

 STANISLAUS COUNTY COMMUNITY SERVICES AGENCY	Developed by/Date: Karen Dow / Diane Tollefson - 5/3/10	Page: 1 of 4	Number: 5.1
	Reviewed by/Reviewed Date: CSA Exec Team 3/31/2021	Replaces:	Category: Safety and Security
Title: Security / Violence in the Workplace		Approved: 3/31/2021	

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. If necessary, contact security or if an incident is in progress and violent or threatening behavior is observed, call 911. Call County Security at (209) 652-0812 or (209) 652-1837, if an incident required contacting 911. Incident Report Forms are available on OLLIE. 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, OES-County Security, and CEO as required.
 3. OES-County Security 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 and OES/County Security regarding the completed report.
 2. Safety will review the report and, if necessary, 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.
 3. OES-County Security may perform appropriate follow-up and disposition of the report. They will contact CSA Safety in regard to the action taken.
 4. Based on the report and interviews, a decision will be reached on the appropriate level of response. In some situations, the response may go straight to a level two/three, or an alternative response may be determined based on the severity or circumstance of the incident.

No Response

Not all incidents require a response but all customer incidents are tracked to capture repetitive behavior.

First Level Response (First time/Minor Offenses)

The first level of response is to send a letter to the customer advising them their behavior is inappropriate and if it continues they could possibly be banned from all offices. Types of issues that may lead to the first level of response include:

- Customer yells at staff repeatedly using abusive language
- Customer makes verbal threats to staff
- Customer makes written threats to staff
- Customer makes physical threats to staff/customer by hitting objects such as windows, furniture, walls, signs, etc.

Second Level Response (Repeated Minor Offenses)

Incident Report is reviewed and the decision is made to initiate the second level of response. Usually the customer has already received the first level of

response letter advising them that their behavior is inappropriate and they have failed to correct it. The second level of response is to send a letter to the customer advising them their behavior is inappropriate and they are banned from all CSA Offices except for the CSF Facility, for a period of one year. Types of issues that may lead to the second level of response include:

- Repeated offenses from Level 1
- Customer follows or targets specific staff such as following them in the parking lot, asking them on a date repeatedly, following them in their car, etc.

Third Level Response (Repeated Offenses/Attempted Physical Violence)

Incident Report is reviewed and the decision is made to initiate the third level of response. Usually the customer has already reviewed the first and second level response letter advising them, that their behavior is inappropriate and they have failed to correct it. The third level of response is to send a letter to the customer advising them, their behavior is inappropriate and they are banned from all offices for a period of one year. Types of issues that may lead to third level response include:

- Repeated offenses from Level 1, 2, or 3 without improvement
- Customer physically harasses a staff/customer and the staff/customer by pushing, pulling, and or/hitting them
- Customer throws an object at a staff/customer
- Customer spits on staff/customer
- Customer brings a weapon into an office with intent to do harm

Law enforcement should be called and staff should be advised they could press charges against the customer. The customer's information should be provided to law enforcement in the event of criminal activity. Information about why the customer was in the office, such as applying for benefits, is confidential and should not be shared.

5. If a customer wishes to appeal the response decision, they may provide a letter to the CSA Safety Officer explaining why they believe the response should be withdrawn. The CSA Safety Officer will review the letter, follow-up on any items that may need to be addressed, and provide a response to the customer after the review has been made.
6. Retain a copy of the letters for your files.

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 forward to County Risk Management as required. Human Resources will also track and retain copies of Violence in the Workplace reports that pertain only to County employees.

- D. Employee responsibility for Violence in the Workplace will include the review of the Emergency Action Plan for the employee's work location. The employee will familiarize themselves with the location's lockdown and shelter-in-place procedures.