

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

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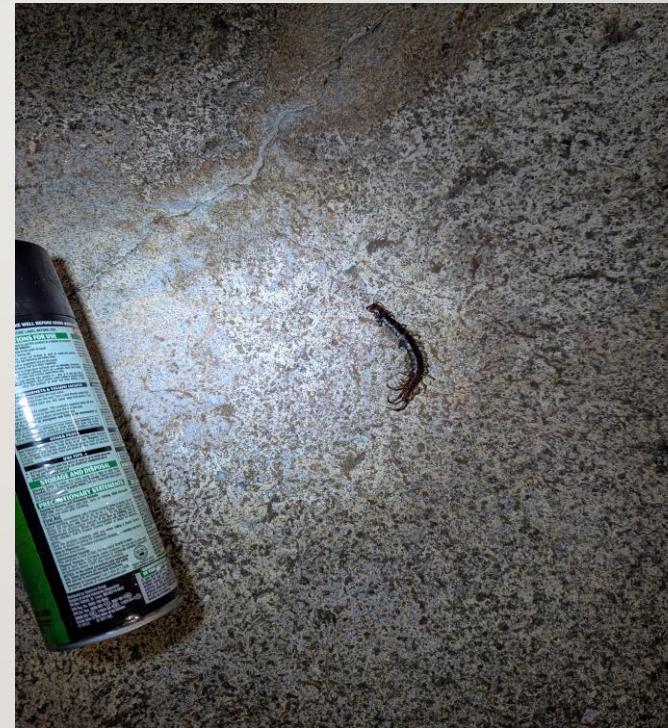
HAWAII DENTAL ASSOCIATION  
CONFERENCE 2026

TONY LANG, FBI HONOLULU  
DIVISION, JANUARY 14, 2026



# DREADED CENTIPEDE BITE!!!!

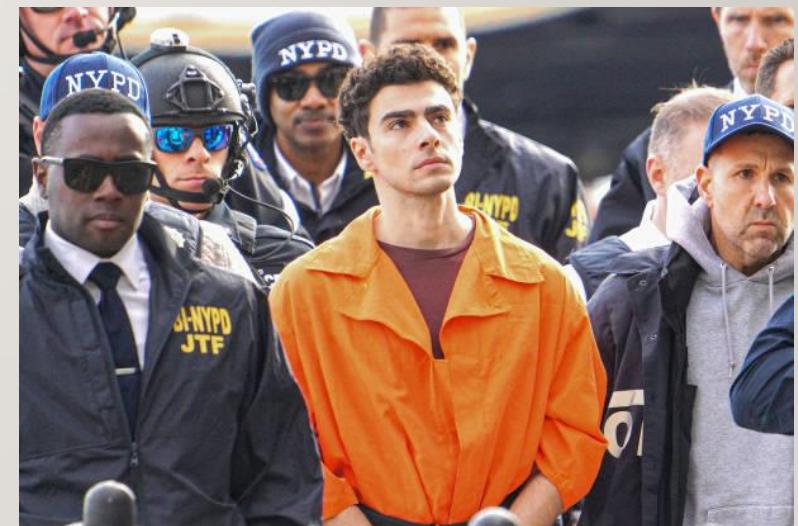
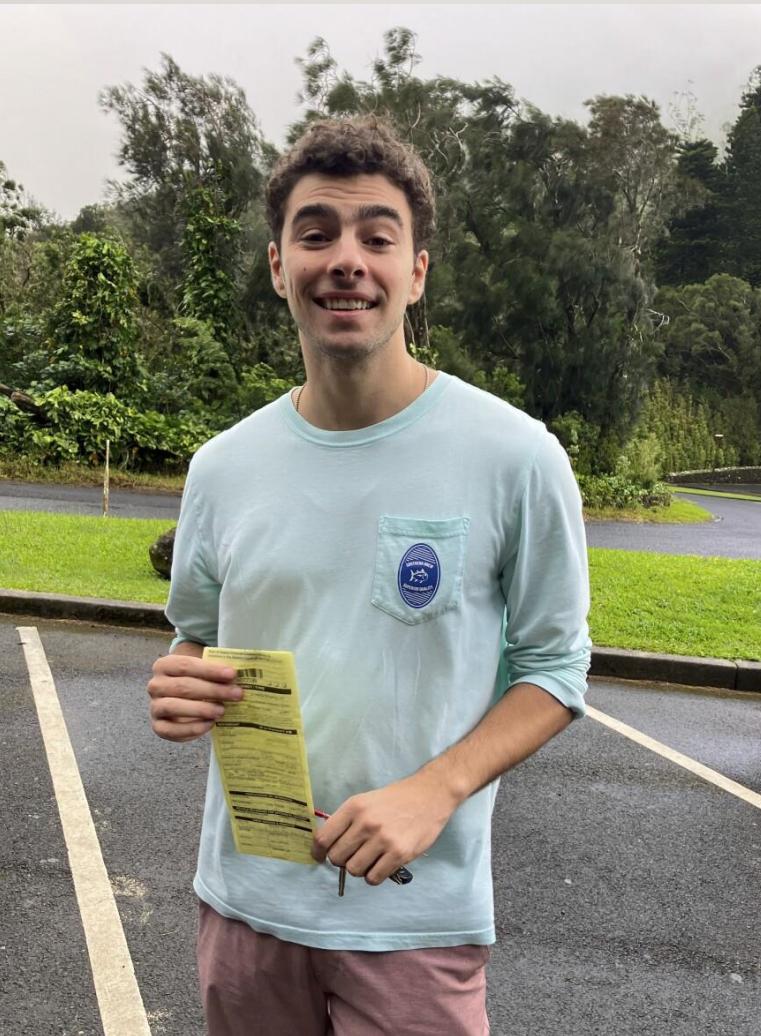
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# BOX JELLYFISH ATTACK -STUNG 10 TIMES



