CITY OF STOCKTON, CALIFORNIA
CITY MANAGER ADMINISTRATIVE DIRECTIVE

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WORKPLACE VIOLENCE CRISIS MANAGEMENT POLICY	Effective date: 7/27/09	Revised from: N/A

I. PURPOSE

To describe and prohibit workplace violence; establish protocol and procedures for reducing the potential for such violence; and to identify security contacts and reporting procedures for employees to report violence, threats of violence, harassment, and intimidation in the workplace.

II. POLICY

A. The City does not tolerate violent behavior or threats of violence in the workplace. Any violent behavior related to the employee's work or work relationships, whether an employee is on or off duty, on or off City property or City work places, is strictly prohibited.

B. Employees engaging in work place violence shall be subject to the provisions of HR-08 - Discipline Policy.

III. DEFINITIONS

A. Crisis Management Team (CMT): Interdepartmental group convened to evaluate and address specific instances of violence or threats of violence in the workplace. A CMT shall consist of management personnel from Human Resources, Risk Management, the Police Department, the City Attorney's Office, and the department or departments directly impacted by the incident.

B. Intimidation: Inspiring fear in a person or inhibiting the speech or actions of a person by the display, promise, or threat of violence.

C. Threat: An expression of intent to inflict pain or injury on a person or damage to an object or property. Threats may be explicit ("I'll get you for this later" or "I'll kill you if you report me") or implied ("bad things are going to happen to him" or "that propane tank on the back of his truck could sure blow up easily"). Threats also include stalking. Conflicts and disagreements commonly occur in the workplace and do not, by themselves, represent threats of violence.

D. Third Parties: Individuals who are not City employees or volunteers, including, but not limited to, contractors and vendors, visitors, and friends or relatives of employees or volunteers.

E. Workplace: Any location, either permanent or temporary, where City business is conducted, including City buildings and property, other assigned

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work locations, including off-site training locales, City vehicles, and private vehicles while used for City business.

F. Workplace Violence: Any physical assault, threatening behavior, or verbal abuse occurring in the workplace by employees, volunteers, or third parties. Examples of behavior prohibited by this policy include, but are not limited to:

1. Physically injuring another person
2. Engaging in behavior that creates a reasonable fear of injury
3. Engaging in behavior that subjects another individual to extreme emotional distress
4. Verbally abusive or intimidating language or gestures
5. Threatening, abusive, or harassing communications
6. Possessing, brandishing, or using a dangerous or deadly weapon, unless an employee is required or authorized to do so
7. Possession of imitation weapons
8. Intentionally damaging or threatening to damage City property or property of an employee
9. Engaging in intrusive behavior, such as stalking, spying on, or harassing an individual

IV. IMPLEMENTATION

A. Employee Responsibilities

Every employee has the responsibility to report immediately to his or her supervisor or department safety representative any violations of this policy. This includes employees who are aware of actual violence, as well as those who are aware of threats of violence that may cause a risk of harm to an employee or others in the workplace.

B. Departmental Responsibilities

1. Workplace Safety

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Every department head is responsible for assessing the potential for violence and taking measures to maintain workplace safety. Supervisors/managers are responsible for monitoring the workplace and immediately addressing any violent behavior and appropriately evaluating any threatening conduct, even if the person engaged in the behavior or conduct is not a subordinate, or even if the supervisors/managers have not received a complaint.

2. Training

The City will provide mandatory training for supervisors and managers on this policy and the prevention of violence in the workplace. Department heads are responsible for periodically providing their staff with information about the prevention and management of violence in the workplace.

3. Department Response to Violence

When a supervisor, manager, or departmental safety representative becomes aware of a violent act or the threat of violence, he or she must make an immediate evaluation of the severity of situation and take appropriate action. (See Appendix A, "Protocol for Responding to Workplace Violence.")

a. If there is a likelihood of immediate violence or a violent act has already occurred:

(1) Call 911 and if necessary and possible under the circumstances, evacuate.

