

Title:	<b>Workplace Violence Prevention</b>	
Purpose:	To establish a workplace violence prevention and intervention policy for the City and County of Honolulu.	
Issued by:	Industrial Safety and Workers' Compensation	Date: February 15, 2005
References:	Hawaii Administrative Rules, Chapter 12-60; OSHA Publication 3148-1996, Guidelines for Preventing Workplace Violence USOPM: OWR-09 Dealing With Workplace Violence – Guide for Agency Planners; CS Circular 1-00 (12-12-2000)	

## I. **POLICY**

To maintain and promote safe work environment for all employees, free from acts or threats of violence. A safe work environment is the joint responsibility of management and employees. Acts or threats of physical violence, including harassment, intimidation and other disruptive behavior in the workplace will not be condoned or tolerated. All reported incidents of workplace violence shall be taken seriously and shall be dealt with appropriately.

## II. **APPLICABILITY**

The City and County of Honolulu's prohibition against acts or threats of violence shall apply to all employees including managers, supervisors, contract and temporary workers and volunteers. Note: Police officers are covered under a separate policy.

## III. **PROHIBITED BEHAVIORS**

A. "Acts or threats of violence" include conduct against persons or property sufficiently severe, offensive, or intimidating to alter employment conditions or to create a hostile, abusive, or intimidating work environment for any City employee or group of City employees. Such behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm.

Examples of conduct that may be considered "acts of threats of violence" prohibited under this policy include, but are not limited to, the following:

1. Hitting, kicking, punching, slapping or shoving an individual.
2. Threatening to harm an individual or his/her family, friends, associates, or damage their property.
3. The intentional destruction or threat of destruction of property owned, operated, or controlled by the City.
4. Making harassing or threatening telephone calls, letters or other forms of written or electronic communications.
5. Use of foul language directed at another person in a threatening or hostile manner.

6. Intimidating or attempting to coerce an employee to do wrongful acts.
  7. Harassing surveillance, also known as “stalking,” the willful, malicious and repeated following of another person and making a credible threat with intent to place the other person in reasonable fear of his or her safety.
- B. Possession of firearms and other dangerous weapons are illegal and strictly prohibited on City property (unless authorized by State and Federal laws, e.g., police officers and investigators).

#### **IV. RESPONSIBILITIES**

##### **A. Employee**

It is the responsibility of all employees to be aware of how their behavior, physical and verbal, affects other people. Employees shall eliminate behavior (including teasing and joking) that a reasonable person would find intimidating, hostile or offensive.

Do not ignore violent, threatening, harassing, intimidating or other disruptive behavior. If an employee observes or experiences such behavior, it should be reported promptly to the appropriate supervisor or manager for preventive or corrective action. In the event of imminent danger, immediately call “911” for police assistance.

##### **B. Supervisor**

Do not tolerate offensive behaviors and act immediately and consistently to correct such behavior. Promptly take corrective action whenever an employee reports an act or threat of violence. Work with departmental personnel officer on taking appropriate action to report the act or threat of violence to the appointing authority. In the event of imminent danger, immediately call “911” for police assistance.

The police should also be called in all instances where firearms or weapons are brought to the workplace.

#### **V. NON-RETALIATION**

There shall be no retaliation or discrimination by any person against an employee who in good faith has complained of acts or threats of violence, conducted an investigation of a complaint, or acted as a witness during an investigation of a complaint. Retaliatory conduct should be reported by the individual to his/her supervisor and dealt with promptly and seriously by management.

#### **VI. DISSEMINATION OF INFORMATION**

The contents of this policy shall be communicated to all employees, including supervisors, and shall be posted on employee bulletin boards. This information shall be discussed with new employees and in training classes.

## **WORKPLACE VIOLENCE PREVENTION PROCEDURES**

### **I. ROLES AND RESPONSIBILITIES**

#### **A. Department of Human Resources (DHR)**

1. Develop and maintain a City-wide workplace violence prevention policy and procedural guidelines.
2. Assist departments and agencies in developing and implementing departmental workplace violence plans and procedures.
3. Insure new employees are properly trained and that periodic refresher training is given. Provide training for employees and supervisors on the risk factors associated with workplace violence and the handling of emergency situations to minimize the risks of violent incidents in the workplace.
4. Provide assistance to departments and agencies in the areas of labor relations, workers' compensation, safety and employee assistance as requested. Serve on threat management teams as requested.
5. Provide suitability screening on prospective employees.

#### **B. Departments and Agencies**

1. Appointing Authority  
Designate a senior manager to develop and administer a department workplace violence plan and procedures consistent with this policy to meet the organization's needs using available in-house resources.
2. Threat Management Team
  - a) Establish a threat management team to assess a worksite's vulnerability to workplace violence and to work with managers and supervisors on preventive actions to be taken. Include representatives from senior management, police, personnel (labor relations, safety and employee assistance), facility engineering, management and an employee representative, as appropriate. Threat management teams may be asked to assist smaller departments.
  - b) Conduct an analysis to identify areas or operations with potential for workplace violence. The analysis should include, but is not limited to, analyzing injury and workers' compensation records, incident reports, and facility design and access requirements.
  - c) Identify engineering controls and administrative work practices to prevent or control hazards identified by the analysis.
    - i) Engineering controls include changes to the physical environment to reduce or eliminate hazards. For example, creating a barrier between the worker and the hazard, locking all unused doors to limit access, an emergency warning system such as a light or bell and arranging the work area to prevent entrapment of staff.

