

**Social Services Agency Workplace Violence Prevention (WVP)
Contingency Response Plan
April 27, 2005**

SAMPLE

Violence in the Workplace Procedures

I. Policy and Scope

A. Policy

The County of Alameda does not tolerate workplace violence. For the purpose of this policy, workplace violence includes, but is not limited to violence, direct or indirect threats of violence, intimidation, physical fighting, or unauthorized possession of weapons. This policy applies to any act of violence made on County property, at County events, or under any circumstances that may affect an employee's safety or the County's ability to conduct business. Such actions will be considered as infringing on the County's obligation and commitment to provide a safe workplace in accordance with the provisions of the County's Workplace Violence Prevention Policy (Attachment F).

B. Scope

The purpose of the Contingency Response Plan is to summarize the agency/department's procedures related to workplace violence incidents and the commitment to provide a safe work environment.

C. Responsibilities

1. Agency/ Department

- a. Advise all employees of the Workplace Violence Prevention Policy and provide a copy of the policy to each employee
- b. Ensure that all employees attend Workplace Violence Prevention training and document attendance
- c. Identify managers who will serve as the primary contact(s) for responding to incidents involving violence or prohibited behavior
- d. Provide employees with a complaint/suggestion procedure
- e. Ensure that periodic assessments of potential or existing workplace violence hazards are conducted

2. Managers and Supervisors

- a. Provide a copy of the policy to each employee and place a signed copy of the policy statement in each employee's personnel file after Workplace Violence training has been attended
- b. Post copies of the policy on Agency/Department official bulletin boards
- c. Ensure that all employees understand their duty and obligation to consider any and all prohibited conduct or incidents of workplace violence as serious and advise them to seek assistance as soon as early warning signs are identified
- d. Respond promptly and supportively to worker complaints

3. Employees

- a. Take part in violence prevention training
- b. Promptly report all incidents, threats and harassment
- c. Comply with safety and security procedures

4. Other Responsible Parties

- a. Risk Management Unit

1. Ensure that each agency/department has a Workplace Violence Contingency Plan in place
 2. Designate staff as participant on Crisis Resource Team
 3. Review each reported incident and monitor corrective actions
- b. Sheriff's Department
1. Designate staff as participant on Crisis Resource Team
 2. Maintain records and log incident reports

II. Program Guidelines and Procedures

A. Introduction

Incidents of workplace violence across the nation have significantly increased in recent years. The impact of physical injuries, emotional distress, and the potential for the loss of life that result from workplace violence can have a tremendously adverse effect on the victim of the incident, as well as on the productivity and effectiveness of the organization for which the victim is employed.

The County of Alameda recognizes the seriousness of workplace violence and has responded accordingly. On August 5, 1996, the Alameda County Board of Supervisors adopted the Workplace Violence Prevention Policy, which was disseminated to all County employees, **and which is required to be posted at County facilities in locations easily accessible to employees.** Additionally in September 1996, a project commissioned by Alameda County to assess the risk of workplace violence at County facilities was completed. The project, entitled the "Employee Risk Assessment Project," was conducted as a means of identifying and measuring both the actual risk of workplace violence and the employee perception of risk at Alameda County employment facilities.

The purpose of this document is to summarize procedures related to incidents of workplace violence, while asserting Alameda County's commitment to providing a safe work environment for its employees. The document was developed while addressing three major categories related to workplace violence, as listed below:

- ◆ Pre-Incident
- ◆ Incident
- ◆ Post-Incident

B. Workplace Violence Prevention Protocol

1. Pre-Incident

The term "Pre-Incident" refers to actions, procedures, and requirements that are necessary prior to the occurrence of an incident or threat of workplace violence, and includes the following:

- a. Inspections for workplace security hazards must be conducted periodically. Such inspections should consist of anticipation, identification, and evaluation of workplace and employee work practice security hazards. This information may be documented on the Security Hazard Inspection List (Attachment D). Reassessment of workplace security should be an on-going process.
- b. The County of Alameda Notification of Potential Security Hazard form (**Attachment C**) must be available and accessible to all County employees and at the Workplace Violence Prevention telephone hot line location. Such forms are to be completed by County employees and/or Sheriff's Department personnel assigned to monitoring the telephone hot line and forwarded to the General Services Agency. Routing instructions for the form are located on the reverse side of the white copy of the form. Completed forms shall be forwarded to County Risk Management for review.