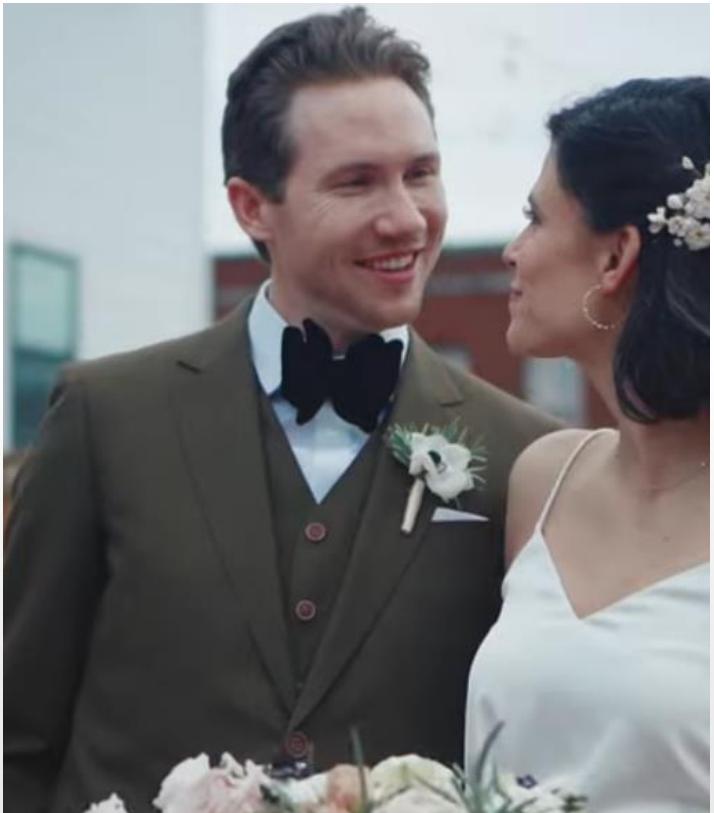
# DECEMBER 2024 – LUIGI MANGIONE – HEALTHCARE VIOLENCE IN GENERAL?



# DENTIST CYBER-ATTACKS IN 2025 AND 2026!

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- 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**

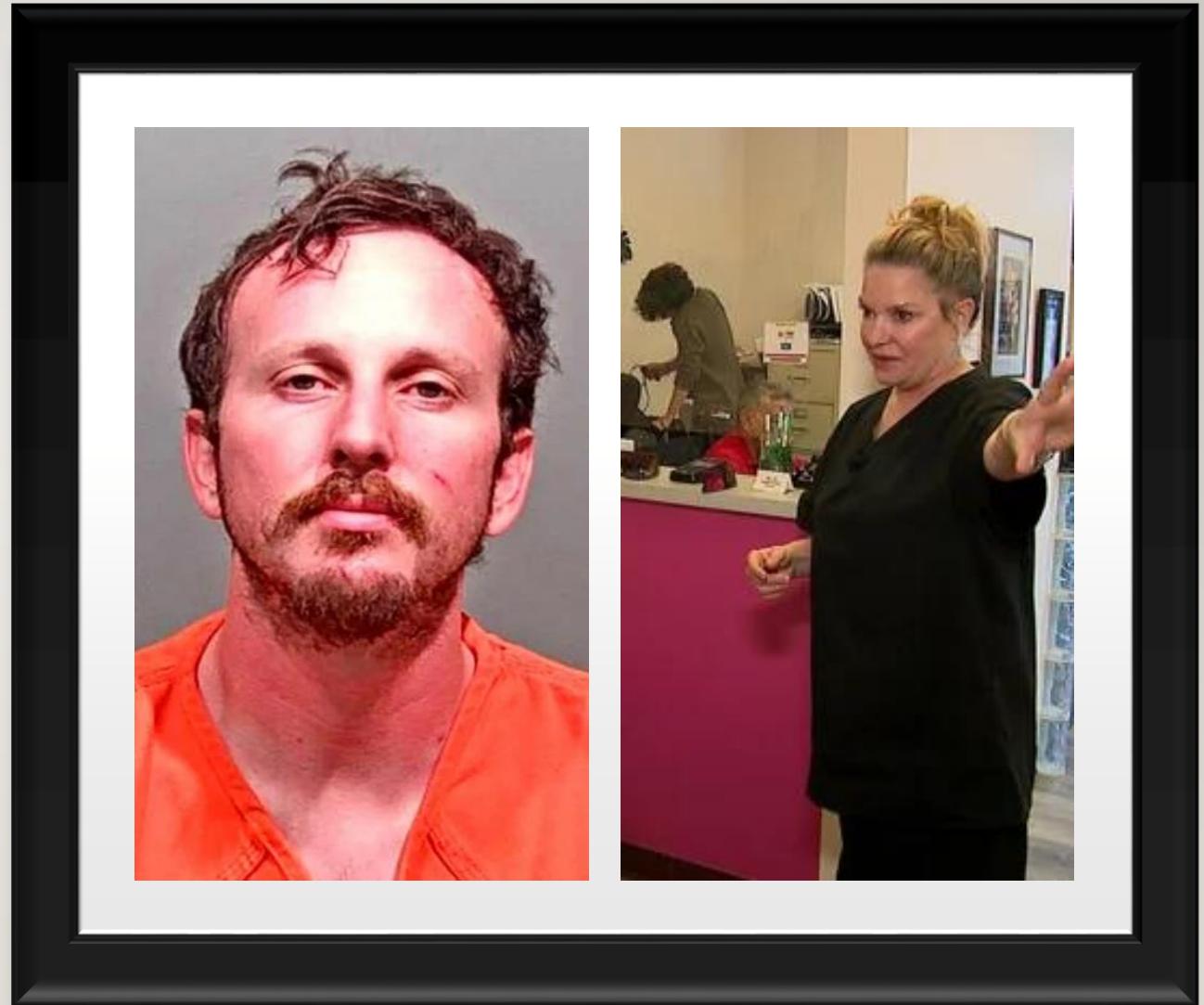
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DR. SPENCER TEPE AND HIS WIFE WERE  
FOUND SHOT TO DEATH IN THEIR  
COLUMBUS HOME

## DECEMBER 2025 – COLORADO – AMAZON DRIVER ATTACKS DENTAL OFFICE

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- 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



