

VALLEYCARE
OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS
POLICY & PROCEDURE

NUMBER: 18
VERSION: 2

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

POLICY: Threats, intimidation, or harassment are prohibited by any member of the ValleyCare workforce.

PURPOSE: All members of the ValleyCare workforce, including contract personnel, students, agency personnel, volunteers, whether they are permanent, temporary, or part-time, or other, are entitled to a safe and healthy work environment.

DEPARTMENTS: All

DEFINITIONS: **Workforce member** is defined as any employee, contractor, volunteer, trainee, affiliate, student, or other individual who works at a ValleyCare facility.

PROCEDURE: **I. Threatening Behavior**

Threats, threatening behavior or acts of violence against workforce members, patients, visitors or other individuals by anyone on ValleyCare/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 ValleyCare 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.

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II. Weapons

Workforce members 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 carry a concealed weapon. Workforce members are barred 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.

III. 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 services no legitimate purpose.”

Requests for a court order to restrain actual or threatened workplace violence must first be reviewed and approved by the Director of Health Services or designated representatives, prior to referral to County Counsel.

IV. 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

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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.

V. Reporting Responsibilities

Any member of the workforce 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.

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 (Attachment II) is completed by the person reporting or involved in the incident, County Sheriff, ValleyCare administration, or building manager and submitted to the Office of Security Management, County Chief Executive Office by the end of the business day following the incident.

In the case of home health care workers (such as Home Nursing Attendants or other in-home personal health care 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.

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References: 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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