- c. The Alameda County Workplace Violence Prevention Policy must be posted on all official agency/department bulletin boards.
- d. Pursuant to the adopted Alameda County Workplace Violence Prevention Policy, agency/department heads must develop an agency/department specific Workplace Violence Contingency Response Plan and ensure that employees are familiar with the response plan.
- e. Agency/Department heads shall identify the managers who will serve as the primary contact(s) for responding to incidents of workplace violence or prohibited behaviors.
- f. Formal workplace violence training must occur on a Countywide basis.

2. Incident

a. Employees

In the event of an actual occurrence of workplace violence, or threat of workplace violence, the following actions are recommended:

- 1. Do not attempt to intervene physically.
- 2. Dial 9-911 for local police and/or the Sheriff's Department emergency line (if applicable), or call Security to report an incident of violence or threat of violence, including requests for paramedics or ambulance services, if needed. Activate appropriate alarm systems.
- 3. When law enforcement arrives on the scene, follow their instructions for personal safety and securing the work environment.
- 4. If the situation is not an emergency, discuss the situation with your immediate supervisor or the designated Workplace Violence Representative.

b. Designated Managers

- 1. At the time you are notified of an incident, quickly determine the status of the situation.
- 2. Ensure that appropriate steps have been taken by employees to secure the environment, obtain medical aid, and obtain security/law enforcement assistance.
- 3. Ensure that appropriate information is collected, forms are completed, and a member of the Crisis Resource Team is contacted. Managers should conduct their dealings with the Crisis Resource Team as described in the next section.

Designated Managers:

Department Head

Division Director

Agency Health & Safety Coordinator

For example: An employee is threatened by a co-worker:

- ◆ Employee reports incident to supervisor.
- ◆ Supervisor takes immediate steps, such as putting employee making threats on administrative leave.
- ◆ Supervisor contacts agency/department head and their designated personnel officer. Action Plan developed.

NOTE: An agency/department manager must initiate Contact to the Crisis Resource Team. Our advice on the Response Team is to simply make employees aware of this team and its functions, and reinforce that the employee's point of contact is the immediate supervisor or hot line.

3. Post Incident Procedures

The term "Post Incident" refers to those actions, procedures and requirements that are necessary following an incident of workplace violence or threat of workplace violence, and includes the following:

- a. At the direction of the agency/department head, a debriefing should be completed, including conducting necessary interviews and making appropriate employee assistance referrals as necessary.
- b. Immediate supervisors of the reporting party of an incident of workplace violence shall complete the County of Alameda Workplace Violence/Threat of Violence Reporting Form (Attachment E), and route as instructed on the form.
- c. It is the responsibility of the agency/department to conduct a complete and thorough analysis/investigation of all reported workplace violence incidents and/or threats. The agency/department head will implement corrective action, based on the totality of the circumstances associated with the incident. While analyzing an incident of workplace violence, resources available to agency/department heads include, but are not limited to, County Risk Management and the Crisis Resource Team. Copies of documentation pertaining to the analysis/investigation of the incident should be forwarded to County Risk Management for their information, provided the contents of the documentation (confidentiality, etc.) does not prohibit release of that information.

4. Incident Reporting

The term "Reporting Mechanisms" refers to procedures available and/or required to report an incident of workplace violence, a threat of workplace violence, or a suggestion addressing a potential workplace security hazard, including the following:

- a. A victim of, or a witness to, an incident of workplace violence shall report the incident to their immediate supervisor. The incident is documented by the supervisor on the County of Alameda Workplace Violence/Threat of Violence Reporting Form (Attachment E) and routed as instructed on the form.
- b. In the event that the nature of an incident precludes an employee from reporting an incident of workplace violence to their immediate supervisor, the incident may be reported on the Workplace Violence Prevention telephone Hot Line, 510-208-1018 or tie line 21018. Designated and trained Sheriff's Office personnel assigned to a 24-hour Sheriff's Department facility shall monitor the telephone hot line. Such personnel shall complete the County of Alameda Workplace Violence/Threat of Workplace Violence Reporting Form (Attachment E), maintain a photocopy of the form on file at the telephone hot line location, and forward the completed form in its entirety to the victim's agency/department head. The agency/department head shall route the form as specified on the form's instructions.
- c. Potential workplace violence and/or security hazards related to work processes and/or County facilities should be documented on the County of Alameda Notification of Potential Safety/Security Hazard Form (Attachment C). The form shall be available to all County employees. Such forms shall be completed by County employees and/or Sheriff's Department personnel assigned to monitoring the telephone hot line and forwarded to the General Services Agency. Routing instructions for the form are located on the reverse side of the white copy of the form. Completed forms shall be forwarded to County Risk Management for review.

III. Training

- A. All agency/department employees are required to attend Workplace Violence Prevention training which, among other things, will include training on:
 - ◆ The Alameda County Workplace Violence Prevention Policy

- ◆ What constitutes prohibited conduct pursuant to the Alameda County Workplace Violence Prevention Policy, including the discussion of workplace violence categories
 - ◆ Warning signs of workplace violence
 - ◆ The Employee Assistance Program (EAP), change management, and the consequences of violent behavior
 - ◆ Identification of potential violent situations and hostility defusing techniques
 - ◆ How to respond to incidents of workplace violence
 - ◆ Agency/Department-specific Workplace Violence Contingency Response Plan
 - ◆ The functions/duties of the Crisis Resource Team, as described in the County's Workplace Violence Prevention Policy
 - ◆ The importance of reporting incidents of workplace violence
 - ◆ Workplace violence reporting mechanisms adopted by the County
- B. In addition to the training above, all supervisors and managers will attend training which should include:
- ◆ Employer responsibility
 - ◆ Intervention techniques
 - ◆ Workplace violence prevention, including a review of workplace violence warning signs, with specific problem areas noted
 - ◆ Training in Employee Assistance Program (EAP) referral
 - ◆ Dissemination of appropriate materials
 - ◆ Counseling employees
 - ◆ Responding to incidents of workplace violence
 - ◆ Conducting appropriate interviews
 - ◆ Completing reports and making referrals to the Crisis Resource Team

Additional training in conjunction with the agency/department's violence prevention plan can be listed here. See attachments for suggestions on supplemental training. See Attachments A and B.

IV. Assistance to Employees

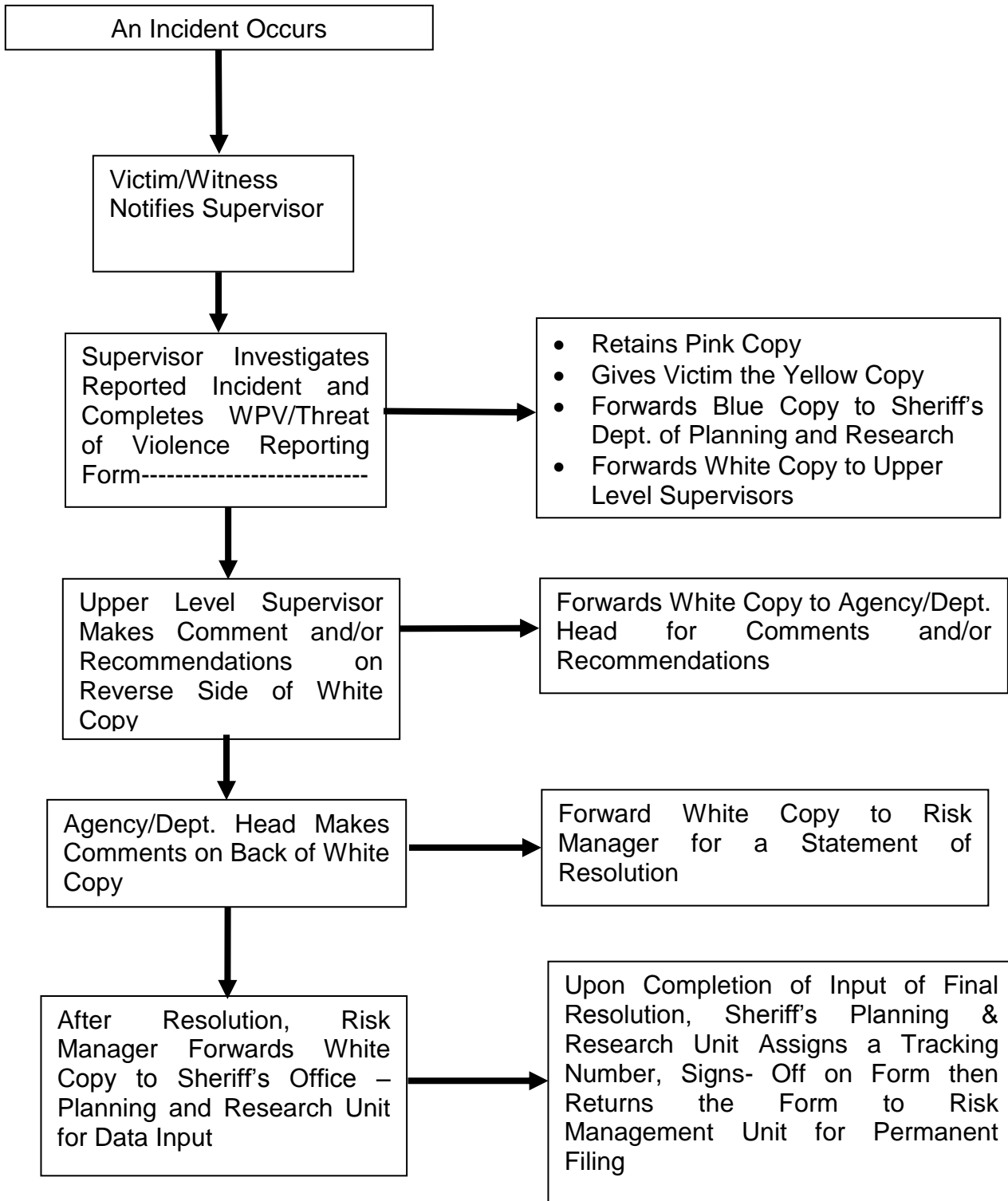
Assistance available in counseling employees regarding incidents:

Agency/Dept. Specific: Division Director

Employee Assistance Program (EAP): Claremont EAP 1-800-834-3773

Human Resources: Assigned Account Manager

Incident Reporting: Sequential Chain of Events



Attachment A

Supplemental Employee Training

Information and skills to help employees cope with the demands of their work and personal lives results in better balance and provides resources and alternatives for problem solving, including reducing the potential for violence in the workplace. Training that can be valuable in assisting employees in these areas are:

1. **Stress Management** defines stress, identifies sources and symptoms of stress, and resources for coping;
2. **Coping with Change** analyzes the nature and causes of change, emotional and behavioral reactions and the stages in adapting to change. Coping skills are also identified;
3. **Job Enhancement** assists employees in identifying realistic expectations of their jobs and how to deal with positions where promotions are not possible. Coping with uncertain futures and constant organizational change should also be discussed;
4. **Conflict Resolution Skills** explores a model for a non-violent method to address and resolve differences of opinion;
5. **Creativity** develops and encourages creative thinking. Identifying skills using imagination, intuition, humor, and playfulness to solve problems and enjoy work more fully are discussed;
6. **Communication** provides effective skills to enable employees to improve the quality of their communications.

Attachment B Supplemental Management Training

It is recommended that managers and supervisors receive the following training:

1. **Managing Stress** should educate them on how stress is created for employees by the type of work employees do, the structure of the organization, and the style of management. This program is not designed to help managers deal with the stress of their own jobs, although that training is needed as well;
2. **Communication** should provide not only effective communication skills, including listening skills, but what organizational information should be communicated to employees, when it should be disseminated, by whom and how;
3. **Substance Abuse** should give managers enough information to recognize a substance abuse problem and specific options to address it;
4. **Addressing Job Performance Concerns** should give managers and supervisors information and skills in identifying job performance concerns, documentation, confronting problem/troubled employees, imposing disciplinary action, and follow-up;
5. **Sexual Harassment** should provide information on the laws regulating sexual harassment as well as how to recognize and deal with the problem. Utilizing the skills and concepts discussed in this training should also communicate a clear message to employees that their rights will be respected;
6. **Team Building** should discuss information on the qualities effective teams share, identify barriers to forming and maintaining teams, and identify and support behaviors needed to promote and maintain teamwork;
7. **Morale and Motivation** should identify and discuss behavior and organizational systems that will raise and lower morale, and explore employee needs as they relate to motivation in order to meet them;
8. **Conflict Resolution** should help managers manage and resolve disputes between employees and/or between management and employees. If differences of opinion are discussed with the goal being to resolve the problem, the potential for violence is reduced and employees are more likely to identify problems earlier on;
9. **Cultural Diversity** training provides an opportunity for managers to learn about differences between people, honor them, and manage a diverse group of people;
10. **Critical Incident Stress Debriefing (CISD)** training will assist managers to identify an incident as critical, understand normal employee reactions, manage the workplace following a critical incident, and return the workplace to normal.