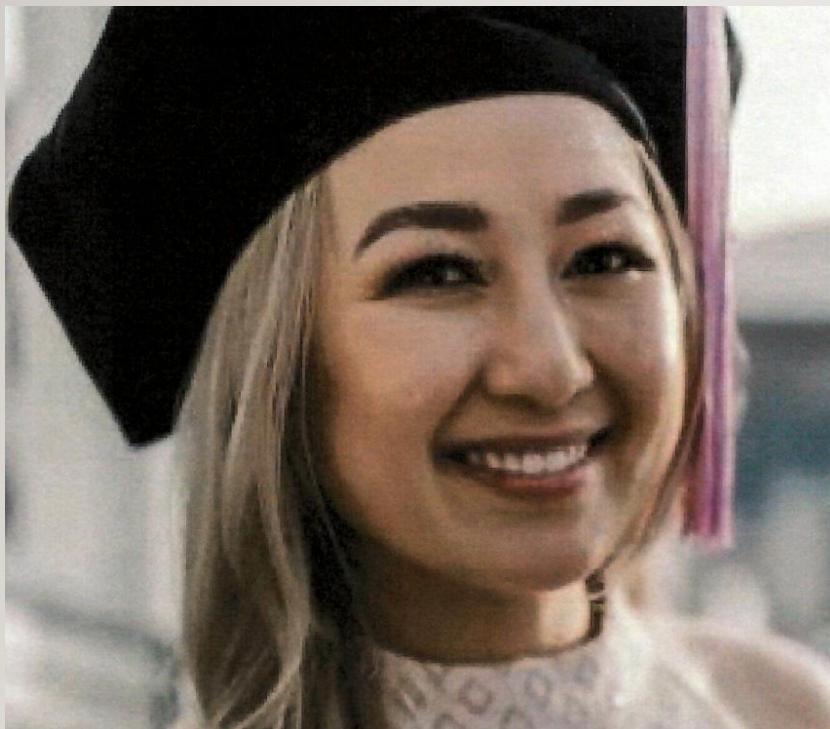
2024 - SAN DIEGO, CA  
- DENTIST GUN  
SHOOTING  
ONE KILLED TWO  
INJURED – DR.  
HAROUNI

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

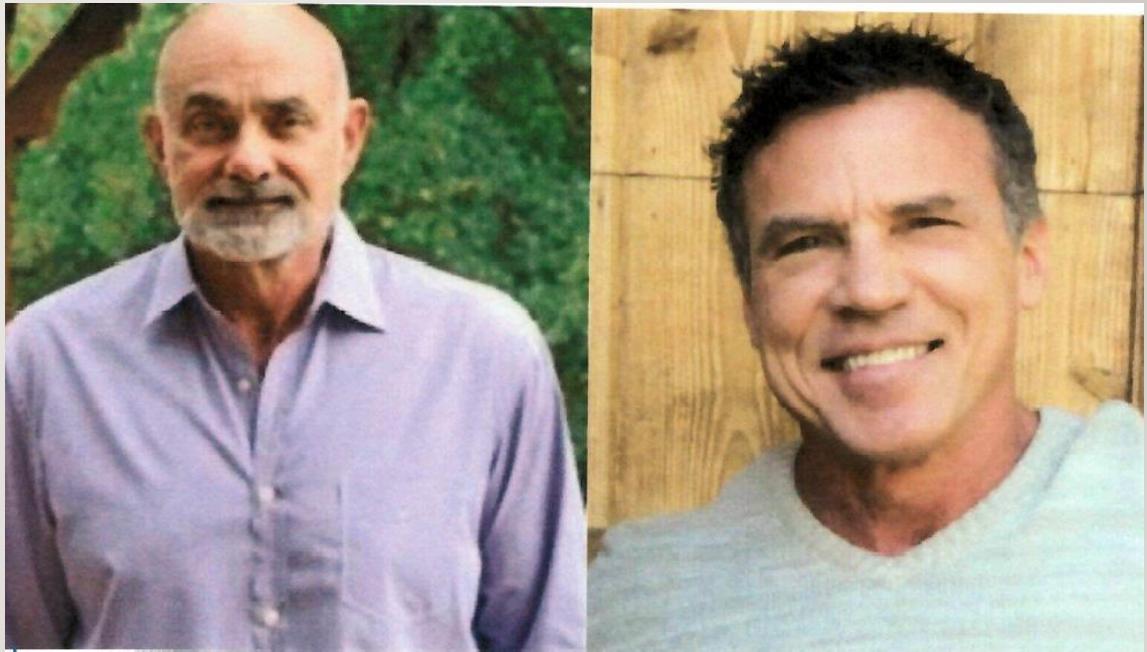
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Louisiana Dental Center, where a dentist was stabbed Wednesday, Feb. 7, 2024, is seen on Magazine Street in New Orleans.

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

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

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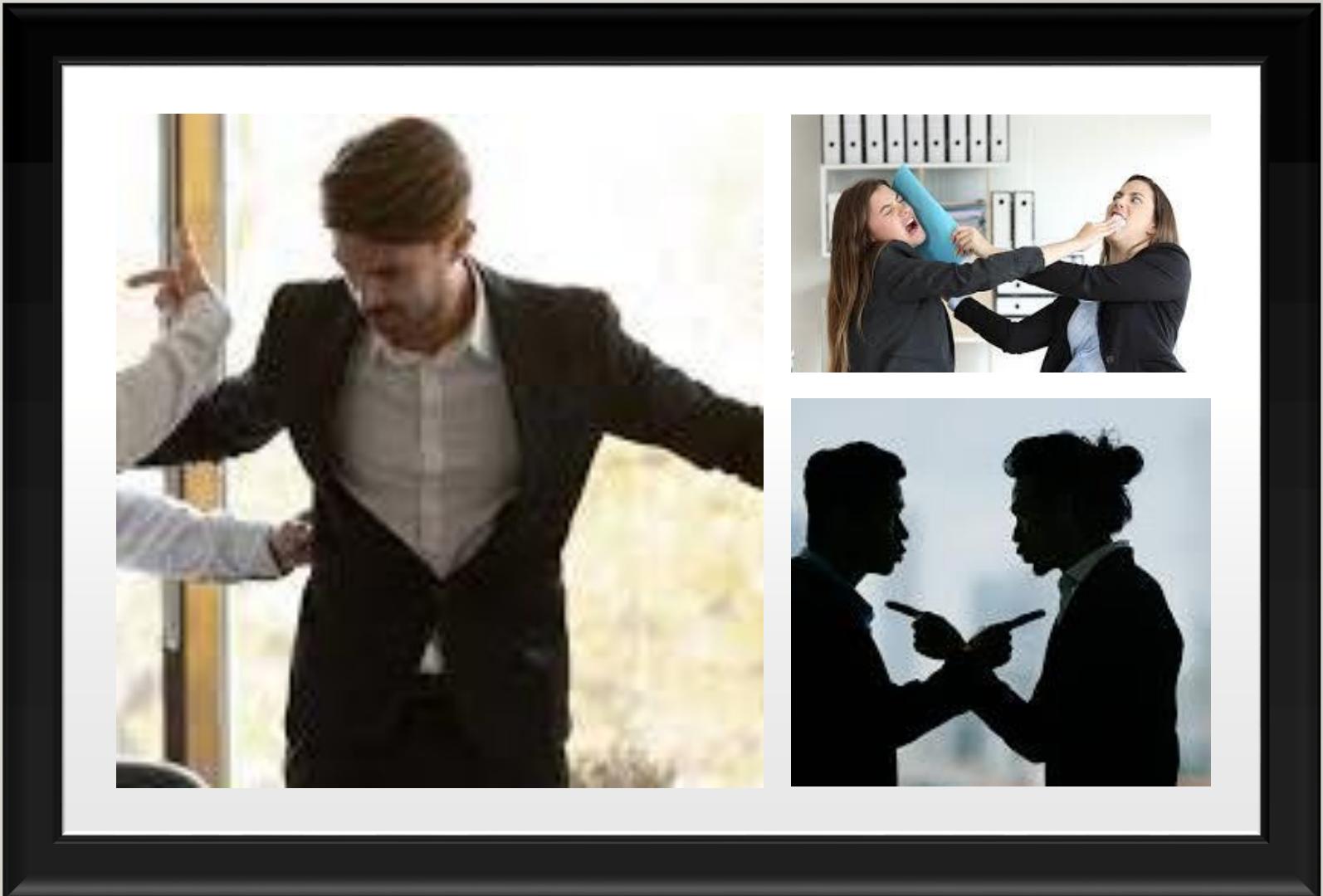


- **50%** of U.S. Dentists have experienced verbal or reputational aggression from patients within one year.
- **25%** have endured physical aggression.
- **46%** of dentists reported experiencing physical aggression at some point in their careers,
- **74%** reported verbal aggression and 68.7% reported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



# DEFINE WORKPLACE VIOLENCE????

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# HAWAII XEROX SHOOTING – NOVEMBER 1999

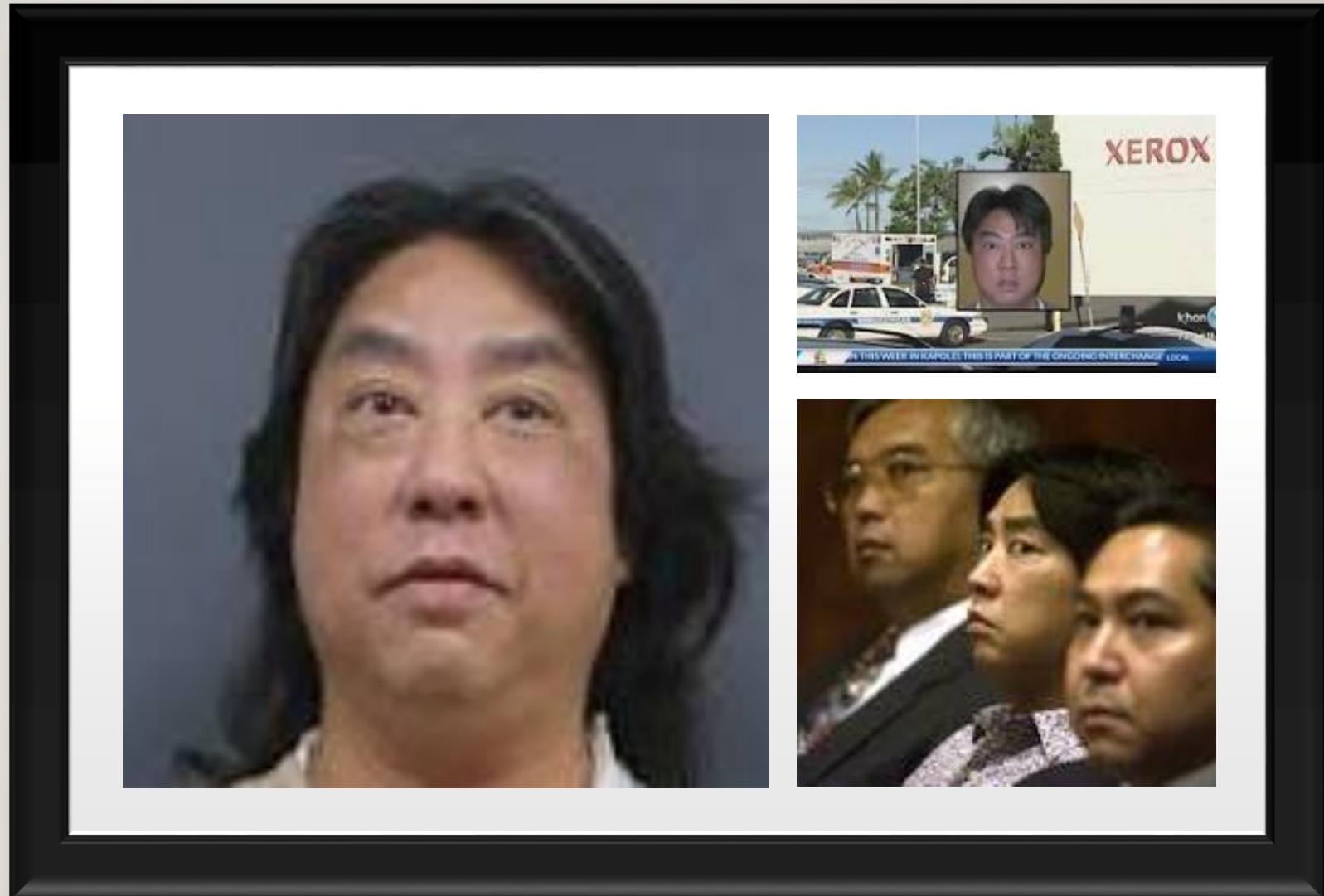
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# HAWAII XEROX SHOOTING – NOVEMBER 2, 1999

BYRAN UYESUGI

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# WORKPLACE VIOLENCE- XEROX INDICATORS?

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Roosevelt High School Rifle Team

JROTC

Serious car crash at 18 years old with head injury

Extensive firearms collection (25 guns registered)

# WORKPLACE VIOLENCE- XEROX INDICATORS?

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(1) After four years at Xerox, complained to management he had a “poking sensation” in his head;

(2) Made unfounded accusations of harassment and product tampering against fellow repairmen;

(3) Other repairmen ostracized him – making him isolated and withdrawn;

(5) After 11 years at Xerox, he kicked in and damaged an elevator door and was arrested for 3<sup>rd</sup>-degree criminal ppty damage.

(4) Allegedly made threats against these repairmen’s lives – verbal threats;

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# 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;

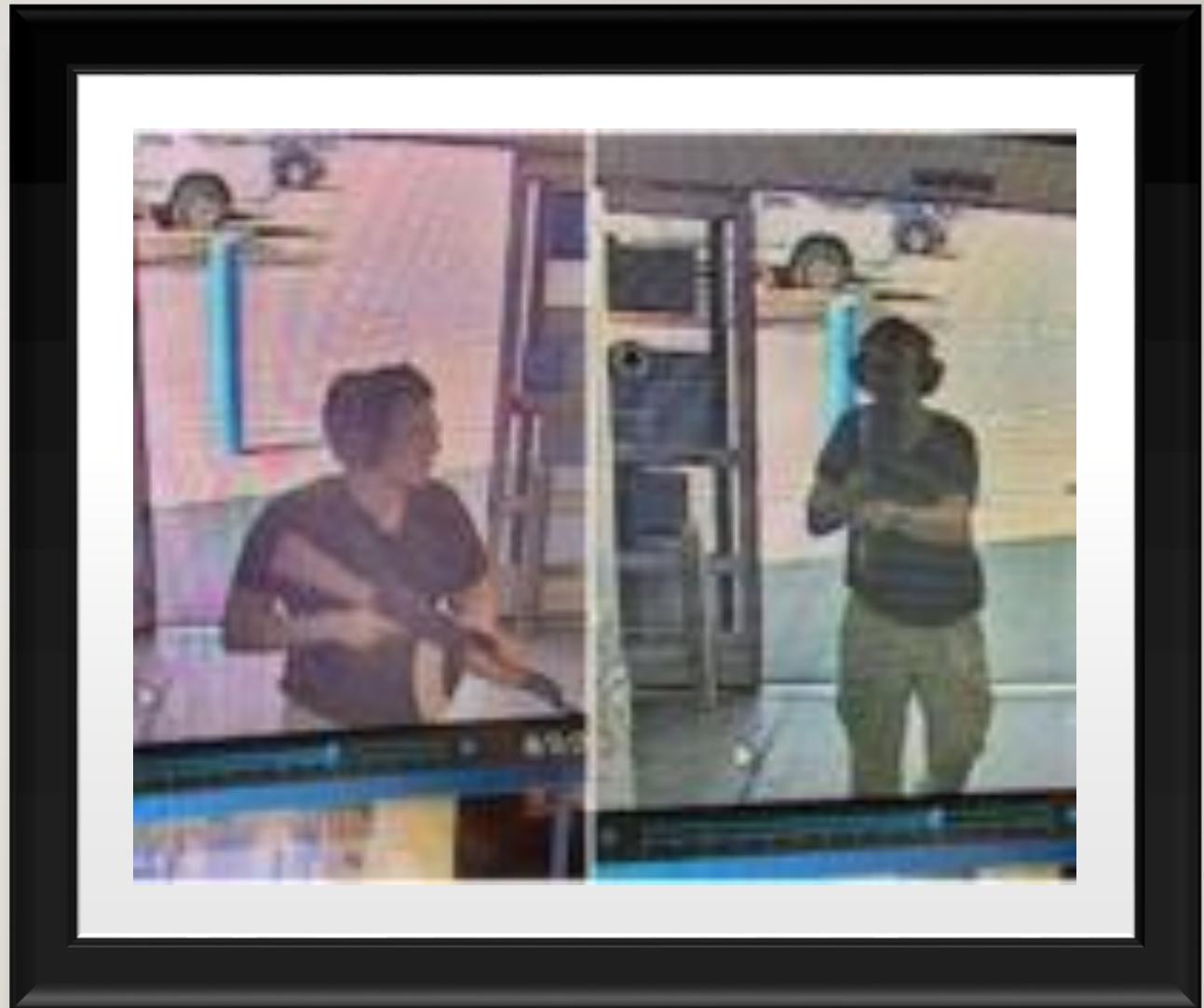
(8) He also told management that his co-workers were engaged in harassment, backstabbing and spreading rumors about him; and

(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

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- 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:

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**4.3 serious workplace violence injuries** per 10,000 workers, an alarming surge from previous years ([AFL-CIO](#)).



**Over 2 million Americans** experience workplace violence annually ([Coolest Gadgets](#)).



Healthcare workers face violence at **5x** the rate of other professions ([FACS](#)).



**Healthcare represents 10% of the U.S. workforce** but accounts for nearly **48%** of nonfatal injuries due to workplace violence



**\$18.27 billion**: the annual cost to hospitals from workplace violence alone ([AHA](#)).



## **OFFENDERS – TYPE I - NO RELATIONSHIP TO DENTAL PRACTICES**

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**OFFENDERS –**  
**TYPE II**

**CURRENT OR  
FORMER  
DENTAL  
PATIENT**

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

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

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

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01

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

02

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

# PREVENTION – COMMON CAUSES OF CONFLICT

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Personal Issues

Work-related  
Issues

Poor  
Communication

## PREVENTION:ACTS OF VIOLENCE POSSIBLY CAUSING PHYSICAL OR EMOTIONAL HARM

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MY OWN FBI-EXPERIENCE  
IN THE LOCKER ROOM



# PREVENTION

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



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**PREVENTION:  
CONFLICT IS  
BAD FOR  
BUSINESS!**

Stress

Morale

Productivity

Personal relationships

# PREVENTION: PERSONAL CONFLICTS

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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?

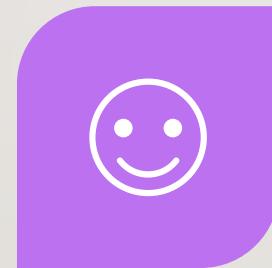
Am I overly  
critical?

# PREVENTION: RESOLVING PERSONAL CONFLICTS

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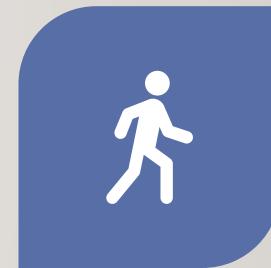
RESPECT  
DIFFERENCES



TREAT OTHERS AS  
YOU WOULD LIKE  
TO BE TREATED



KEEP YOUR  
OPINIONS TO  
YOURSELF



KEEP YOUR  
DISTANCE

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## 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?