- From a city phone, dial 9-911
- If evacuation is necessary and possible, proceed in accordance with the building disaster plan.

(2) Notify the department head or other designated person in the chain of command. Contact Human Resources at 937-8233. Human Resources will activate the Crisis Management Team.

(3) Participate in developing and enforcing a plan of action

with the Crisis Management Team.

(4) Conduct further investigation, as necessary, and document incident. (See attached "Risk Assessment Report.")

b. <u>If there is a threat of violence that is not immediate</u>:

(1) Notify the department head or other designated person in the chain of command. Contact Human Resources at 937-8233. If appropriate, Human Resources will activate the Crisis Management Team. If the incident occurs after business hours, call the Police Department at 937-8377(non-emergency number).

(2) Conduct a preliminary inquiry to ascertain the basic facts and the key persons with information about the threat. Document findings. (See attached "Risk Assessment Report.")

(3) If required, participate in developing and enforcing the plan of action with the Crisis Management Team.

(4) Conduct further investigation, if required by the CMT, and document investigative findings.

c. <u>If there is no credible threat of violence</u>:

(1) Complete necessary investigation.

(2) Document incident.

APPROVED:

J. GORDON PALMER, JR.
CITY MANAGER

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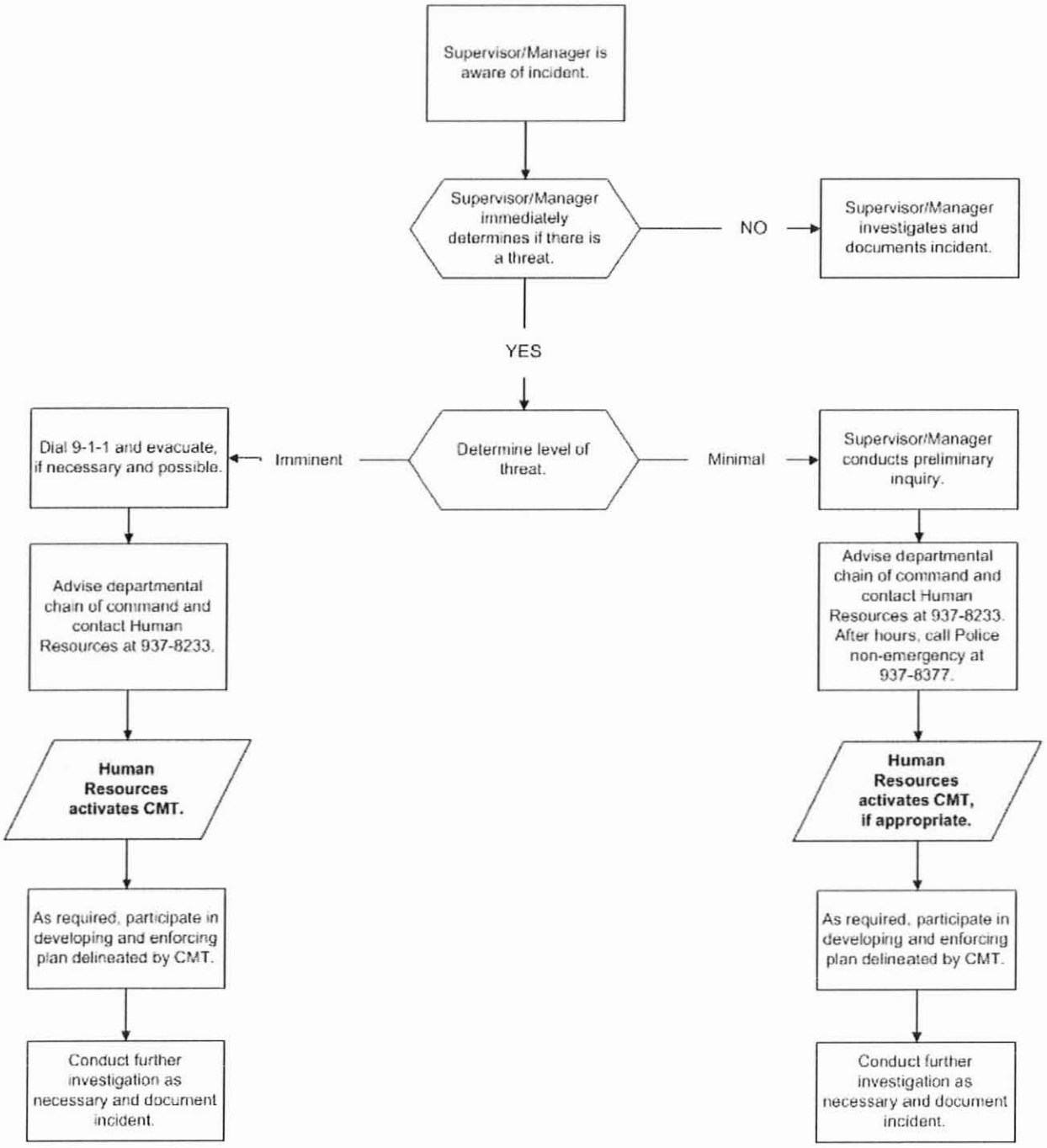
Appendix A
Protocol for Responding to Workplace Violence