Attachment C
County of Alameda Notification of Potential Security Hazard
(PLEASE TYPE OR PRINT LEGIBLY)

Date/Time of Observation:	Location of Potential Hazard (Address of County building and description of specific location):		
Name of Reporting Party:		County Department:	
Work Address:	QIC:	Work Telephone:	
Nature of Potential Hazard:			
Reporting Party's Recommendation(s):			
Copy Forwarded To (appropriate Department Head):		Date:	Time:
Hazard Notification Received by:		Telephone:	
General Services Agency – Action Recommended: Yes No (Circle One) If yes, what action is recommended:			
Action Taken:			
Signature:		Date:	Time:

ROUTING INSTRUCTIONS
(Located on back of white copy)

- ◆ The party receiving the potential security hazard notification must complete the top portion of the form, retaining the yellow copy, forward the pink copy to the Department Head of the affected County facility and forward the white and blue copies to the General Services Agency.
- ◆ The Department Head shall contact the General Services Agency and offer input/recommendations(s) regarding the potential security hazard, if deemed necessary by the Department Head.
- ◆ The General Services Agency shall evaluate the potential security hazard and take appropriate action, if action is required.
- ◆ The General Services Agency shall complete the remainder of the Notification of Potential Security Hazard form, submit the blue copy to the Risk Manager, and submit the white copy to the Sheriff's Office Planning and Research Unit for permanent filing.

Attachment D

Security Hazard Inspection List

- **Type I** - *An incident where the assailant has no legitimate relationship to the workplace and usually enters the workplace to commit a robbery or other criminal act.*

Inspections for Type I workplace security hazards include assessing:

1. The exterior and interior of the workplace for its attractiveness to robbers
2. The need for security surveillance measures, such as mirrors or cameras
3. Posting of signs notifying the public that limited cash is kept on the premises
4. Procedures for employee response during a robbery or other criminal act
5. Procedures for reporting suspicious persons or activities
6. Posting of emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line
7. Limiting the amount of cash on hand and using time access safes for large bills
8. Other: _____

- **Type II** - *An incident involving a violent act by a recipient of a service provided by an employer.*

Type IIa - *An incident involving a violent act upon a law enforcement officer in the performance of his/her duties*

Inspections for Type II and Type IIa - workplace security hazards include assessing:

1. Access to, and freedom of movement within the workplace
2. Adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems
3. Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of the County
4. Employees' skill in safely handling threatening or hostile service recipients
5. Effectiveness of systems and procedures to warn others of a security danger or to summon assistance (e.g., alarms or panic buttons)
6. The use of work practices such as "buddy" systems for specified emergency events
7. The availability of employee escape routes
8. Other: _____

- **Type III** - *An incident committed by someone seeking revenge for perceived unfair treatment by a co-worker, a supervisor, a manager, or an incident involving a domestic dispute where an employee is threatened at work by someone with whom the employee has a personal relationship.*

Inspections for Type III workplace security hazards include assessing:

1. How well the County's Violence Prevention Policy has been communicated to employees, supervisors and managers
2. How well management and employees communicate with each other
3. Employees', supervisors', and managers' knowledge of the warning signs of potential workplace violence
4. Access to, and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom an employee is having a dispute
5. Frequency and severity of employee reports of threats of physical or verbal abuse by managers, supervisors, or other employees
6. Any prior violent acts, threats of physical violence, verbal abuse, property damage, or other signs of strain or pressure in the workplace
7. Employee disciplinary and discharge procedures
8. Other: _____

