavior. It involves communicating the problem to the employee, investigating the situation, deciding on a course of action, and implementing the chosen disciplinary measure. - SHRM"



Warning &
Written Notice



Demotion,
Pay Cut & Fine



Suspension &
Termination of Services

GEEKTONIGHT!



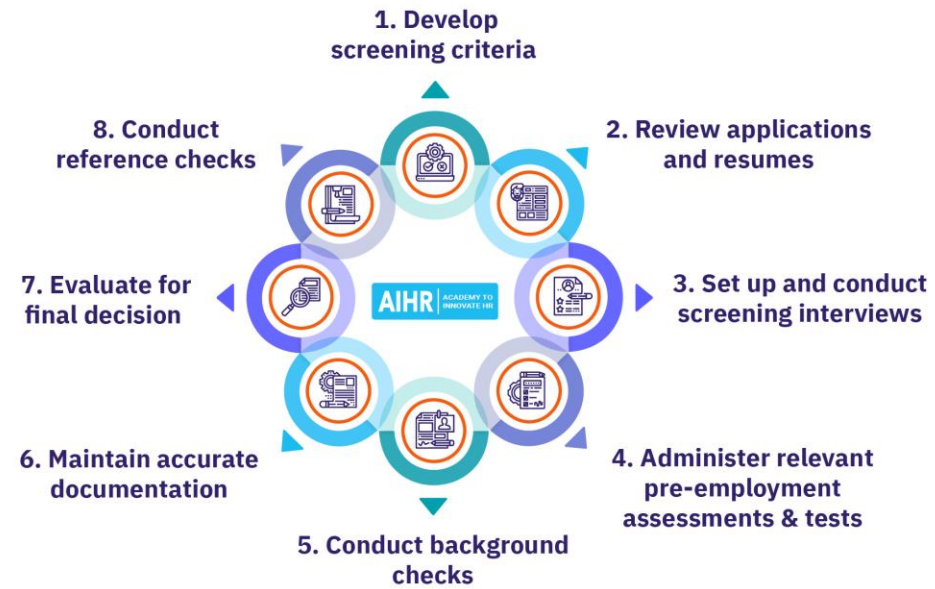
INTERVENTION – OUTREACH – COVID?

INTERVENTION – MENTAL HEALTH & SOCIAL SERVICE PROVIDERS



INTERVENTION: PRE- EMPLOYMENT SCREENING

Pre-employment Screening Checklist





INTERVENTION – BACKGROUND CHECKS

INTERVENTION: OMBUDSMAN



NOT ALL HEROES WEAR CAPES

Maybe red is not your color, or a cape is not your style, but you can still make a valuable difference in the lives of others. The Area Agency on Aging District 7 Volunteer Ombudsman Program offers you the opportunity to be an advocate for nursing home residents through visits that provide them a connection with the outside world - serving as their ear and voice - how HEROIC is that!

AAA7

CONSIDER BECOMING A VOLUNTEER OMBUDSMAN!



Volunteer Ombudsmen:

- Provide an essential voice for residents of nursing homes, assisted living facilities and other long-term care settings.
- Offer encouragement and support.
- Help residents understand their rights and resolve problems.
- Reduce isolation and loneliness many residents experience.
- Create their own schedule.
- Receive on-going training.
- Attend recognition and educational events.

Through regular visits to their assigned facilities, Volunteer Ombudsmen provide these essential services to the AAA7's ten-county district (Adams, Brown, Dallas, Highland, Jackson, Lawrence, Pike, Polk, Saline and Wayne Counties).

Interested in learning more? Call us toll-free:
1.800.582.7277 or e-mail info@aaa7.org



INTERVENTION: DROP BOXES



INTERVENTION: 24/7 HOTLINES

**FREE SUPPORT
DURING COVID-19**



COUNSELING
Call 508-469-3135 to
schedule an appointment.
Services are available in
Spanish, Portuguese and
English



TRAUMA-INFORMED YOGA
YouTube: Marshashana Yoga
Milford TV:
8 Comcast, 38 Verizon
Mon, 7am, Tues, 8:30pm,
Wed, 4:30pm, Sun, 1:30pm

 **24/7 HOTLINE**



INTERVENTION: DENTAL ETHICS & COMPLIANCE PRESENTATIONS



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INTERVENTION: LEGAL TRAINING





INTERVENTION: FUNDING FOR PROGRAMS

INTERVENTION: WORK-LIFE BALANCE



INTERVENTION: LEADERSHIP



RISK ASSESSMENT MATRIX				
SEVERITY PROBABILITY	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	High	High	Serious	Medium
Probable (B)	High	High	Serious	Medium
Occasional (C)	High	Serious	Medium	Low
Remote (D)	Serious	Medium	Medium	Low
Improbable (E)	Medium	Medium	Medium	Low
Eliminated (F)	Eliminated			



INTERVENTION: LAST---CREATING A THREAT OR RISK ASSESSMENT TEAM

DENTAL PRACTICES: WORKPLACE VIOLENCE PLAN - ELEMENTS

- 1. RESPONSIBLE OFFICIALS' APPROVAL SHEET;
- 2. NOTIFICATION OF WORKPLACE VIOLENCE INCIDENT;
- 3. EMERGENCY EVACUATION PROCEDURES
- 4. SHELTER-IN-PLACE
- 5. EMERGENCY RESPONSE TEAM




DENTIST PRACTICES: WORKPLACE VIOLENCE PLAN – ADHERE TO THE PLAN

IF POSSIBLE - DO A TABLE-
TOP EXERCISE WITH ROLE
PLAYERS, ETC.



DENTAL PRACTICE PLAN – THE PEOPLE

Designated executive official- Dentist? – ie...threat assessment team may be included



Building Facilities Manager



Physical Security Specialist



HR specialists



Legal folks

DENTAL PRACTICE PLAN - NOTIFICATION



EVACUATION -

Area
monitors

Exit safely

Documents?

Meeting Place
outside of
building area?

Re-entry
procedures

Practice drills

SHELTER-IN-PLACE

Call 911

Will alert local police Honolulu Police Department and possibly FBI

Meeting areas

Designated officials

Agency Instructions

Individual responsibilities

Customers?

Preparations

Drills

EMERGENCY RESPONSE TEAMS

Emergency wardens

Floor or sector or room monitors

Quick egress points

Stairwell monitors

Special Needs Monitors

OTHER LAST MINUTE ITEMS.....

Account for everyone

Lock downs with intruder

Telephone or email threats (ie...bomb)

Medical help

QUESTIONS?

- Tony Lang
- (808) 479-7439
- aklang@fbi.gov

