

ADMINISTRATIVE POLICY AND PROCEDURE

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Subject: VIOLENCE IN THE WORKPLACE THREAT MANAGEMENT

Policy No.: A258

Supersedes: December 15, 2015

Review Date: April 10, 2023

Origin Date: April 1, 1999

Revision Date: April 10, 2023

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 Departments 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 remain 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.

PROCEDURE:

- A. 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 or any threatening or violent behavior is responsible for reporting the incident to his/her supervisor or manager.
- B. In circumstances believed by the victim or witness to constitute an immediate danger requiring emergency response, and in which a supervisor or manager is not immediately available, the reporting party shall take the following actions:
 - Obtain emergency assistance from the LACO Sheriff’s Department Rancho Station, by calling 551
 - Warn potential victims
 - Seek personal safety

Revised: 5/03, 11/09, 12/13, 12/15, 4/23

Reviewed: 5/03, 4/06, 11/09, 12/13, 12/15, 4/23

Approved By:

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- C. The Sheriff's Department will assist the employee, supervisor, or manager in assessing actions necessary to ensure the safety of the person that was threatened.
- D. 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.
- E. Managers will ensure the distribution of this policy through maintenance of an annual policy statement form in each employee's official personnel folder (**Attachment I**).
- F. Supervisors and managers shall ensure a Security Incident Report (SIR) (**Attachment II**) is completed by the person reporting or involved in the incident, The Sheriff's Department , facility security, or building manager and submitted to the Office of Security Management, Chief Executive Office by the end of the business day following the incident.

REFERENCES:

County of Los Angeles Department of Human Resources Policy #620 – Threat Management Policy
Guideline & Procedure Policy # 932- Role of Employee-Security and reporting of Hazards/Incidents
DHS Policy #792 - Threat Management "Zero Tolerance" Policy

**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)

- | | Department. | Report 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