Attachment E
COUNTY OF ALAMEDA
WORKPLACE VIOLENCE/THREAT OF VIOLENCE REPORTING FORM

Date and Time of Occurrence:		Exact Location of Occurrence:		Tracking No.:	
Victim Information			Perpetrator Information		
Name:			Name:		
County Department:			County Employee: Yes No (circle one)		
Work Address:			County Department (if applicable):		
Work Telephone:			Work Address:		
Supervisor:			Telephone:	Home:	Work:
Date of Birth	Age:	Sex:	Date of Birth	Age:	Sex:
Social Security Number:			Home Address:		
Reporting Party's Name – Optional (if different from victim):					
Name:			Work Telephone:		
Description of the Incident (witnesses, weapons, alcohol/drugs, etc.)					
Police Report Completed: Yes No (circle one) If yes: Agency _____ Report No. _____				Type of Incident:	
				<input type="checkbox"/> Physical Violence <input type="checkbox"/> Threat of Violence <input type="checkbox"/> Other _____	
Category of Workplace Violence (please check the appropriate category):					
<i>Type I</i> <input type="checkbox"/> An incident where the assailant has no legitimate relationship to the workplace and usually enters the workplace to commit a robbery or other criminal act.					
<i>Type II</i> <input type="checkbox"/> An incident involving a violent act by a recipient of a service provided by an Employer.					
<i>Type IIa</i> <input type="checkbox"/> An incident involving a violent act upon a law enforcement officer in the performance of his/her duties.					
<i>Type III</i> <input type="checkbox"/> An incident committed by someone seeking revenge for perceived unfair treatment by a co-worker, a supervisor, a manager, or an incident involving domestic dispute where someone with whom the employee has a personal relationship threatens an employee at work.					
Supervisor's Name (Print or Type Name)				Phone Number	
Supervisor's Signature				Date	

SEE BACK OF THIS PAGE FOR INSTRUCTIONS AND RECOMMENDATIONS

COUNTY OF ALAMEDA
WORKPLACE VIOLENCE/THREAT OF VIOLENCE REPORTING FORM

INSTRUCTIONS

- ◆ The supervisor receiving a report of workplace violence must complete this form, give the victim the yellow copy, retain the pink copy, forward the blue copy to the Sheriff’s Department Planning and Research Unit, and forward the white copy to his/her supervisor for recommendation(s). The white copy of the form must then be forwarded through all appropriate levels of supervision until it reaches the Agency/Department Head.
- ◆ The Agency/Department Head shall complete his/her recommendation(s) then shall forward the white copy to the Risk Manager for follow-up and a statement of resolution.
- ◆ The Risk Manager maintains the white copy until a resolution is reached and documented. He/she must submit the white copy to the Alameda County Sheriff’s Department Planning and Research Unit for data input.
- ◆ The Sheriff’s Department Planning and Research Unit shall enter the appropriate data and return the completed white copy to the Risk Manager for permanent filing.

COMMENTS AND/OR RECOMMENDED ACTION
(Complete the appropriate section and forward to the next level)

Immediate Supervisor of Reporting Party:
Date: _____
Next Level Supervisor:
Date: _____
Next Level Supervisor:
Date: _____
Next Level Supervisor:
Date: _____
Agency/Department Head:
Date: _____
Risk Manager’s Statement of Resolution:
Date: _____
Input Completed by Planning and Research:
Name(print): _____
Signature: _____ Date: _____

Attachment F
Workplace Violence Prevention Policy

County of Alameda

WORKPLACE VIOLENCE PREVENTION POLICY

INTRODUCTION:

Across the nation incidents of workplace violence and threats of violence have significantly increased in recent years. Immediate victims as well as others are affected by incidents of workplace violence or threats of violence, including fellow employees, family members and clients. The physical injuries, emotional distress and potential loss of life resulting from incidents of workplace violence may have long-term effects. Incidents of violence or threats of violence may also have an impact on productivity and the effectiveness of the organization for an extensive period of time.

