

**DEPARTMENT OF HEALTH SERVICES  
COUNTY OF LOS ANGELES**



**SUBJECT:** THREAT MANAGEMENT "ZERO TOLERANCE" POLICY

**POLICY NO:** 792

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**PURPOSE:** To prevent threats/acts of violence by employees and clients at the workplace and to ensure that all employees of the Department of Health Services comply with the Department's Threat Management "Zero Tolerance" reporting requirements.

**POLICY:** All employees, including contract workers, students, agency personnel, volunteers, whether they are permanent, temporary, part-time, or other, are entitled to a safe and healthy work environment. The Department of Health Services prohibits any workplace threats, intimidation or harassment by any of its employees (as defined in this paragraph).

Threats, threatening behavior or acts of violence against employees, patients, visitors or other individuals by anyone on County property or anywhere an employee is engaged in County-related business, are prohibited. Examples of such behavior include but are not limited to:

- Verbal and/or written threats, including bomb threats, to a County facility or toward any employee and/or members of that person's family;
- Psychological violence such as: bullying, verbal and/or written threats against any property of the persons listed above;
- Items left in an employee's work area or personal property that are meant to threaten or intimidate that person;
- Off-duty harassment of employees, such as phone calls, stalking, or any other behavior that could reasonably be construed as threatening or intimidating and that could affect workplace safety;
- Physical actions against another employee that could cause harm;
- Carrying a weapon on County property or while engaged in County business, as defined below.

Weapons

Employees shall not carry a prohibited weapon of any kind while in the course and scope of performing their job, whether or not they are personally licensed to

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**APPROVED BY:**

A handwritten signature in black ink that reads "Thomas J. Garlowski".

**EFFECTIVE DATE:** May 15, 2003

**SUPERSEDES:**

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carry a concealed weapon. Employees are prohibited from carrying a prohibited weapon anywhere on County property or at any County-sponsored function.

Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. This includes all firearms, illegal knives or other weapons prohibited by law.

Violations of this policy may result in any or all of the following:

- Arrest and prosecution for violations of pertinent laws
- Immediate removal of the threatening individual from the premises pending investigation;
- Disciplinary action up to and including discharge from County employment.

## Temporary Restraining Orders and Injunctions Against Workplace Violence

Grounds for obtaining an injunction are based upon the definition of a credible threat of violence defined by the State of California as "a knowing and willful statement or course of conduct that would place a reasonable person in fear for his or her safety, or the safety of his or her immediate family, and that serves no legitimate purpose."

Requests for a court order to restrain actual or threatened workplace violence must first be reviewed and approved by the Department Head or designated representatives before referral to Monica Mauricette, Deputy County Counsel, Management Division at (213) 974-8394, facsimile number (213) 626-5578, or at [Mmauricette@counsel.co.la.ca.us](mailto:Mmauricette@counsel.co.la.ca.us).

## Safety Concerns

Although only a minority of distressed or troubled employees pose a significant risk of becoming violent, workplace apprehension and concern about such employees is common. When no threat is expressed but a troubled employee arouses safety concerns, managers are encouraged to offer the confidential and free services of the Department of Human Resources, Employee Assistance Program (EAP) at (213) 738-4200. EAP referrals may be made to employees who show signs of disturbance or distress. Early identification and referral of such employees can avert the development of more serious problems.

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## Reporting Responsibilities

Any employee who witnesses any threatening or violent behavior, is a victim of, or has been told that another person has witnessed or was a victim of any threatening or violent behavior is responsible for reporting the incident to his/her supervisor or manager.

Supervisors and managers shall document and maintain a log of all incidents related to an expressed or implied threat involving an employee in the workplace, and will take appropriate action to ensure the safety of the threatened employee. Managers will ensure the distribution of this policy through maintenance of an annual policy acknowledgement form in each employee's official personnel folder (Attachment I). Supervisors and managers shall ensure a Security Incident Report (SIR) (Attachment II) is completed by the person reporting or involved in the incident, Safety Police, facility security, or building manager and submitted to the Office of Security Management, Chief Administrative Office by the end of the business day following the incident.

In the case of home healthcare workers (such as Home Nursing Attendants or other in-home personal healthcare workers) any incident of violence must also be reported to the State of California Department of Industrial Relations, Division of Labor Statistics and Research – Illness and Injury Unit at (415) 703-4780.

**AUTHORITY:** Department of Human Resources Policy No. 620  
State of California Labor Code Section 6332  
State of California Code of Civil Procedure Section 527.8

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**SUPERSEDES:**

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**COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES  
HUMAN RESOURCES**

I acknowledge receipt of the Department of Health Services' "Threat Management "Zero Tolerance" Policy regarding workplace violence.

My signature further acknowledges my understanding of my responsibilities under the Policy. I understand that my failure to adhere to this Policy may be grounds for disciplinary action up to and including discharge from County employment.

EMPLOYEE NAME: \_\_\_\_\_

EMPLOYEE NO: \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

WITNESS'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

OFFICE OF SECURITY MANAGEMENT / CHIEF ADMINISTRATIVE OFFICE
SECURITY INCIDENT REPORT

This report should be completed by the person reporting or involved in the incident, the building manager or his/her designee no later than the end of the business day following the incident. The report shall be delivered to the Office of Security Management, 785 Kenneth Hahn Hall of Administration, 500 West Temple Street, Los Angeles, California 90012, or send FAX (213) 613-0848.

