

ATTACHMENT B
Policy No. 800.002

Workplace Violence Management/Crisis Management Team

Workplace violence includes a wide range of incidents and situations that can occur. Disruptive behavior can include a number of different behaviors that can be repulsive to an individual. At the extreme end of the workplace violence spectrum, facilities could be destroyed which may include homicides. Therefore, management's response often depends on the offending behavior, results of the behavior, duration of offending behavior, and resources/expertise available for closure. The Workplace Violence Management/Crisis Management Team is valuable to the department in the following areas:

- A. Conducting workplace violence risk assessments of the department's worksites and developing mitigation and prevention strategies.
- B. Serving as the central point for coordinating response activities immediately, during, and after a crisis situation (from threat assessment, investigation, defuse, recovery, and follow-on prevention actions).
- C. Providing necessary resources to the department head or manager who is or becomes responsible for actions surrounding an incident.

Each department must be prepared to manage all disruptive behavior incidents, up to and including homicides and hostage situations. A small workplace violence management team of selected department employees can serve as the core workplace violence team, and may include (for example) the Deputy Director, Personnel Officer, labor relations specialist, safety officer, and employee assistance representative. The core team may be supplemented by the Division and Branch Chief of the impacted unit. If a situation becomes protracted, intense, or caustic, internal and external expertise can be added to the team. As conditions become more protracted, the Department Head should become the most visible representative of the department.

State resources that can supplement a department workplace violence team include legal or investigative representatives from the Office of the Attorney General and selected specialists from the Department of Human Resources Development. Also, selected specialists from the Department of Accounting and General Services Public Works Division, the Department of Public Services Law Enforcement Division, and a media specialist from the Governor's Office may be added to the team, as appropriate.

The county police force is trained and equipped to address hostage, terrorist, and bomb threats. The police also have immediate access to military units. Where

immediate attention is required, the county police should be called in immediately via 911.

The department's workplace violence team can also take a proactive approach by visiting work sites, receiving suggestions, and hearing complaints. The team should also establish operational and reporting procedures to guide their activities.

THE DECISION TREE

The assembly and formulation of the department's Workplace Violence Team is dependent upon the skills of the department to resolve instances of workplace violence, efficiently and effectively, and the nature and scope of violence involved. The department must plan as to when and where the appropriate assistance is needed.

The following is a position list of potential team members.

- A. Manager (of worksite where the incident report was generated)
- B. Division Chief (of worksite where the incident report was generated)
- C. Department Personnel Officer
- D. Department Director
- E. Deputy Attorney General
- F. Administrative Services Officer
- G. Security/law enforcement
- H. DAGS Facility Manager (state owned facility; if not property manager)
- I. Governor's Media Representative.

As additional assistance is requested, departments may be relinquishing control over the situation to a higher authority like the county police and any interference can lead to disastrous results. Do not interfere with police operations except as requested by the authorities.