

	DEPARTMENT OF PUBLIC SAFETY ADMINISTRATION POLICY AND PROCEDURES	EFFECTIVE DATE: 10/23/01	POLICY NO.: ADM.08.10
		SUPERSEDES (Policy No. & Date): NEW	
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1.0 PURPOSE

To provide guidelines in the recognition, prevention, crisis intervention, post-crisis follow-up of workplace violence.

2.0 REFERENCES & DEFINITIONS

.1 References

- a. Chapter 26-14.6b, Hawaii Revised Statutes
- b. Section 396-6, Hawaii Revised Statutes
- c. OSHA Guidelines for Workplace Security, 29 USC
- d. Workplace Violence, Vincent J. McNally, FBI Special Agent
- e. Preventing Homicide in the Workplace, NIOSH Alert, Sept. 1993
- f. Threats and Violence in the Federal Workplace, Federal Protective Service
- g. Workplace Violence Prevention, Hawaii Employees Assistance Services
- h. Collective Bargaining Agreements
- i. Policy and Procedures, PSD

.2 Definitions.

- a. *Workplace* - Anywhere the employee is authorized to conduct work including work sites away from the office.
- b. *Threat* - An expression, verbal or non-verbal, of intent to inflict physical or mental harm or injury to another person or property.

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- c. *Crisis* - A critically significant event requiring sound decision making to bring the situation back to normal.
- d. *Violence* - Physical attack, property damage, or behavior that express or intimates an intent to cause physical or mental harm to another person.
- e. *Guideline* - A preferred course of action which is broad and general in nature that conveys a principle idea or intent that should be used, when it is determined to be practical, to develop specific procedures.
- f. *Intervention* - The act of intervening in events or the affairs of others for the purpose of restoring a peaceful coexistence among employees.
- g. *Harassment* - To insult, taunt, or challenge another person in a manner likely to provoke an immediate violent response.

3.0 POLICY

The Department of Public Safety will put in place a **zero-tolerance** policy to any work related or workplace violence. Physical assault against employees or malicious property damage, behavior that imparts or intimates an intent to cause physical or mental harm to another person will be regarded as an act of violence.

All employees are tasked and responsible for the maintenance and preservation of a harmonious work place to enhance the Department's ability to fulfill its mission and goals.

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4.0 RESPONSIBILITIES AND DUTIES

1 Department of Public Safety

- a. In line with the statewide policy of **zero-tolerance**, enforce a non-violence environment within the workplace implementing policy and procedures that meet the needs of the Department, utilizing in-house resources.
- b. Promote awareness through training to enhance employee's individual responsibility for the prevention of workplace violence.
- c. Promulgate and direct that this non-violence policy and procedures be posted in a prominent location in all work areas.

2 All managers and supervisors

- a. Be able to recognize indicators of potential or actual violent acts and follow the procedures to defuse these situations.
- b. Report any and all threats of violent behavior and activity to Internal Affairs Office and through the appropriate chain of command immediately.
- c. As a possible witness to workplace violence, perform violence intervention.

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- d. Support and enforce the **zero-tolerance policy** by getting to know your employees and co-workers, and by treating them with courtesy, dignity, respect and kindness at all times.

3 Divisions, Branches, Correctional Facilities, and Sections

Utilizing available resources and expertise will develop a workplace violence management team as directed.

The teams will be responsible for the implementation and maintenance of this policy and procedures on managing violence in the workplace. This policy consists of four parts: **recognition, prevention, crisis intervention, and post crisis follow-up**. The teams will evaluate and update this policy on a regular basis and also conduct debriefings after each significant crisis event for the purposes of critique and improvement of existing procedures.

a. Recognition

- 1. Training provided will include threat recognition. A sample profile of a potential threat would be similar to the following description: person is usually a loner, often angry, paranoid, or depressed. Maybe undergoing a personal stressful situation which may be compounded by workplace difficulties. **This is only a sample profile. Violent individuals may or may not always fit this profile.**

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b. Prevention

1. TSD shall provide or coordinate department training for all employees, supervisors, and managers on prevention, recognition and management of violence in the workplace.
2. The Recruitment Section of the Personnel Management Office shall screen and identify potential violent job applicants in accordance with statutes, rules or policies.
3. Encourage active participation from employees in developing and implementing management strategies that reduce stress in the workplace and create a work environment that increases the awareness, sensitivity, and tolerance of others.
4. Provide a means for employees to obtain counseling services. This may be done through the Employee Relations Unit of the Personnel Management Office. Services such as REACH are available on a case-by-case basis.
5. Continuously evaluate and make improvements in the environment of the workplace to ensure that the workers are reasonably protected from potential acts of violence.

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c. Crisis Intervention and Reporting

1. Since violent incidents such as physical abuse can happen in seconds, all employees who witness these kinds of incidents are responsible for intervening and reporting the incident.

2. Because of the state's policy of **zero-tolerance** the decision to call the police by the victim or witness will be based on the individual's decision based on their perception of the threat to the victim's or their own personal safety. The decision to call the police will **never** be questioned and will be supported by management.

Note: *The Honolulu Police Department (HPD) has stated that a physical assault need not take place in order for them to respond to calls concerning potential workplace violence. They will come to the workplace to document threats and incidents of harassment and establish a file on the perpetrator. This file will be useful if the violence escalates and a temporary restraining order is requested. HPD will also check if the perpetrator has any guns registered and will investigate any new gun permit applications.*

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3. With all employees being responsible for crisis reporting, each division, branch, facility and section shall develop a crisis intervention process to provide support during crisis situations.
4. The supervisor (crisis management or crisis intervention) shall defuse and resolve violent incidents or escalating violence. The supervisor and members of his team will restore order to the situation. Pertinent information shall be collected and logical recommendations for resolution shall be made. The team will document incidents and ensure that summaries of incidents are submitted in a timely manner to the Director, Department of Public Safety. Follow-up reports shall be on a quarterly basis.
5. The following are some examples of the support that team shall provide:
 - a) Help to stabilize the situation by using techniques to defuse violence as taught in training.
 - b) Assist in interviewing participants for fact finding and provide comfort as needed.
 - c) Notify the proper authorities, agencies, or bargaining units.
 - d) Properly document the incident.
 - e) Request and coordinate assistance from agencies such as the Honolulu Police Department, Department of

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Health and Department of Human Resources
Development.

- f) Share observations and data for evaluation purposes.
- g) Make recommendations for policy improvement.
- h) Make recommendations for disciplinary, legal, counseling, or other actions.

d. Post Crisis Follow-Up

The responsibility for these actions rests with the workplace violence management or the crisis intervention teams

1. Provide for or arrange counseling support for employees. Use of REACH services as approved.
2. Conduct debriefing with all employees involved including the workplace violence management team.
3. Follow-up with Workers' Compensation, Labor Relations, Unions, HPD, OSHA and other related agencies to fulfill statutory, policy or contractual requirements.
4. Recommend possible methods to prevent similar acts of violence.

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5. Ensure that complete documentation of incident has been completed and filed.

4. Training Requirements

All divisions, branches, facilities, and sections will identify and priority list employees to receive training in workplace violence. Lists will be provided to ATTN: TSD-A for programming and coordination. Lists should not include those employees that have already attended this training. The format provided as Attachment B will be used.

5. Required Reports

Reports involving violence in the workplace will be processed immediately as a PRIORITY matter. Written reports should be completed, consolidated and submitted within twenty-four (24) hours of the date and time of the incident. The format provided as Attachment C will be utilized.

Initial reports will be made telephonically through the chain of command to ensure that management is made aware of the situation as soon as possible.

The senior person on site will render this report. The format for telephonically transmitted reports is provided as Attachment C. All **FINAL** reports will be prepared on format provided as Attachment D.

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Reports shall be submitted to the Director on a quarterly basis. The report preparation and submission is the responsibility of the Personnel Management Office-Employee Relations Unit.

5.0 SCOPE

This policy is applicable to all Department of Public Safety employees.

APPROVAL RECOMMENDED:

Pauline D. Namuco *10/18/01*
Deputy Director for Administration Date

APPROVED:

Neil Enl *10/23/01*
Director Date

QUARTERLY SUMMARY REPORT OF VIOLENT INCIDENTS*

1st Quarter (1/1 - 3/31)
 2nd Quarter (4/1 - 6/30)
 3rd Quarter (7/1 - 9/30)
 4th Quarter (10/1 - 12/31)

- 1) Print or type all information.
 2) Submit completed form to the Director of Human Resources Development within 1 month after the end of each quarter.
- We did not have any violent incidents. Submitted by: _____
 Violent incidents are noted below.

CONTACT PERSON/DEPARTMENT _____ PHONE NUMBER _____ DATE _____

0	BRIEF DESCRIPTION OF INCIDENT <small>(Include Place, Date/Time, Branch/Division)</small>	THREAT	PHYSICAL ATTACKS	PROPERTY DAMAGE	HARASSMENT	OTHER..	JOB TITLE	BU	GRIEVANCE FILED? Y - YES N - NO	DISCIPLINARY ACTION TAKEN	COMMENTS
0	Example: Place/Date/Time State Office Tower, 8/15/87, 9:30 a.m. Branch/Division Employee Assistance B./Admin & Audit Div Employee threatened and shoved co-worker and accused him of talking about him behind his back	X	X				Personnel Management Specialist IV	13	Y	Employee suspended for 2 days.	
1											
2											
3											
4											

* Required by NFD Workplace Non violence Policy & Procedures ** Describe in the comments section Threat vs Harassment. A threat is an expression, verbal or non verbal, of an intent to inflict physical or mental harm or injury to another person or physical damage to property. Harassment is to visit, taunt or humiliate another person in a manner likely to provoke an immediate violent response.

Inter-Office
MEMORANDUM

DEPARTMENT OF PUBLIC SAFETY

No _____

Suspense _____

TO: Administrator, Training and Staff Development
THROUGH: Division Administrators
FROM: Wardens/Branch Administrators
SUBJECT: Request Training Spaces for the _____ (Course Title)

The following prioritized list is provided for your planning and coordination:

NAME

POSITION TITLE

STATE OF HAWAII DEPARTMENT OF PUBLIC SAFETY

DATE: _____

SUBJECT: INITIAL REPORT OF WORKPLACE VIOLENCE

TO: PER-ER
THROUGH: DEP DIR, DIV Administrator, Warden/Branch Administrator
FROM: Senior Employee on Site

TIME/DAY/DATE OF INCIDENT: _____

VICTIM(S) NAME(s): _____
JOB TITLE: _____

PERPETRATOR(S)NAME(S): _____
JOB TITLE: _____

DESCRIPTION OF INCIDENT: _____

CLASSIFICATION OF INCIDENT: THREAT HARASSMENT
(PLEASE CHECK APPROPRIATE BOX(ES)) ASSAULT

TYPE OF VIOLENCE: VERBAL NON-VERBAL
(PLEASE CHECK APPROPRIATE BOX(ES)) PHYSICAL

WEAPON(S) INVOLVED: FIREARM KNIFE OTHER _____

DISPOSITION: INTERVENTION SUCCESSFUL
 INTERVENTION UNSUCCESSFUL/ASSISTANCE
REQUIRED (INTERNAL)
 INTERVENTION UNSUCCESSFUL/HPD CALLED/
PROTECTIVE SERVICES CALLED (AAFES BLDG)

WITNESS STATEMENTS★: ATTACHED TO FOLLOW
★ Submit only ORIGINAL documents.

STATE OF HAWAII DEPARTMENT OF PUBLIC SAFETY

DATE: _____

SUBJECT: FINAL REPORT OF WORKPLACE VIOLENCE

TO: PER-ER

THROUGH: DEP DIR, DIV Administrator, Warden/Branch Administrator

FROM: Senior Employee on Site

TIME/DAY/DATE OF INCIDENT: _____

VICTIM(S) NAME(S): _____

JOB TITLE: _____

PERPETRATOR(S)NAME(S): _____

JOB TITLE: _____

DESCRIPTION OF INCIDENT: _____

CLASSIFICATION OF INCIDENT: THREAT HARASSMENT
(PLEASE CHECK APPROPRIATE BOX(ES)) ASSAULT

TYPE OF VIOLENCE: VERBAL NON-VERBAL
(PLEASE CHECK APPROPRIATE BOX(ES)) PHYSICAL

WEAPON(S) INVOLVED: FIREARM KNIFE OTHER _____

DISPOSITION: INTERVENTION SUCCESSFUL
 INTERVENTION UNSUCCESSFUL/ASSISTANCE
REQUIRED (INTERNAL)
 INTERVENTION UNSUCCESSFUL/HPD CALLED/
PROTECTIVE SERVICES CALLED (AAFES BLDG)

REPORTS: TO BE SUBMITTED WITHIN 24 HOURS OF INCIDENT
 REQUEST EXTENSION TILL _____

DISCIPLINARY ACTION: YES NO TYPE: _____

★ Note: Final report should include all statements of witnesses. *Submit all original copies ONLY.*