- ii) Administrative work practice controls affect the way jobs or tasks are performed. For example, having a sign-in system for visitors and designating a response team for quick response to workplace violence emergencies.
  - d) Investigate all reports of acts or threats of violence and recommend appropriate action.
3. Post-Incident Response  
Arrange for treatment for victims and employees who may be traumatized by witnessing a workplace violence incident. For example, trauma-crisis counseling, critical incident stress debriefing, or employee assistance referral. Identify post-incident staff support.
4. Record Keeping  
Maintain reports of threats, threatening behavior and acts of violence, see attached sample. Evaluate the response to the incident and initiate corrective action to prevent future incidents.
5. Program Evaluation  
Periodically measure the effectiveness of the program in lowering the frequency and severity of workplace violence incidents.
6. Posting  
Prominently post copies of department or agency workplace violence plans and procedures in all work areas and facilities.

**C. Honolulu Police Department**

Provide law enforcement assistance to departments and agencies as requested.

**D. Corporation Counsel and Prosecuting Attorney**

Provide legal assistance to departments and agencies as requested.

**E. Customer Services**

Provide public relations assistance to departments and agencies as requested.

**F. Facility Maintenance**

Provide engineering and design assistance to improve the physical security of City facilities as requested.

**G. Employees, Supervisors and Managers**

1. When indicators for potential or actual acts or threats of violence are identified, follow department procedures to defuse those situations.
2. Promptly report all acts or threats of violence. Obtain the following information as appropriate:
  - The exact statements (threats) or misconduct of the involved parties.
  - Identities and statements of witnesses.
  - The victim's version of the incident.
  - The offender's version of the incident.

- The offender's past overall record.
- Any mitigating circumstances.
- Any aggravating circumstances.
- The offender's intent.
- Who in the workplace best knows the offender?
- The victim's past record, if any, of making unsubstantiated complaints.
- The overall context of the incident, and other facts to help with the investigation.

If any employee is terminated, his or her supervisor must retrieve all Employer property in the employee's possession. The employee must be escorted off company property by management personnel.

3. Support this plan by maintaining a safe working environment.

## II. **GUIDELINES TO FOLLOW WHEN A THREAT, THREATENING BEHAVIOR OR ACT OF VIOLENCE OCCURS**

- A. An employee who feels that he or she is being subjected to a threat, threatening behavior or act of violence should immediately report any such complaint to the supervisor. If the supervisor is the individual committing the alleged behavior, such conduct should be reported to the next higher supervisor. As an alternative, all such complaints may also be reported directly to the department or agency head.
- B. In the event of imminent danger because of an act or threat of violence, any available supervisor or employee should immediately call "911". Report as many details as possible so that the appropriate emergency response units can be dispatched. Communicate the following:
  1. The nature of the incident in progress.
  2. Location of the incident.
  3. The number of victims(s).
  4. The condition of the victim(s).
  5. Whether their injuries appear to be life threatening.
  6. A physical description of the perpetrator.
  7. Descriptions and license numbers of any vehicles involved.
  8. The name of the individual who will meet law enforcement and personnel when they arrive.
  9. The presence of any hazards at the scene.

Complete an incident report (sample attached) and forward it to the department head for action.

**CONFIDENTIAL WORKPLACE VIOLENCE INCIDENT REPORT**

TO:

FROM:

Phone:

**GENERAL INFORMATION**

Date of Incident:

Time of Incident:

Location of Incident:

Number of Persons Affected:

Names and Positions of Victims and Affected Persons:

Supervisor's Name:

Supervisor Notified? (Circle): Yes or No

Family Notified? (Circle): Yes or No

Third Party or Non-Employee Involvement? (Circle): Yes or No

Lost-Work Time? (Circle): Yes or No

**ALLEGED ASSAILANT OR PERPETRATOR INFORMATION**

To whom was violence directed toward? (Circle all that apply): Staff, Customer or Client, Visitor or Other  
If other, please explain:

Who was the assailant(s) or perpetrator(s)? (Circle all that apply): Staff, Customer, Client, Visitor or Other  
Provide name(s), if known:

Was assailant or perpetrator armed? (Circle): Yes or No If yes, describe weapon(s):

**INCIDENT INFORMATION**

Describe the type of incident (i.e., physical or verbal abuse, phone or veiled threat or other):

Injuries? (Circle): Yes or No If yes, describe extent of injuries:

Have there been previous incidents of this type in the workplace? (Circle): Yes or No

Have there been previous incidents of this type by this person(s)? (Circle): Yes or No

Describe the risk factors that apply to this incident (working with money, working early in the morning, working at night, working alone, dissatisfaction with customer service, prior history of violence, domestic, working in a high crime area, gang related, intoxicants or drugs or other):

**CONFIDENTIAL WORKPLACE VIOLENCE INCIDENT REPORT**

Provide a detailed description of the incident:

Were police or security present at the time of the incident? (Circle): Yes or No Explain:

Police notified? (Circle): Yes or No If yes, give details.

Did anyone leave the area because of the incident? (Circle): Yes or No or Unknown  
Provide the names of witnesses:

**STATUS**

Was the incident defused? (Circle): Yes or No Explain the outcome:

Was the assailant or perpetrator arrested? (Circle): Yes or No  
Was the assailant or perpetrator escorted off the premises? (Circle): Yes or No  
Did assailant or perpetrator leave the area on own? (Circle): Yes or No  
Did assailant or perpetrator remain on the premise? (Circle): Yes or No

**RECOMMENDATIONS**

Please provide any recommendations that in your opinion would prevent a similar incident?

Report completed by:  
Title:  
Supervisor notified by:

Date:  
Time and Date: