

WORKPLACE VIOLENCE PREVENTION POLICY

Town of Ithaca/SCLIWC/GTCMHIC

Revised: February 2017

Background:

On June 7, 2006, New York State enacted legislation creating a new Section 27-b of State Labor Law that requires public employers to perform a workplace evaluation or risk evaluation at each worksite and to develop and implement programs to prevent and minimize workplace violence caused by assaults and homicides. The Law is designed to ensure that the risk of workplace assaults and homicides are regularly evaluated by public employers and that workplace violence protection programs are implemented to prevent and minimize the hazard to public employees.

VIOLENCE IN THE WORKPLACE POLICY

Description

This section assists employees in the description of what is considered violence in the workplace and that the Town/Commission/Consortium {employer} will not tolerate any type of workplace violence committed by or against the employees. Employees are prohibited from making threats or engaging in violent activities.

Workplace violence is defined as harassment, verbal threats, aggressive or threatening behavior, physical assault, or abuse that takes place against people at work.

Examples of workplace violence include, but not limited to:

1. Disruptive behavior is defined as the intent to disturb, interfere with or prevent normal work activities (such as yelling, using profanity, verbally abusing others, or waving arms and fists that may cause reasonable fear of injury or emotional distress, intimidation whether direct or implied).
2. Intentional behavior is defined as physical contact for the purpose of causing harm (such as slapping, stabbing, punching, striking, shoving, or other physical attack).
3. Menacing or threatening behavior (such as throwing objects, pounding on a desk or door, damaging property, stalking, or otherwise acting aggressively; or making oral or written statements specifically intended to frighten, coerce, or threaten) where a reasonable person would interpret such behavior as constituting evidence of intent to cause harm to individuals or property.
4. Possession of a weapon on any employer property.

Prohibited behavior may include but is not limited to:

1. Injuring another person physically.
2. Engaging in behavior that creates a reasonable fear of injury to another person.
3. Engaging in behavior that subjects another person to extreme emotional distress.
4. Bullying, peer abuse, sexual harassment or harassment of any form.
5. Possessing, brandishing, or using a weapon while on government property or engaging in government business.
6. Intentionally damaging property.
7. Threatening to injure an individual or to damage property.
8. Committing injurious acts motivated by, or related to, domestic violence or sexual harassment.
9. Retaliating against any employee who reports a violation of this policy.

The Town /Commission/Consortium is committed to providing a safe workplace and a **no tolerance** policy to address violence, threats of violence, harassment, intimidation and other disruptive behaviors in the workplace. Violations of this policy will not be tolerated and discipline, up to and including termination, may be used to enforce this policy.

Reporting Procedures:

1. An employee who feels they have been subjected to violence in the workplace shall report such act using an incident report to their Department Head or Human Resources Manager.
2. Human Resources Manager and Department Head will investigate all such complaints thoroughly and promptly. The complaints and the terms of their resolution will remain confidential, to the fullest extent practical. If an investigation confirms that workplace violence has occurred, corrective action will be taken, including disciplinary action up to and including termination of employment, if appropriate. Non-employees engaged in violent acts will be reported to the authorities.
3. An employee who obtains an Order of Protection/Restraining order that lists Town /Commission locations as protected areas are highly encouraged to provide a copy of the order to Human Resources. Refer to the Domestic Violence in the Workplace policy.

4. The Human Resources Manager is responsible for insuring that the Town and Commission maintain a complete file of incident reports and related documentation that may include one or more voluntary statements that may accompany an Incident Report.
5. The law prohibits an employer from retaliating against an employee who has:
 - Made a report under this section
 - Requested an inspection by Department of Labor officials
 - Accompanied Department of Labor officials during the inspection

NOTIFICATION:

If you have been injured due to an act of violence in the workplace, an Incident Report must be completed. See attached Incident Report form.

- A. Employee Role: It is extremely important, and every employee's responsibility, to see that Incident Reports are submitted to their Department Head.
- B. Management Role: The Department Head is responsible for reporting all incidents of violence and/or threatened violence to the Human Resources Manager.

Affected employees will be notified of the actions Town/Commission has taken in response to the incident and what actions are possible regarding the individuals in question.

Procedures:

A. Threats or Threatening Behaviors:

If there is a threat or threatening situation that arises in the workplace, any employee that is aware of the situation must follow facility procedures. This may include a formalized procedure or utilizing a panic alarm button available in some locations or by directly dialing 911.