Alameda County recognizes the importance of providing a safe work environment. For this reason this Workplace Violence Prevention Policy has been developed. Agencies/Departments are encouraged to develop supplemental policies and/or procedures as may be required to address specific operational needs in order to further assist in the prevention of workplace violence. This policy which is in conformance with California OSHA guidelines is intended to identify the following:

- What constitutes violence or threats of violence;*
- Conduct that is prohibited;*
- Warning signs of workplace violence;*
- The importance of reporting workplace violence;*
- Agency/Department responsibilities;*
- Resources available in the event of a workplace violence crisis;*
- How to respond to incidents of workplace violence and/or related behaviors.*
- Definitions*

WHAT CONSTITUTES VIOLENCE OR THREATS OF VIOLENCE:

CAL OSHA defines workplace violence in three main categories:

- **Type I** - *An incident where the assailant has no legitimate relationship to the workplace and usually enters the workplace to commit a robbery or other criminal act.*
- **Type II** - *An incident involving a violent act by a recipient of a service provided by an employer.*
- **Type III** - *An incident committed by someone seeking revenge for perceived unfair treatment by a co-worker, a supervisor, a manager, or an incident involving a domestic dispute where an employee is threatened at work by someone with whom the employee has a personal relationship.*

For the purposes of this policy, workplace violence includes, but is not limited to, violence, direct or indirect threats of violence, intimidation, physical fighting, or unauthorized possession of weapons.

PROHIBITED CONDUCT:

The County takes the issue of workplace violence very seriously. For this reason, conduct which is prohibited includes, but is not limited to violence, direct or indirect threats of violence, intimidation, physical fighting or unauthorized use or possession of weapons.

WARNING SIGNS OF WORKPLACE VIOLENCE:

Incidents of workplace violence have increased in recent years and are frequently caused by anger and/or frustrations, obsessive love affairs and domestic disputes that spill over into the workplace.

A threat is the clearest indicator of potential violence (includes direct threats, veiled threats and threats conditioned upon other actions). For example, employee receives repeated phone calls of a volatile nature--should be reported to supervisor.

Other signs or behaviors which may be identified along with threats may include an individual who...

- *is unusually argumentative*
- *doesn't cooperate well with others*
- *has a problem with authority figures*
- *frequently blames others for his or her problems*
- *displays marked changes in work patterns such as tardiness or absenteeism*
- *demonstrates extreme or bizarre behavior*
- *frequently appears depressed*
- *is involved in alcohol or drug abuse*
- *has a history of violence*
- *exhibits a preoccupation with weapons and their use to harm self or others*

It is certainly possible that a potentially violent individual may not exhibit all of the signs listed above. At the same time, caution must be exercised to avoid over reacting. For example just because an employee is argumentative does not necessarily mean that the employee will also become violent.

THE IMPORTANCE OF REPORTING INCIDENTS OF WORKPLACE VIOLENCE:

Even though workplace violence is increasing across the nation, County employees can decrease the odds of such occurrences if angry outbursts are not ignored and any violence or threats of violence which occur in the workplace are reported in accordance with the following provisions of this Workplace Violence Prevention Policy:

It is critical that any incident of violence or threat of violence is reported and not ignored. For this reason, the County requires employees to report such incidents.

- *Any employee while in the workplace or while on County business who observes or hears a person (e.g., employee, visitor, contractor, vendor, client patient, etc.) who threatens, attempts, or commits a prohibited behavior or act of violence shall immediately notify his/her immediate supervisor or the department's designee for this purpose.*
- *Any employee who observes or becomes aware of any unauthorized possession, use, transferring, or selling of a weapon at a County work site or any other location while a County employee is on County business shall immediately report this to his/her immediate supervisor or to the department's manager designated for this purpose.*
- *Because of the nature of an incident may preclude an employee from reporting an incident to their immediate supervisor, as a pilot program, a dedicated Workplace Violence Prevention telephone hot line, 208-1018 or 21018 on the tieline, is available in the Risk Management office.*

The County will make every reasonable effort to maintain the confidentiality of individual(s) reporting incidents of Workplace Violence. No guarantees can be made in all situations as the identity of the reporter may be critical to the investigation and/or incident.

