

 STANISLAUS COUNTY COMMUNITY SERVICES AGENCY <small>Building Foundations for the Future</small>	Developed by/Date: Karen Dow / Diane Tollefson - 5/3/10	Page: 1 of 2	Number: 5.1
	Reviewed by/Reviewed Date: CSA Exec Team 5/24/10	Replaces:	Category: Safety and Security
Title: Security / Violence in the Workplace		Approved: 5/24/10	

Policy

 Procedure

 Guideline

Purpose

The Community Services Agency (CSA) expects all supervisors and employees to adhere to and follow the agency’s procedures for Security/Violence in the Workplace.

Definition

Violence in the Workplace is defined as a serious threat in which credible evidence demonstrates that violence would or could occur. All incidents of security/violence in the workplace must be reported immediately to a Supervisor/Manager or backup. The Supervisor/Manager role is to identify a serious or potentially serious threat and report information through appropriate procedures. Reports must be made for incidents involving 1) violence between two or more County employees; 2) violence between a County employee and a customer or 3) random violence (graffiti, robbery, assault and battery between two or more customers, vandalism or theft).

Procedure for employees, supervisors, and managers

A. Process for reporting Violence in the Workplace means:

1. Report any incident or breach of workplace safety and security including theft, loss or damage to County property, assault or battery resulting in injury or involving a deadly weapon or self-inflicted injury, or any other incident of workplace violence or threat of violence. Incident Report Forms are available on OLLIE. If necessary, contact Security. If after hours, contact law enforcement.
2. The reporting individual will complete the first part of the form and return to CSA Human Resources as soon as possible. Human Resources will alert CSA/Safety and CEO as required.
3. The CEO-Risk Management Division may perform appropriate follow-up and disposition of the report.
4. When filling out the form please be specific. Include full names, addresses, phone numbers, etc. Indicate who actually observed the incident or first reported it. Estimate cost of loss or damage, and describe injuries in the space provided.

5. Provide an accurate statement of what happened based on the facts. If you are stating an opinion, please indicate that it is an opinion so that the facts can be properly evaluated.
6. Report the exact language used as well as acts and demeanor of the aggressor.
7. Retain a copy of this report for your files.

B. Department responsibility for Type I workplace violence (violence committed by an assailant who has no legitimate relationship in the workplace): or Type II workplace violence (violence committed by a recipient/client/customer of a service provided by the County employee):

1. Human Resources will alert CSA/Safety regarding the completed report.
2. The CEO-Risk Management Division may perform appropriate follow-up and disposition of the report. They will contact Safety in regard to the action taken.
3. Safety will review the report and interview the worker(s) that was(were) the victim(s) of the act of Violence in the Workplace in order to clarify the facts. Interview supervisor or co-worker regarding the incident.
4. Based on the report and interviews, send a letter to the person(s) who committed the threat of violence. This letter is to inform the recipient/client/customer that the Penal Code 71 states that attempting to influence a public employee in the performance of their duties through threats of injury to a person or property is a public offence punishable by a fine of up to \$10,000 and/or by imprisonment for up to one year. They will also be told that employees have been directed to terminate any phone call or office visit where loud, aggressive or threatening language or behavior is exhibited. The benefits and services provided by this agency may be delayed or terminated if we are unable to complete the required process due to inappropriate behavior.
5. If the victim was actually hurt (beyond a threat) or the threat was serious enough, law enforcement will be notified. The recipient/client/customer can be kept from returning to the building and/or legally restrained (with a restraining order) from returning to the building and any business that needs to be conducted will be monitored or conducted at another facility. Any restraining orders will be approved by County Counsel. The restraining orders will be given to security to monitor.
6. Retain a copy of the letters for your files. Send a copy to the victim(s) and the victim(s)'s supervisor(s).

C. Department responsibility for tracking violence in the workplace reports.

The Safety Officer will track all reports of Violence in the Workplace. He/she will retain copies of all reports and log them on a spreadsheet with all of the pertinent information and action taken and report to County Risk Management as required. Human Resources will also track and keep copies of just those Violence in the Workplace reports that pertain to County employees.