For this report, a SECURITY INCIDENT is defined as:

An incident placing a person or property at risk that requires action by law enforcement authorities, County Office of Public Safety Policy or security guards at a County facility whether they were summoned or not, OR,

An incident placing a person at risk of involving an ON-DUTY County employee (including lunch periods) while on County property. This classification includes parking facilities, or while walking to or from an off-site parking facility to start or end a work day, OR,

An incident of a suspicious or unusual nature on County Property that places people or property at risk.

DATE OCCURRED: \_\_\_\_\_ DAY OF WEEK: \_\_\_\_\_ TIME: \_\_\_\_\_

COUNTY DEPT. REPORTING INCIDENT: \_\_\_\_\_

ADDRESS OF INCIDENT: \_\_\_\_\_

Is the suspect a County Employee? Yes ( ) No ( )
Is this incident gang related? Yes ( ) No ( )
Was an arrest made? Yes ( ) No ( )
Charge: \_\_\_\_\_

The law enforcement agency that handled the incident: (Circle appropriate number)

- 1. L. A. Sheriff's Department
2. L. A. Police Department
3. Local Police Department
4. L. A. County Police
5. Contract Security Co.
6. None

CODE FOR TYPE OF INCIDENT REPORTED: \_\_\_\_\_ (Refer to next page)

(i.e., A-1 = Burglary of a County Building)

REPORTED BY: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_

APPROVED BY: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_

ONLY ATTACH REPORTS AND MATERIALS PERTAINING TO INCIDENTS OF THREATS AND VIOLENCE. ALL OTHER REPORTS AND INFORMATION SHOULD BE FORWARDED TO APPROPRIATE PERSONNEL AND FILED FOR FUTURE REFERENCE.

This form is to be completed in addition to other reports required per County policy or State or Federal laws and regulations.

Distribution: Office of Security Management (Original); Department Head; Departmental Human Resources; File

## CODE REFERENCE SHEET FOR SECURITY INCIDENT REPORTS

- A. Burglary:** Entering a closed building or locked vehicle with the intent to commit a theft. (459 P.C.)
1. Burglary of a County building
  2. Burglary of a County vehicle
  3. Burglary of a Private vehicle
  4. Burglary Alarm – no evidence of any crime.
- B. Robbery:** The taking of property by force or fear. (211 P.C.)
1. Robbery of a County facility or employees performing their job.
  2. Robbery of a person, including employees, **not** performing their job.
- C. Arson:** The intentional setting fire to any object. Not necessary to destroy the object. The mere charring is sufficient for arson.
1. Arson of a County building (447 P.C.)
  2. Arson of a County vehicle (447 P.C.)
  3. Arson of private property (including vehicles) (447 P.C.)
- D. Rape:** Forced sexual intercourse with the opposite sex. (261 P.C.)
1. Rape of a County employee
  2. Rape of other than a County employee
  3. Other sex related incident
- E. Assault:** The physical battering of another person.
1. Assault with a weapon (245 P.C.)
  2. Assault no weapon but requiring hospitalization of the victim (245 P.C.)
  3. Assault with only minor injuries and no weapon was used (245 P.C.)
- F. Theft of or from a vehicle:**
1. Theft of a County vehicle (487.3 P.C.)
  2. Theft of a Private vehicle (487.3 P.C.)
  3. Theft from a County vehicle – no forced entry (488 / 487 P.C.)
  4. Theft from a Private vehicle – no forced entry (488 / 487 P.C.)
- G. Theft not involving a vehicle:**
1. Theft of County property valued under \$400.00 (488 P.C.)
  2. Theft of County property valued over \$400.00 (488 P.C.)
  3. Theft of private property (excluding vehicles) (488 / 487 P.C.)
- H. Disturbances:** No actual crime need be committed. The disruption of routine business constitutes a disturbance.
1. Disturbance of a County employee or facility (415 P.C.)
  2. Disturbance created by a County employee and/or their spouse involving a “domestic issue.”
  3. Disturbance not involving County employees
  4. Threats (verbal or written) to a County employee (422 P.C.)
  5. Refusal to be searched.
- I. Vandalism:** This classification includes all forms of intentional damage to property and vehicles except arson (refer to “C”).
1. Vandalism to County property, except vehicles (594 P.C.)
  2. Vandalism to Private property, except vehicles (594 P.C.)
  3. Vandalism to County vehicles (594 P.C.)
  4. Vandalism to Private vehicles (594 P.C.)
- J. Miscellaneous:** Crimes/activities not covered in any of the above classifications.
1. Suspicious activity by a non-County employee
  2. Suspicious activity by a County employee (explain activity)
  3. Hostage situation
  4. Bomb threat
  5. Suspicious package/substance
  6. Bomb or explosive device actually found
  7. Power failure
  8. Equipment failure
  9. Other activity not covered in any other classification (explain in detail) (Lost/stolen badges, bioterrorism activity, hazardous release, etc.)
- K. Person sick or injured/mental not the result of criminal activity:**
1. Rescue responded
  2. Person sent to hospital
  3. First aid given by other than Rescue personnel
  4. Handled by Security personnel
  5. Person refused treatment
  6. Other (specify) (Hazardous exposure, etc.)
- L. Confiscation of contraband:**
1. Weapon (gun, knife, club, etc.)
  2. Narcotics (any non-prescription drug)
  3. Other (specify)
- M. FOR USE BY COURTS ONLY:**
1. Restraints used
  2. Escape
  3. Attempted escape
  4. Physical altercation within a Court facility
  5. High risk trial
  6. Threats (verbal or written) to a judge
  7. Threats (verbal or written) to a jury
  8. Attempted unlawful entry