If an individual makes a threat in writing, by mail, e-mail, or on voice mail, **DO NOT ERASE THE E-MAIL OR VOICE MAIL MESSAGE**, follow the procedures described in this section under "Reporting".

B. Domestic Violence and Orders of Protection:

An employee who is involved in an incident of domestic violence either on Town property or while on personal time is strongly encouraged to advise their supervisor of the incident regardless if law enforcement is involved. Employees cannot be compelled to provide such information to their employer

however employees need to be made aware that communicating such information to their supervisor is in their best interests and the interests of their fellow employees in order to provide the best possible safety and security for that employee and their co-workers while at the workplace. For further information refer to the Domestic Violence and the Workplace policy.

C. Dangerous/Emergency Situations:

Employees who are confronted by an armed or dangerous person should not attempt to challenge or disarm the individual. DO NOT put yourself in more danger by being aggressive.

Recommended tips:

1. Employees should remain calm, and talk to the individual, as appropriate, to calm the situation.
2. Cooperate and follow the instructions given.
3. If possible, safely notify your supervisor or another employee of the situation. Utilize panic button, if available.
4. If possible, safely evacuate the area.

D. Bomb Threats

If any employee receives a bomb threat in person, or while talking with someone on the phone, the employee shall follow the procedures on the NY State Police bomb threat checklist provided to them.

E. Potentially violent or violent person(s) in field

If an employee meets, either in the office or in the field, with an individual known to have been violent or who the employee believes may be threatening or violent, the employee should:

1. Notify his/her supervisor of the need to meet with such an individual and of the possible threatening situation **before** the meeting takes place.
2. The employee should request assistance from their supervisor if the meeting or visit will take place on or off employer premises.
3. Management should make every attempt to provide that an additional person be present for the meeting; employees should be discouraged from meeting with such person alone.
4. The Department Head must notify Human Resources if they have asked for a Law Enforcement escort to a meeting or visit for safety reasons.
5. **If an employee is working on Town business while off-site and a situation arises that poses a threat to his/her safety, the employee should call 911.** Employees should use their own discretion as to when they feel the need to call 911. It is not required nor suggested that they contact their supervisor first. They are the best judge of their own safety level.

Management Responsibility:

- A. Employer will ensure that all employees are made aware of their role in safeguarding employees, customers, and visitors. This will be done by reviewing the security policy and procedures at new employee orientation, through the distribution and availability of the policy and procedures in paper and electronic formats, through review of the policy and procedures, annual training, and through employee inquiry.
- B. The Department Heads, the Human Resources Manager, and Safety Committee will review Incident Reports to evaluate trends or necessary actions to improve safety.
- C. Any staff person who feels his/her safety is threatened because of work related issues could request to have that work reassigned because of such risk. Such requests must be made in writing to the employee's Department Head. The Department Head will meet with the employee, if necessary, to discuss the reasons for the request and explore options. Unless otherwise notified by the Department Head, an employee will have a response within five business days.
- D. Items of concern regarding safety and security will be brought to the Human Resources Manager who will review aggregate information regarding threats and incidents and will make recommendations regarding needed changes in facility policies and procedures.
- E. The Human Resources Manager will coordinate training in personal safety for all employees on a periodic basis.
- F. Any person who makes threats, exhibits threatening behavior, or engages in violent acts on employer property should be removed from the premises as quickly as safety permits. Employer reserves the right to direct the person to remain off the premises pending the outcome of an investigation. Employer's response to incidents of violence may include suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and criminal prosecution as appropriate.

RISK EVALUATION AND PREVENTION:

Town /Commission/ Consortium will evaluate the risks in the workplace including risks associated with:

- Working in public settings
- Working late night or early morning hours

- Working alone or in small numbers
- Uncontrolled access to the workplace
- Areas of previous security problems

Annual Training:

- A. Employer will make this written program available to employees at orientation and union representatives upon request.
- B. Training will be held at the time an employee is initially hired and every year thereafter. The training will include the following items:
1. The requirements of the law
 2. The risk factors in their workplace
 3. The location and availability of the written plan
 4. Measures employees can take to protect themselves from workplace risks and what the written violence prevention program specifies in that regard.

See attached NYS Department of Labor suggestions for responding to violence and /or threats.

DUTY TO WARN:

In furtherance of this policy, employees have a “duty to warn” their supervisors, or human resources of any suspicious workplace activity, situation or incidents that they observe or that they are aware of, involving other employees, former employees, contractors, customers or visitors that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks and the like.

The Town/Commission/ Consortium will not condone any form of retaliation against any employee for making a report under this policy.

WORKPLACE VIOLENCE INCIDENT REPORT

To be completed by the individual investigating the incident. Return completed form within 2 days following incident to Human Resources. **Attach witness statements to this form.**

Report submitted by:	Date:
General Description:	Telephone:

Date of Incident:	Time:
Address/Location of Incident:	

Individuals involved in the incident (use additional sheet(s) if necessary)

Name:	Name:
<input type="checkbox"/> Victim or <input type="checkbox"/> Assailant	<input type="checkbox"/> Victim or <input type="checkbox"/> Assailant
Title:	Title:
Division:	Division:
Phone:	Phone:
Immediate Supervisor:	Immediate Supervisor:

Assailant Relationship to Employee

<input type="checkbox"/> Co-worker	<input type="checkbox"/> Former Employee
<input type="checkbox"/> Other (specify)	

Possible Reason for Incident: (If known, check all that apply)

<input type="checkbox"/> Conflict with co-worker(s)/former co-worker	<input type="checkbox"/> Receiving corrective action
<input type="checkbox"/> Conflict with management	<input type="checkbox"/> Other (specify)

Nature of Incident

<input type="checkbox"/> Stalking
<input type="checkbox"/> Engaging in actions intended to frighten, coerce, or induce duress
<input type="checkbox"/> Destruction of Property
<input type="checkbox"/> Physical Assault - Hitting, fighting, pushing, or shoving
<input type="checkbox"/> Armed Assault - Use of object as weapon (specify)
<input type="checkbox"/> Armed Assault - Use of weapon such as gun, knife, etc. (specify)
<input type="checkbox"/> Verbal Harassment
<input type="checkbox"/> Sexual Harassment
<input type="checkbox"/> Other (specify)

How was the incident communicated? (Check one or more)

<input type="checkbox"/> Communicated directly to victim	<input type="checkbox"/> Verbal	<input type="checkbox"/> Mail	<input type="checkbox"/> Note	<input type="checkbox"/> Email
<input type="checkbox"/> Communicated to another person	<input type="checkbox"/> Verbal	<input type="checkbox"/> Mail	<input type="checkbox"/> Note	<input type="checkbox"/> Email
<input type="checkbox"/> Other (specify)				

Victim Injury (Check all that apply)

<input type="checkbox"/> Physical injury	<input type="checkbox"/> None
<input type="checkbox"/> Physical Injury - Medical care required	

Initial Response or Follow up Activity: (Check all that apply)

<input type="checkbox"/> Situation defused	<input type="checkbox"/> Employee Assistance Program referral
<input type="checkbox"/> Law Enforcement notified If Yes, Name of Agency and Report Number: _____	<input type="checkbox"/> Other (specify)

Describe Incident in Detail

Include what happened, where, who was involved, what you heard, saw, etc.

List Names of Other Witnesses

Signature

Date

Person Receiving Witness Statement

Date

Routing

Yes No Name

Signature

Date

<input type="checkbox"/>	<input type="checkbox"/>	Department Manager		
<input type="checkbox"/>	<input type="checkbox"/>	Human Resources		

Upon completion of investigation, attach a findings/follow-up document to this form.

NYS Department of Labor

Suggestions for responding to violence and/or threats:

How can you help prevent violence?

Anger and potential violence is often initiated by frustrated people who feel they are being treated unfairly or disrespectfully. An atmosphere of sincere caring and courtesy in the workplace can help to eliminate the cause of much violence. Be sensitive to the needs and feelings of others. Offer help and support – and seek the same if you need it.

Seven steps to keeping someone cool:

1. Show respect and courtesy, no matter the person's attitude.
2. Stay calm. Avoid arguing.
3. Listen patiently; don't interrupt.
4. Acknowledge the person's feeling: "I see that you're angry."
5. Ask for details in order to take emotions out of the conversation.
6. If you can, involve the person in finding a solution. Ask, "What do you think would be fair?"
7. Be positive: "Let's see what we can do."

If anger grows:

- Excuse yourself for the restroom or use other delaying tactics that give the person time to calm down.
- Establish ground rules if behavior becomes unreasonable: "I'll have to leave if you continue cursing."
- Move to a spot where your exit is not blocked.
- If you feel threatened, ask the person to leave, or leave yourself.
- Advise nearby co-workers and follow County policies.