OPERATING DEPARTMENT RESPONSIBILITIES:

Each department shall be responsible for the following:

- *Advising all employees of the Workplace Violence Prevention Policy;*
- *Providing a copy of the policy to each employee and placing a signed copy of the policy statement in each employee's personnel file;*
- *Posting copies of the policy on Agency/Department official bulletin boards;*
- *Insuring that all employees attend County-wide training on Workplace Violence Prevention;*
- *Developing a department-specific Workplace Violence Contingency Response Plan;*
- *Insuring that all employees are familiar with the response plan;*
- *Identifying the managers who will serve as the primary contact(s) for responding to an incident involving workplace violence or prohibited behaviors;*
- *Insuring that all employees understand their duty and obligation to consider any and all prohibited conduct or incidents of workplace violence as serious and are advised to seek assistance as soon as early warning signs are identified.*

CRISIS RESOURCE TEAM:

The Crisis Resource Team (CRT) is a multi-disciplinary resource team, which will help an operating department determine an appropriate course of action to prevent the escalation of a situation, or assist the department with the investigation of an incident of violence. The CRT will also assist departments in developing strategies and identifying resources for prevention of such incidents in the workplace. The CRT members are skilled in and/or have direct access to mental health, law enforcement, legal, risk management (safety, workers compensation, employee health) and Personnel Administration disciplines which are needed to assist in the development of an appropriate response.

Responding to and assisting with such workplace violence prevention situations is a top priority for crisis resource members who, depending upon the situation, will interrupt other meetings or priorities in order to immediately convene to address actual or potential crises.

Crisis Resource Members may be contacted at the following numbers during normal business hours:

RISK MANAGEMENT

<i>Risk Manager</i>	208-9848 or 272-6920
<i>Safety Program Manager</i>	271-5183 or 272-6920
<i>Workers' Compensation Program Manager</i>	272-6045 or 272-6920

CRISIS RESOURCE MEMBERS

<i>Human Resource Services</i>	
<i>Director, Human Resource Services</i>	272-6425
III. Employee Relations Manager	272-3878
<i>Human Resource Services Manager</i>	208-4901
<u>County Counsel</u>	
<i>Chief Assistant</i>	272-6718
<u>Sheriff - Civil and Bailiff Section:</u>	
<i>Lieutenant</i>	272-6913
<i>Sergeant in Charge of Bailiffs</i>	272-6906

HOW TO RESPOND TO INCIDENTS OF WORKPLACE VIOLENCE/RELATED BEHAVIOR:

- *The first obligation of County employees is to assist in maintaining a secure and safe workplace by adhering to the Workplace Violence Prevention Policy and their department's workplace violence prevention response plan.*
- *In the event of an incident or violation of the Workplace Violence Prevention Policy, employees are advised to adhere to the following priorities, if possible.*

RESPONSIBLE PERSON	ACTION
EMPLOYEES	<ul style="list-style-type: none"> • <i>Get help in securing the environment and obtain medical aid for any victims.</i> • <i>Dial 911 (or on County tie-line, dial 9-911) for local police and/or the Sheriff's Department; or call private security, if on site. Request paramedics or ambulance services, if needed.</i> • <i>Follow police/sheriff/security instructions and directions for personal safety and for securing the work environment.</i> • <i>Notify the immediate supervisor or the manager designated for this purpose.</i>
DESIGNATED MANAGER	<ul style="list-style-type: none"> • <i>At the time you are notified of an incident, quickly determine the status of the situation.</i> • <i>Have the appropriate steps been taken by employees to secure the environment, obtain medical aid, and to obtain security/law enforcement assistance?</i> • <i>Are the steps in the department's Workplace Violence Contingency Response Plan being implemented?</i> • <i>Quickly gather as much factual information as possible (what, where, when, how, who, why) in preparation for the next step.</i> • <i>Immediately contact one of the CRISIS RESOURCE TEAM members (see Section on Crisis Resource Team).</i>
CRISIS RESOURCE TEAM	<ul style="list-style-type: none"> • <i>Evaluate the situation and determine appropriate course of action.</i>

DEFINITIONS:

- **Intimidation:**

Inspiring fear in a person by a show of force or a promise of force.

- **Physical Fighting:**

The act of aggression or initial force in physically contending with another with the intent to overpower and/or to cause harm.

- **Threat:**

An expression of a direct (intent to take an action) or indirect (what could happen or that something could happen) intention to inflict pain, injury or punishment upon another person or property.

- **Violence:**

Aggressive acts or initiation of physical force exerted for the purpose of violating, damaging or abusing others.

- **Weapons:**

An instrument, article or substance, which in the possession of an employee or under the circumstances of which it is used or is threatened to be used, is readily able of causing physical injury or death.

8/9/95
Rev. 10/24/95
Rev. 12/28/95
Rev. 2/15/96
Rev. 5/24/01