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Date/Time Completed: _____

Other Factors (circle and be prepared to explain)

Finances Domestic Drug/Alcohol History of Violence/Disruptive Behavior

Possession of Weapons Anxiety/Depression Behavior Changes Restraining Order

Health Work Issues Death of Family Member Other

Explanation: _____

_____

_____

_____

_____

_____

Has Law Enforcement been notified: _____ If so, whom? _____

INSTRUCTIONS

Employee/Citizen Data

Enter the name of the person who is making the threat and/or has already instigated an act of violence. If the person is a City employee, fill out the remainder of this section with the appropriate information. Be sure to include the D.O.B (date of birth). If the person is not a City employee, use a separate sheet of paper to list the citizen's address, phone number, and date of birth, if known.

Threat/Act of Violence

If there is more than one witness, attach additional sheets.

Check all that apply and be specific as possible.

An act of **sabotage** is the willful destruction of property or other action that hinders the normal business operations of the City. Acts of violence include **physical contact**, such as pushing, grabbing, hitting, and inappropriate touching. **Other physical actions** that are threatening include hitting or throwing an object, slamming fists, violent gestures, and possession of weapons. **Verbal threats** may include direct threats to harm someone, threats to use a weapon, repeated references to weapons and violence, and harassing statements. If the threat was verbal, document exactly what was said. If the threat was left on voicemail, save and transcribe the message. **Implied threats** include indirect references to harming someone or actions that suggest the intent to harm, such as saying, "Something bad may happen to you" or showing someone a photograph depicting violence.

Other Factors

Circle all that apply and explain how they relate to the incident. Use additional sheets if necessary.
If Law Enforcement has been notified, state who (e.g., Stockton PD, Sheriff, CHP).

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RISK ASSESSMENT REPORT
(See instructions on reverse)

Employee/Citizen Data

Name: _____ D.O.B. _____
First Middle Last Month Day Year

Yrs. of City Svc: _____ Classification: _____

Department: _____ Work Location: _____

_____

Specific Job Function(s): _____

Supervisor's Name and Contact Number: _____

Victim's Name: _____ Phone: _____

Classification: _____ Department: _____

Work Location(s): _____

Specific Job Function(s): _____

Supervisor Name and Contact Number: _____

Manager Name and Contact Number: _____

Threat(s)/Act(s) of Violence

Date and Time Threat Made/Act Occurred: _____ Location: _____

Name/Contact Number of Reporting Employee/Citizen: _____

Name/Contact Number of Witness: _____

Type of Act/Threat: ☐ Act of Sabotage ☐ Physical Contact ☐ Other Physical Actions
☐ Verbal Threat ☐ Implied Threat ☐ Other

Detailed Description of Act/Threat:

_____

_____

_____

_____