Five "Don'ts" when dealing with an angry person:

1. Don't challenge, threaten or dare a person who is angry, or potentially violent.
2. Don't criticize or show impatience.
3. Don't attempt to bargain with a person who is threatening.
4. Don't make physical contact. Stay at least 3 feet away.
5. Don't try any "heroics" that could result in injuries to you or others.

When strangers are an issue:

Strangers commit many threats and/or violent acts in the workplace. It's vital to be aware of individuals at work who are not recognized co-workers, customers or vendors. Greet strangers with a friendly, "May I help you?" to determine why they are on the premises. Promptly report strangers who make you feel uncomfortable to supervisors.

When co-workers are a concern:

- **Pay attention to behavior - Some behaviors indicate a co-worker may be troubled, which raises the risk for violent behavior. These behaviors include: poor personal hygiene; increased absence; decline in job performance; social isolation; angry outbursts, threatening statements or intimidating behavior; fascination with weapons; history of violence or intimidation; alcohol or drug abuse.**
- Take note of attitudes – Certain attitudes also point to an increased risk for violence. Among these are: constant complaining about unfair treatment; blaming others for mistakes and problems; inability to accept criticism; holding grudges; resistance to following rules or directions; defensiveness; depression; lack of concern for the safety and well-being of others.
- Know when to take action – No one can predict if, or when someone may become violent. But worrisome behaviors and attitudes are warning signs that someone may be under high stress and potentially violent. Pay particular attention if a co-worker has a sudden change in behavior, is disruptive, or shows many warning signs – not just a few. If so, inform supervisors of your concerns.

Keeping the peace with co-workers:

Conflict at work is to be expected, but it must be handled effectively if it is to be resolved, or kept from growing into potential violence. If you have a disagreement with a co-worker, make time to talk together about it. Use these strategies for keeping the peace:

- Express your concerns as soon as they arise – don't let them grow into anger.
- Discuss the issue privately. Always use a respectful tone.
- Avoid putdowns and blaming. Use "I" statements to explain how the situation affects you and makes you feel.

- Stick with one point at a time. Stay on the topic.
- Focus on solutions, not the details of negative incidents. Avoid falling into an argument.
- Be willing to compromise.

Seek help if you need it:

If you and a co-worker are unable to resolve a conflict through a respectful discussion, ask for help from your supervisor, our employee assistance program or the Human Resources Department.

In summary:

- Read and/or review this procedure from time to time.
- Follow your training if confronted with a potentially violent workplace incident.
- In an emergency, or if you feel threatened call 911.
- Report every workplace violence incident to Human Resources for follow-up.
- After the incident, consider using critical incident stress de-briefing sessions and post-trauma counseling services that are available to all employees as part of the employee assistance program.

TOWN OF ITHACA/ SCLIWC/ GTCMHIC
WORKPLACE VIOLENCE PREVENTION PROGRAM PROCEDURES

Workplace Violence Prevention Policy Statement

Background

On June 7, 2006, New York State enacted legislation creating a new Section 27-b of State Labor Law that requires public employers (other than schools covered under the school safety plan requirements of the education law) to perform a workplace evaluation or risk evaluation at each worksite and to develop and implement programs to prevent and minimize workplace violence caused by assaults and homicides. The Law is designed to ensure that the risk of workplace assaults and homicides are regularly evaluated by public employers and that workplace violence protection programs are implemented to prevent and minimize the hazard to public employees.

The Town of Ithaca is the employer of record for all employees working for Town of Ithaca (Town), Southern Cayuga Lake Intermunicipal Water Commission (Commission) and Greater Tompkins County Municipal Health Insurance Consortium (Consortium). The “employer” and “employee” references throughout this document will indicate the Town, Commission and Consortium collectively as employer and collectively as employees.

STANDARD PRACTICE INSTRUCTION

DATE OF CREATION: 2/2017

SUBJECT: Violence Prevention Program

GENERAL: This document details our policy for prevention and mitigation of fatal and nonfatal violence in the workplace. This standard practice instruction is intended to address the issues of workplace violence and provide uniform guidance for the welfare of all the employees.

RISK FACTORS: Risk factors for workplace violence include dealing with the public, the exchange of money, domestic disputes that spill over into the workplace, disgruntled workers with a perception that they have been unfairly treated and many other similar scenarios. The workplace violence prevention program will include a system for documenting incidents, procedures to be taken in the event of incidents, and open communication between this employer and our employees.

RESPONSIBILITY: Human Resources' is responsible for this program and has responsibility to make necessary decisions to ensure success of the program. Human Resources' will develop written detailed instructions covering each of the basic elements in this program.

LOCAL EMERGENCY RESPONSE RESOURCES

RESOURCE	NAME/REMARKS	RESPONSE TIME	PHONE
Human Resources Manager	Judy Drake		607-220-4879
Safety Coordinator-Town Hall	Judy Drake, Human Resources		607-220-4879
Safety Coordinator- PWF	Joe Slater, Dir. Public Works		607-220-7025
Safety Coordinator- SCLIWC	Greg Weatherby, Dist. Manager		607-592-4775
Ithaca City Police Department	Call 9-1-1 in emergency		607-272-3245
Tompkins Co. Sheriff Department	Call 9-1-1 in emergency		607-272-2444
Ambulance Service – Bang’s	Call 9-1-1 in emergency		607-273-1161
Ithaca Fire Department	Call 9-1-1 in emergency		607-272-1234
Hospital – Cayuga Medical Center			607-274-4011
Poison Control Number			800-222-1222
Tompkins Co. Health Department			607-274-6600
Hazardous Waste Disposal			607-273-6632
Tompkins Co. Emergency Response			607-257-3888

Violence Prevention Program

1. Written Program

This standard practice instruction will be maintained in accordance with applicable regulations and updated as required. Where no update is required this document will be reviewed annually. Effective implementation of this program requires support from all levels of management within Town/Commission/Consortium. This written program will be communicated to all personnel that are affected by it. It encompasses the total workplace, regardless of number of workers employed or the number of work shifts. It is designed to establish clear goals, and objectives. This will be reviewed and evaluated when any of the following occurs:

- On an annual basis.
- When changes occur to governing regulatory sources that require revision.
- When changes occur to related company procedures that require a revision.
- When organizational operational changes occur that require a revision.
- When there is an incident, accident or close call that relates to this area of safety.
- Anytime the procedures fail.

2. NO Tolerance Policy

Town/Commission/Consortium has a NO tolerance policy for violence in the work place. Our policy firmly states that the Town/Commission/Consortium will be free from the fear and danger presented by workplace threats, firearms and other weapons.

3. Responding To the Threat of Workplace Violence

For a situation that poses an immediate threat of workplace violence, all legal, human resource, employee assistance, community mental health, and law enforcement resources will be used to develop a response.

3.1 Specific Threats: If a threat has been made that refers to a particular individual, time or place, supervisors will immediately report the incident to the human resources manager and facility safety coordinator. The following courses of action as a minimum will be considered:

- Notification of local law enforcement.
- Ensure no one works alone in remote facility areas.
- Change or stagger departure times.
- Implement a buddy system.
- Change normal parking locations.
- Ensure lighting in parking areas.
- Other appropriate response as determined necessary.

4. Domestic Violence and Orders of Protection:

An employee who is involved in an incident of domestic violence either on employer property or while on personal time is strongly encouraged to advise their immediate supervisor of the incident regardless if local law enforcement is involved.

Employees cannot be compelled to provide such information to their employer however employees need to be made aware that communicating such

information to their supervisor in the workplace is in both their best interests and the interests of their fellow employees in order to provide the best possible safety and security for that employee and their co-workers while at the workplace.

An employee who obtains an order of protection/ restraining order that lists Town /Commission locations as protected areas are highly encouraged to provide a copy of the order to his/her supervisor and Human Resources. Included with the copy of the Order a picture of the person who is the topic of the Order shall be provided if at all possible.

The employee or his/her supervisor is responsible for notifying Human Resources of incidents involving domestic violence or threats and incidents as soon as possible, but no later than the end of the business day. Human Resources must share appropriate information with other department management when more than one department is or is likely to be affected by the threat or incident.

4.1 Human Resources notification

- Provide copy of Order of Protection/Restraining order
- Provide a photo of the subject of the Order of Protection/restraining order
- Inform immediate supervisor
- Obtain permission from victim to inform immediate employees who may be affected by the incident
- Inform reception staff
- Inform maintenance personnel and provide description of person involved and any possible vehicle they may own/operate
- Advise employee to update Human Resources with any changes or updates to the Order of protection/restraining order immediately.**

5. Law-enforcement involvement – Appropriate response

When it is determined that Police intervention is necessary the following procedures shall be followed:

5.1 Police notification:

- Report who you are and what your phone number is.
- Address of facility and location where officers are to meet representative.
- Report known information about the situation.
- Ask Police for recommendations.
- Stay on the line with police or keep a dedicated and private phone line available for police to re-contact facility.

5.2 When the Police arrive, provide them with the following:

- A location to work from to conduct their investigation.
- A private phone line dedicated to the Police.
- Assign liaison to stay with, and advise Police.
- Provide a maintenance supervisor to Police in order to access all areas of facility.
- Upon request, provide a detailed map of the facility.
- Upon request, provide detailed blueprints of facility utilities.
- Upon request, provide detailed location of doors, windows, type of locks.
- Allow Police full access to facility.

6. Hostage - Response Actions

Understand that hostage situations can end in any range of outcomes, from a peaceful surrender to violent extremes. These situations are extremely volatile. While no written quick response procedure can guarantee a favorable outcome to a hostage situation, the following guidelines may defuse the situation or delay violence until Police can arrive:

6.1 Make appropriate notifications, **Call 9-1-1**. If possible and safe, send a runner to the Human Resource office and Department Head to report the situation. Try to relay as much of the following information as possible:

- Number, identification (if known) and description of assailant(s).
- Exact location of assailant(s).
- Type of weapon(s).
- Any injuries.
- Any demands the assailant has made.
- How many hostages and the location of hostages
- If there is a phone at that location and the phone number
- Any other background information on the assailant(s), re: past problems with the assailant.
- Assailants demeanor.
- Possible motives.
- Known vendettas against Supervisors/Employers etc.

6.2 Isolate the incident to keep it from spreading.

6.3 Obey the assailant's commands. Don't argue, provoke, or fight, be aware of your body language, assume a non-threatening posture.

6.4 Listen to the suspect. Listening may calm the assailant, listen to complaints and/or demands – information gleaned may defuse the situation.

6.5 Show concern. Try to show genuine concern for the assailant's well-being. Do not lie or conspire.

6.6 Control Employees. Keep the Employees calm, calmness is contagious. Don't agitate the suspect.

6.7 Encourage release. Encourage assailant to release everyone.

6.8 Establish rapport. Use their first name. Encourage use of yours. Model your behavior – if you are calm they will be calm.

6.9 If you **cannot** send a runner:

- Stay where you are.
- Try to call 9-1-1 or a manager.
(Provide them with the above information)
- Others will become aware of the situation as time passes.

- Be calm and patient and **wait for help**.
- Sympathize with and calm the assailant.

6.10 Violence Prevention Techniques:

- Be aware of employees who feel that they have been wronged.
- Open lines of communication.
- Document incidents of employee misconduct.
- Report and resolve (if possible) any conflicts you have with employees.
- Pay attention to the gossip among employees and investigate.
- Encourage employees to report threatening remarks or behaviors.
- Take any type of threat seriously, investigate until determined it is no longer a viable threat. **Report & document it the moment you hear of it.**
- Involve others if you are not achieving the appropriate results.

7. Rape/Assault - Response Actions

Call 9-1-1 immediately and notify **Human Resources ASAP**. Provide details of the incident. Send someone to direct emergency responders to the victim

7.1 Assign someone to meet and guide emergency responders to the victim.

7.2 Console, **do not** place blame on victim.

7.3 Try to determine severity and extent of injuries to the victim.

7.4 Use rubber gloves to handle victim, obtain first aid kits.

7.5 Treat only life threatening injuries.

7.6 Gently discourage the victim from washing until being seen by a doctor. Washing may destroy evidence.

7.6 Move the victim (if possible) to a comfortable setting (private office).

7.7 Don't leave the victim alone, assign an assistant, and provide emotional support.

7.8 Take notes of any information the victim is willing to offer.

7.9. Take notes of any witnesses in area

7.10 Obtain lists of employees present at time of incident and any visitors at the facility at that time.

7.11 If possible, obtain photograph of scene. Do not move or clean the area of the incident until advised to do so by law enforcement officials.

8. Burglary - Response Actions

Call 9-1-1 immediately (or detail other). Provide details of the incident. Send someone to direct emergency responders to the scene.

8.1 Initial response actions:

- Alert **Human Resources**.
- Do not enter property, restrict access to the burglary location and await arrival of Police.
- Write down details of the burglary for review by Police.
- Notify safety coordinator for facility.
- Consider lock down of facility and communicate with the supervisors.