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# PREVENTION: RESOLVING WORKPLACE CONFLICT



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## 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

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## PREVENTION:A GOOD LISTENER



Smile frequently



Encouraging words



Put yourself in their shoes



Ask probing questions



Treat all people as interesting

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## 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

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## PREVENTION: EVALUATIONS

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# PREVENTION: DISCIPLINARY MEASURES

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## 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

The infographic is set against a light green background. It features three icons representing different disciplinary measures. 1. 'Warning & Written Notice': A man in a suit holds a document and a small flag. 2. 'Demotion, Pay Cut & Fine': Two men in an office; one is at a desk, the other is standing and gesturing. 3. 'Suspension & Termination of Services': A man walking past a blue door. Below the icons, the text 'GEEKTONIGHT!' is displayed in a green, stylized font.

Warning & Written Notice

Demotion, Pay Cut & Fine

Suspension & Termination of Services

GEEKTONIGHT!



## **INTERVENTION – OUTREACH – COVID?**

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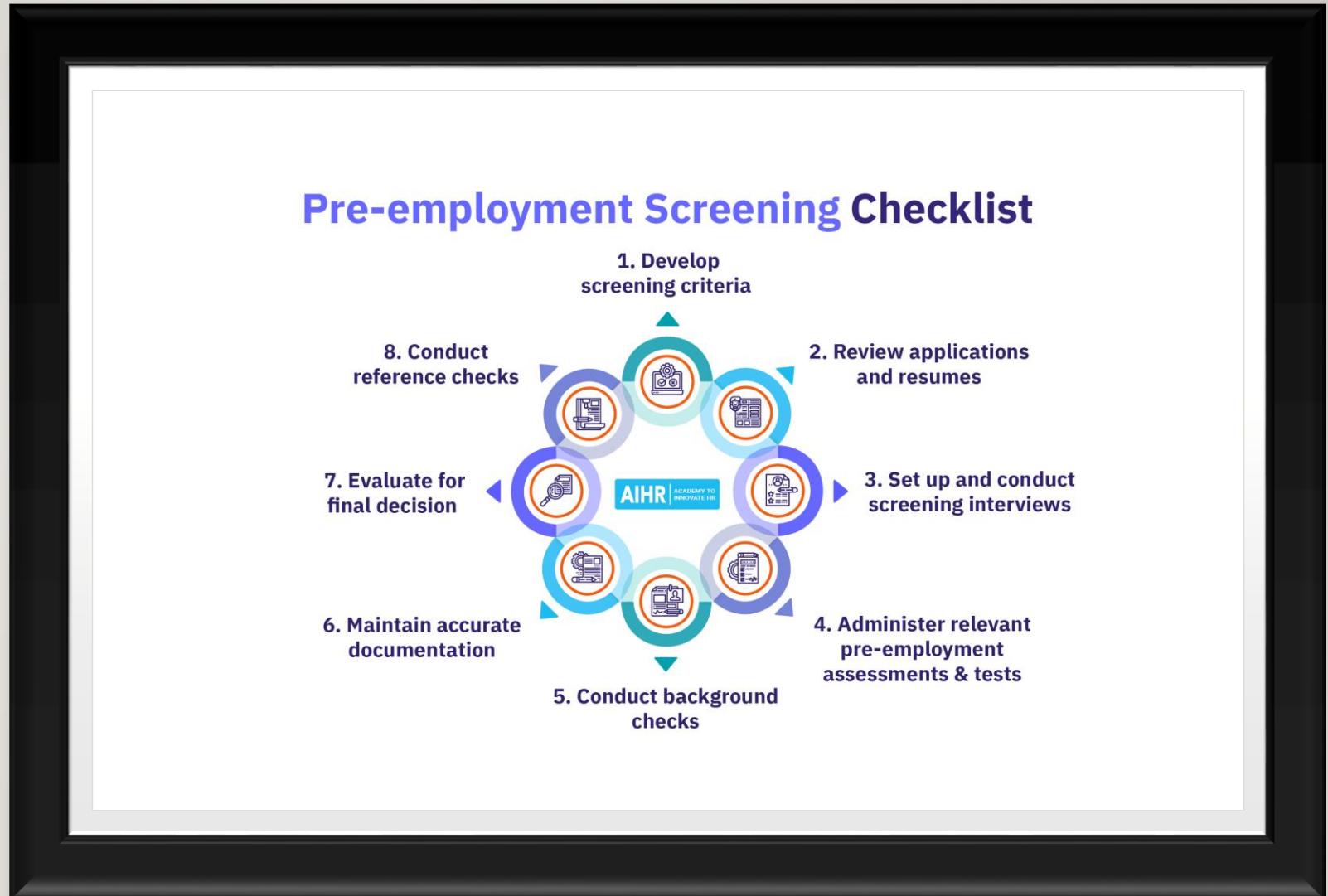
## INTERVENTION – MENTAL HEALTH & SOCIAL SERVICE PROVIDERS

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# INTERVENTION: PRE- EMPLOYMENT SCREENING

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## INTERVENTION – BACKGROUND CHECKS

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# INTERVENTION: OMBUDSMAN

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**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!

**CONSIDER BECOMING A VOLUNTEER OMBUDSMAN!**

**Volunteer Ombudsmen:**

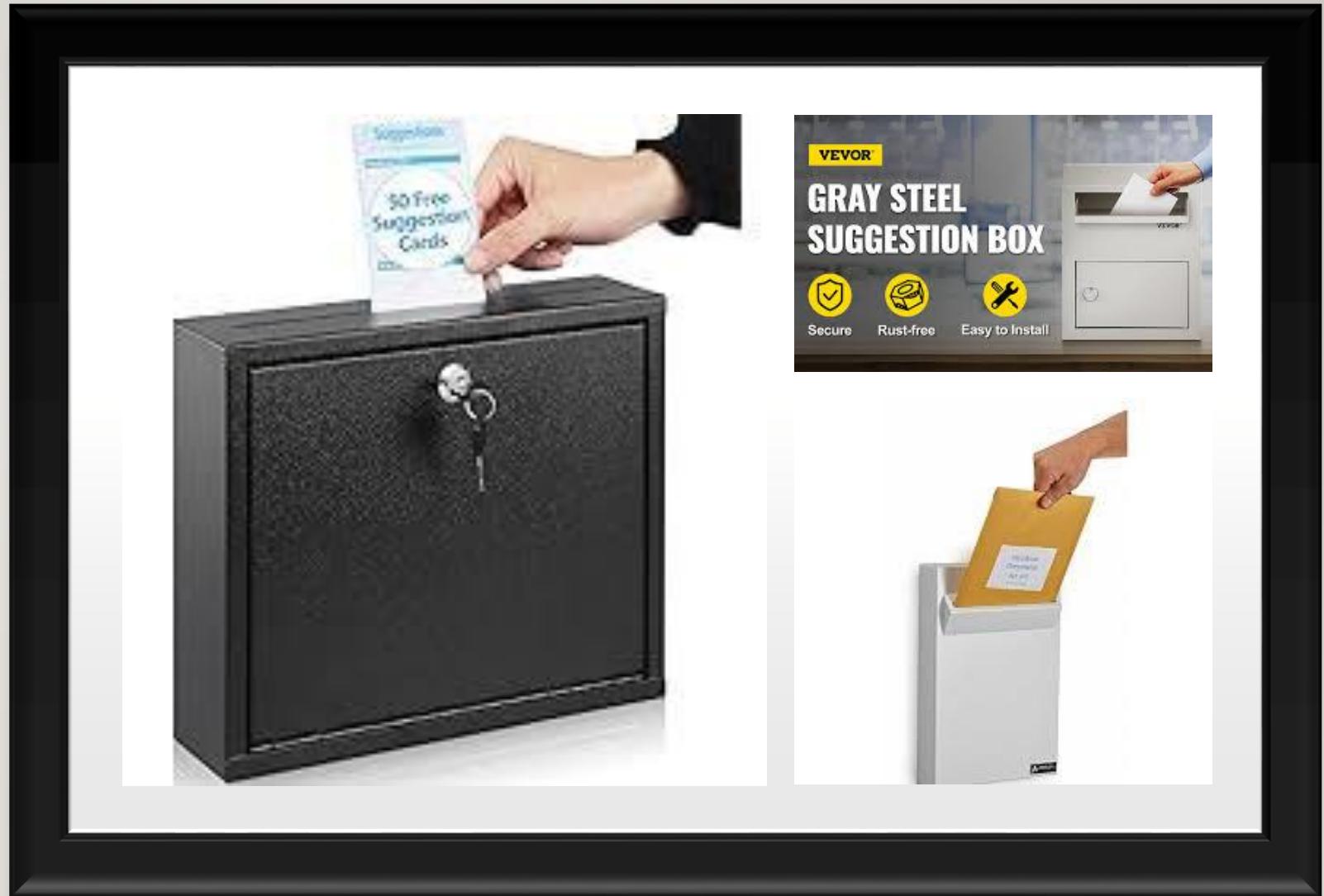
- Provide an important voice for residents of nursing homes, assisted living facilities and other long term care settings.
- Offer encouragement and support.
- Help residents understand their rights and resolve problems.
- Encourage isolation and loneliness many residents experience.
- Create their own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

Through regular visits to their assigned facilities, Volunteer Ombudsmen provide these essential services in the AAA7's ten county service area (Adams, Brown, Dallas, Franklin, Jefferson, Lawrence, Pike, Ross, Adams and Morgan Counties).

Interested in learning more? Call us toll-free:  
**1.800.582.7277** or e-mail [info@aaa7.org](mailto:info@aaa7.org)

## INTERVENTION: DROP BOXES

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## INTERVENTION: 24/7 HOTLINES

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# 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: Marhashane Yoga  
Milford TV:  
@ Comcast, 38 Verizon  
Mon. 7am, Tues. 9:30pm,  
Wed. 4:30pm, Sun. 1:30pm



### 24/7 HOTLINE



# INTERVENTION: DENTAL ETHICS& COMPLIANCE PRESENTATIONS

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# INTERVENTION: LEGAL TRAINING

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The monitor displays the following content:

**Washington County recovery friendly workplace network**

**Employment Law: The Basics and Beyond**

**JULY 11, 1-5 PM IN MACHIAS, ME**

**A FREE TRAINING OPEN TO ALL EMPLOYERS IN WASHINGTON COUNTY**

**with Jack Bjorn, Employee Benefits Attorney**  
**Stinson Peaseley Attorneys**

**The Community Learning Collaborative**   
**Sunrise County Economic Council** 

**Legal Training**



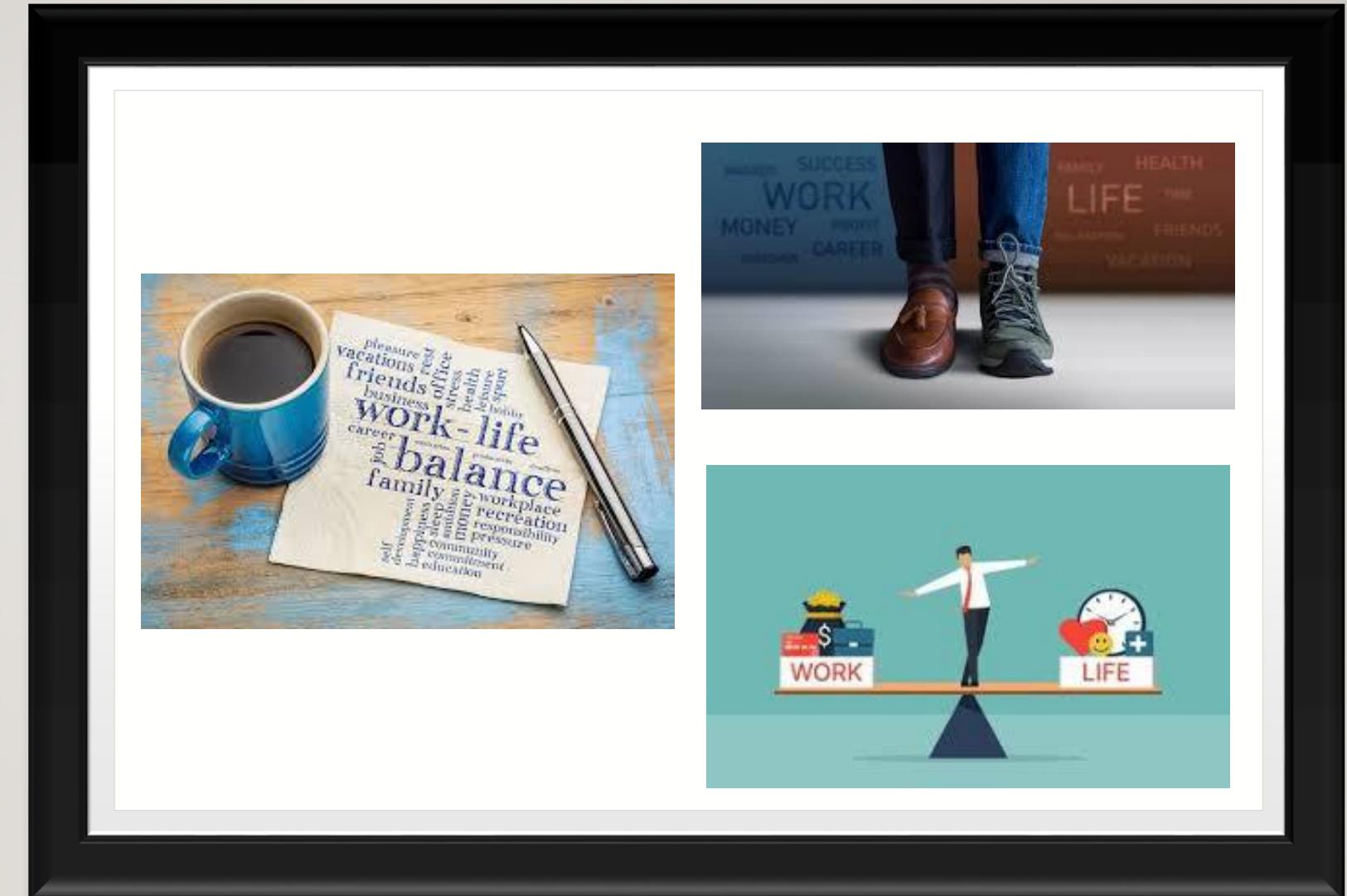


## INTERVENTION: FUNDING FOR PROGRAMS

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# INTERVENTION: WORK-LIFE BALANCE

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# INTERVENTION: LEADERSHIP

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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**

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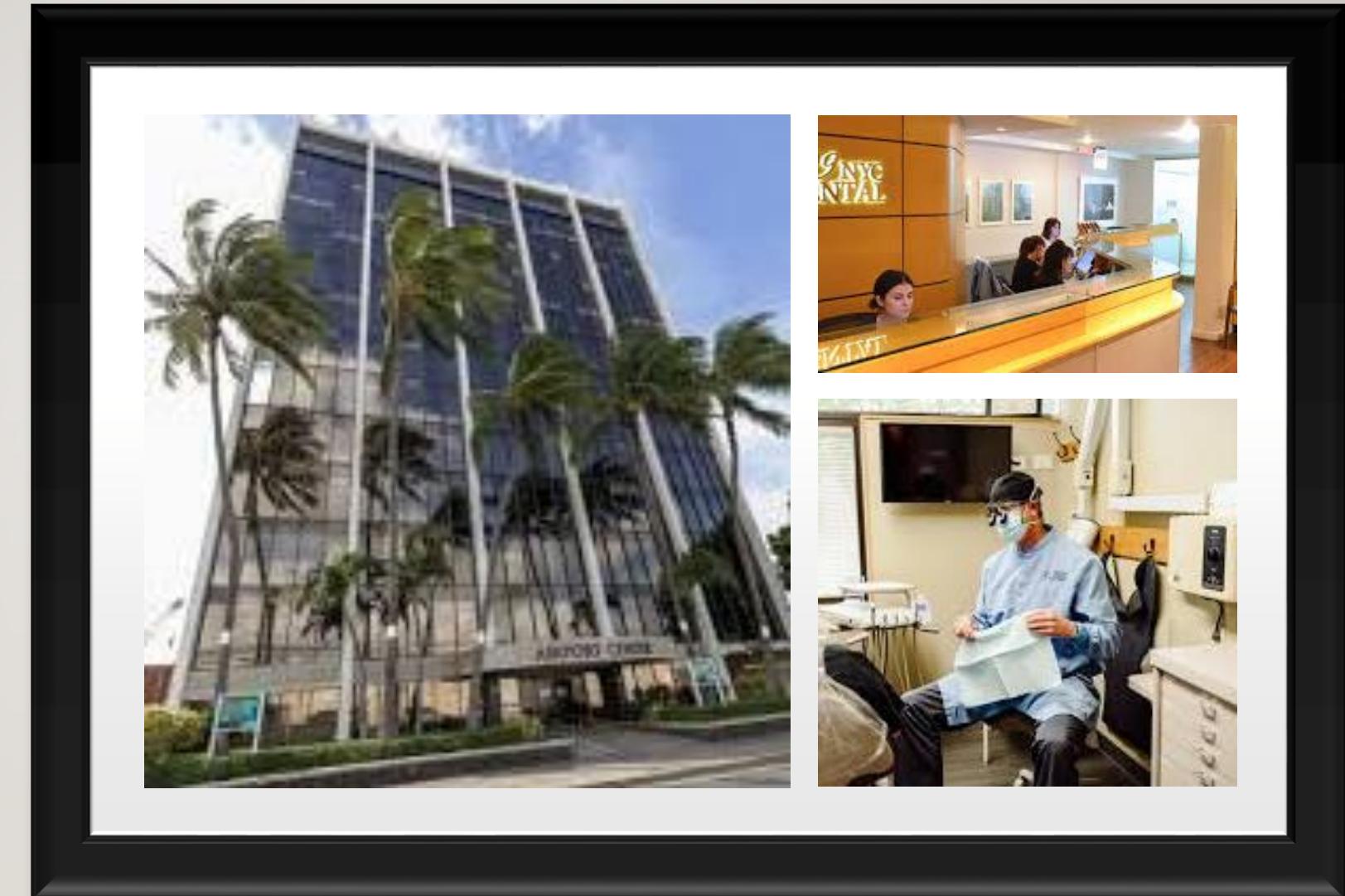
- 1. RESPONSIBLE OFFICIALS' APPROVAL SHEET;
- 2. NOTIFICATION OF WORKPLACE VIOLENCE INCIDENT;
- 3. EMERGENCY EVACUATION PROCEDURES
- 4. SHELTER-IN-PLACE
- 5. EMERGENCY RESPONSE TEAM



## DENTIST PRACTICES: WORKPLACE VIOLENCE PLAN – ADHERE TO THE PLAN

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



# DENTAL PRACTICE PLAN – THE PEOPLE

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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

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# EVACUATION -

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Area  
monitors

Exit safely

Documents?

Meeting Place  
outside of  
building area?

Re-entry  
procedures

Practice drills

# SHELTER-IN-PLACE

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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

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Emergency wardens

Floor or sector or room monitors

Quick egress points

Stairwell monitors

Special Needs Monitors

## OTHER LAST MINUTE ITEMS.....

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Account for everyone

Lock downs with intruder

Telephone or email threats (ie...bomb)

Medical help

# QUESTIONS?

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- Tony Lang
- (808) 479-7439
- [aklang@fbi.gov](mailto:aklang@fbi.gov)