8.2 Larceny of Town /Commission property - response actions:

- Allow Police full access.
- Obtain serial numbers and nomenclature of known stolen property.
- Provide Police with a list of all personnel with keys/access to the area.
- Provide Police with a list of possible suspects if available.
- Assist Police with any additional requests for information.

8.3 Larceny of Private property - response actions:

- Allow Police full access.
- Arrange a meeting between the Police and the victim.
- Obtain a list of known stolen property from the victim.
- Provide Police with a list of all personnel with keys/access to the area.
- Provide Police with a list of possible suspects if available.
- Assist Police with any additional requests for information.

9. Bomb Threat - Response Actions

Call 9-1-1 immediately. Provide details of the incident. Do not use 2 way radios or cell phones. Evacuate the area. Ensure someone meets emergency responders. Notify **Human Resources** ASAP.

9.1 Initial response actions:

- Keep the caller on the line as long as possible, utilize bomb threat check list (Appendix A).
- ***Note the time of the call immediately.***
- Alert someone else to call the Police on another line.
- Alert **Human Resources**.
- Evacuate employees to relocation points and begin roll call.
- Take notes, using as many exact words as possible.
- Write down description of background noise you may hear.
- If you have "caller ID", note any phone numbers.
- Write down distinctive features of the caller's voice.
- Sympathize with the caller. Don't antagonize.
- Turn off all radios or other distracters.
- Try and find out where the suspected bomb may be.
- Lock down the facility and communicate with Supervisors.

9.4 Quick Response Actions - Supervisors. Understand that a Bomb Threat is a real danger. Bombers can and do set off explosions for a myriad of reasons. These situations are extremely volatile:

- **Do not use two way radios or cell phones.**
- **Do not search for the bomb.** Leave it to professionals however have volunteers available, preferably maintenance personal and supervisors. These people will be utilized by law-enforcement due to their familiarity with the facility.
- **Do not touch or move suspicious packages.** Tell Employees to leave all unknown boxes, packages, etc., alone, note anything unusual & relay to Police ASAP.
- When so ordered, evacuate Employees away from threatened area.
- Control Employees. Keep the Employees calm.

9.5 When the Police arrive, provide them with the following:

- A location to setup their command post.
- Assign liaison to stay with, and advise Police.
- Provide a detailed map of the facility.
- Provide detailed blueprints of facility utilities.
- Provide detailed location of doors and windows, and type of locks.
- Allow Police full access to facility.
- Understand that the police assume command and control upon arrival.

10. ACTIVE SHOOTER - Response Actions

Call 9-1-1 immediately. Provide details of the incident.

10.1 Initial response actions, if safe and possible:

RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

Hide/Shelter in Place.

- Hide in an area out of the shooter's view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode) and remain quiet and calm
- Call 911 if you are sure it is safe to do so

- Report who you are and what your phone number is.
- Report number, identification (if known) and description of assailant(s).
- Report exact location of shots fired or assailant(s).
- Report type of weapon(s) and number of shots fired.
- Report any known injuries.
- Report any background information on assailant(s).
- Escape if possible.

FIGHT

- **Fight as a last resort and only when your life is in imminent danger**
- **Attempt to incapacitate the shooter**
- **Act with as much physical aggression as possible**
- **Improvise weapons or throw items at the shooter**
- **Work as a team and coordinate your response**
- **Commit to your actions**
 - **YOU MUST WIN**

WHEN 911 ARRIVES

- Remain calm and follow instructions
- Keep your hands in view at all times –make no sudden movements
- Avoid pointing and yelling
- Know that help for the injured is on the way

The first officers to arrive on the scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove the injured.

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so

10.2 When the Police arrive, provide them with the following:

- A location to setup their command post.
- Assign liaison to stay with, and advise Police.
- Provide a detailed map of the facility.
- Provide detailed blueprints of facility utilities.
- Provide detailed location of doors and windows, and type of locks.
- Allow Police full access to facility.
- Understand that the police assume command and control upon arrival.

11. Armed Assailant - Response Actions

Call 9-1-1 immediately (or detail other). Provide details of the incident. Notify **Human Resources** ASAP.

11.1 Initial response actions, if safe and possible:

- **Do Not** contact the individual!! Wait for the Police.
- **Do Not** try and take the weapon!! Wait for the Police.
- **Do Not** attempt to restrain or talk to the assailant!! Wait for the Police.
- Stay on the phone with Police.
- Report who you are and what your phone number is.
- Provide an overview of the situation.
- Provide description of individual.
- Report exact location of individual.
- Report type of weapon(s).
- Report any background information on individual.
- Isolate the incident from spreading
- Evacuate employees from area.

11.2 When the Police arrive, provide them with the following:

- A location to setup their command post with dedicated private phone line.
- Assign liaison to stay with, and advise Police.
- Upon Request, provide a detailed map of the facility.
- Upon Request, provide detailed blueprints of facility utilities.
- Upon Request, provide location of doors, windows, and types of locks.
- Allow Police full access to facility.
- Understand that the police assume command and control upon arrival.
- Assign 1 person as media spokesperson to work in cooperation with Police. No one else is to speak with media except designee and with permission of Police.

11.3 Allow Police to handle situation. Police will generally try and isolate the individual from others and apprehend them.

11. Concealed Weapon - Response Actions. Understand that while no written quick response procedure can guarantee a favorable outcome to an Armed Employee/Assailant situation, the following guidelines may minimize the threat until Police can arrive. Call 9-1-1 immediately (or detail other). Provide details of the incident.

11.1 Initial response actions, if safe and possible:

- **Do Not** contact the individual!! Wait for the Police.
- **Do Not** try and take the weapon!! Wait for the Police.
- **Do Not** attempt to restrain or talk to the Employee!! Wait for the Police.

11.2 Concealed weapon on Town /Commission property:

- Do not alarm the individual! Wait for the Police.
- Do not alarm other Employees.
- Quietly send a runner to notify management.
- Tell the runner to remain at that location.
- Tell runner to include as much of the following info as possible:

- Who you are and your exact location.
- Identification of assailant.
- Description of assailant. Clothing, etc.
- Report type of weapon if known.
- Number of Employees in area.
- Demeanor of assailant.
- Any background information on the assailant.

12. Employee/Visitor Notification. Supervisors will support this policy and are required to provide this written procedure to any employee/visitor upon request. The following apply:

12.1 Employees will be informed of this policy during initial job orientation. Additionally, the safety program and orientation and training provided by their supervisors will be used to disseminate the policy.

12.2 Any violations of this policy will be handled through the standard disciplinary procedures in affect at employer.

13. Supervisor Responsibility. Management and supervisors will be responsible for ongoing compliance with this policy within their work areas. Supervisors are expected to adhere to standard practices in resolving issues of nonconformance (in addressing employee complaints) and maintaining expected levels of productivity within their respective work groups.

14. Preservation of Scene. Tape off area around the scene to protect evidence for the investigation team. Try not to disturb the scene any more than possible. Assign a guard until authorities take over the scene.

15. Witnesses to Incident. Gather and obtain names and addresses of witnesses to turn over to Incident Investigation Personnel and or local Police. Have as much information on the assailant(s) possible.

16. Notification of Next of Kin or Spouse. If police are involved provide information to the officer in charge. Locate the employee's emergency information card and notify the emergency contact. Advise them of the location of the victim. Advise them not to drive alone. Offer to send someone to drive them.

17. Transport to Hospital. Have a person the victim feels comfortable with accompany them to the hospital, if appropriate. Take notes of the time transported, name of transporter, name of hospital, and any other pertinent information that would be useful to arriving family members.

18. Incident Records. Keep any records of the incident in a confidential file.

19. Victim Support. Take steps to protect the victim's identity and right to privacy. Ask all involved not to share information with others. Designate an employee or friend close to the victim to talk to her/him about the types of support she/he needs, and the person the victim would like to provide that support. Consider referral to outside victim support or crisis intervention services.

20. Long Term Follow-Up. Follow-up support may include the following:

20.1 Human Resource Manager should follow-up:

- If acceptable to families, distribute hospital-stay or funeral info.
- Provide opportunity for employee's to discuss feelings.
- Discretely identify employees who may need mental health support.
- Advise supervisors to monitor troubled employees.
- Consider shortening or restructuring employee work assignments.
- Discuss funeral arrangements, if appropriate.

20.2 Take care of administrative **duties**:

- Update employees as new info becomes available.
- Provide prepared statements to minimize rumors.
- Refer media to the public information officer.
- Send "thank-you' s" as appropriate.
- Set up a system to answer cards and letters to the company.
- Remember the anniversary of the crisis.
- Plan a memorial as appropriate.